

CanDo / Impact Credit Union Merger Frequently Asked Questions and Merger Updates:

As part of our commitment to our members, we will provide continuous updates as the merger process progresses. All updates will be outlined within this document and via <https://www.impactcu.org/news-and-events/welcome-cando-members> as the information becomes available.

The Walbridge Office will close at 1:00 p.m. on Friday, September 28th to begin conversion. Normal hours will resume Monday morning October 1st.

Impact Credit Union offer relationship pricing based on account levels and age requirements. Below is our pricing reference sheet. If you qualify, you will receive these benefits beginning October 1st.



MEMBER VALUE PACKAGE REFERENCE SHEET	
RELATIONSHIP LEVELS	RELATIONSHIP BENEFITS
<p>Bronze Level <small>(Member must maintain an active checking account)</small></p>	<ul style="list-style-type: none"> Unlimited fee-free transactions at any Impact CU owned ATM utilizing your Impact CU ATM/Debit Card.
<p>Silver Level <small>(Maintain \$20,000 aggregate share balance or \$15,000 consumer loan balance, excluding credit card)</small></p>	<ul style="list-style-type: none"> Unlimited fee-free transactions at any Impact CU owned ATM utilizing your Impact CU ATM/Debit Card. Free Safe Deposit Box (subject to availability)
<p>Gold Level <small>(Maintain \$30,000 aggregate share balance or \$20,000 consumer loan balance, excluding credit card)</small></p>	<ul style="list-style-type: none"> Unlimited fee-free transactions at any Impact CU owned ATM utilizing your Impact CU ATM/Debit Card. Free Safe Deposit Box (subject to availability) Free personal checks.
<p>Platinum Level <small>(Maintain \$40,000 aggregate share balance or \$30,000 consumer loan balance, excluding credit card)</small></p>	<ul style="list-style-type: none"> Unlimited fee-free transactions at ANY ATM utilizing your Impact CU ATM/Debit Card. Free Safe Deposit Box (subject to availability) Free personal checks.
Relationship Levels could change on a monthly basis depending on member balances	
<p>Student Service Package <small>(Members 16-22 years of age)</small></p>	<ul style="list-style-type: none"> 5 free ATM transactions per month at ANY ATM utilizing your Impact CU ATM/Debit card.
<p>Prime Time Club <small>(Age 55 and older)</small></p>	<ul style="list-style-type: none"> Free Checks Free Money Orders Free Wire Transfers Free Certified/Cashier's Checks Free Safe Deposit Box (subject to availability) Free Stop Payments Statement Copies

Update: ACCOUNT MINIMUM BALANCE REQUIREMENTS:

There are special rules for credit unions which involve membership eligibility. As part of your ownership in the credit union you have a “primary share” account which allows you to be considered a member. Impact CU’s minimum balance requirement for this account is \$25.00 versus CanDo Cu’s previous requirement of \$5.00. **If your primary share balance is below \$25.00 you will need to deposit or transfer additional funds to meet membership eligibility requirements by October 1st.** This requirement does not apply to minor accounts.

Update: DORMANT ACCOUNTS:

Monthly dormancy fees are applied if your account is **over** 12 months inactive. A deposit or withdraw to the account yearly will avoid these fees as well as maintaining an open credit card, mortgage or loan with Impact CU.

WHY HAVE THE BOARD OF DIRECTORS OF CANDO CREDIT UNION ENTERED INTO A MERGER WITH IMPACT CREDIT UNION?

The merger with Impact Credit Union will provide CanDo Credit Union members many additional benefits & services. These include:

1. Five additional locations and ATMs to better serve members.
2. Shared Branching where members can access their accounts at other participating credit unions throughout the nation.
3. Extended hours. All Impact Credit Union offices are open Monday -Saturday for your convenience.
4. Broader spectrum of product offerings to include mortgages, financial planning and retirement solutions as well as more robust mobile and online capabilities.

WHO IS IMPACT CREDIT UNION?

Impact Credit Union was born from a very simple idea: People Helping People. From the beginning as Davidson Clyde Federal Credit Union in 1937, to their position today as one of the most financially sound Credit Unions in Ohio, Impact Credit Union is steadfast in their commitment to their Members.

The mission of Impact Credit Union is to help YOU, our member-owners, to manage your financial lives, and to run a stable credit union by: choosing always to do what is right, caring about your needs, and providing financial education and quality products and services that benefit you, because we are the stewards of your credit union – and it is your money. Impact Credit Union is open to anyone who lives, works, worships or attends school in Sandusky, Seneca, Hancock or Wood Counties in Ohio.

The Impact Credit Union name exemplifies the personal touch they extend to their membership and the impact they have every day in helping with financial decisions which impact lives.

WILL OUR CREDIT UNION NAME CHANGE?

Yes. When the merger is finalized, CanDo Credit Union will become part of Impact Credit Union and begin using that name.

IS THIS MERGER WITH IMPACT CREDIT UNION VOLUNTARY?

The merger with Impact Credit Union was a result of careful analysis and a lengthy discussion as a way to better serve the membership. The alliance was a decision made by both Board of Directors to better serve the membership with many additional benefits & services as explained above.

WHAT IS THE TIMELINE FOR THE MERGER WITH IMPACT CREDIT UNION?

The National Credit Union Administration (NCUA) approved the merger as of May 31, 2018. Members will not notice any change in business operations with data processing transitioning over the next months. Computer systems and all member account information will be fully converted effective **October 1, 2018**.

Update: WILL MY CANDO CREDIT UNION MEMBER/ACCOUNT NUMBER CHANGE AFTER THE MERGER?

Yes. Your account number will change slightly, however we will strive to make the transition as convenient as possible. **Your new account number will be your current account number with the prefix "60" added (60XXXXXX).** Additional account information will be communicated prior to **October 1, 2018**.

Update: WILL THERE BE ANY IMPACT ON MY DIRECT DEPOSIT OR AUTOMATIC PAYMENT TRANSACTIONS AFTER SYSTEM CONVERSION?

There should be no interruptions to your direct deposit or automatic payments before or after the conversion. However, you **MUST** contact your direct deposit originators **after October 1, 2018** to notify them of your updated account information, including Impact Credit Union's routing and transit number **241276910**. If you have a direct deposit or ACH transaction, you can go to our website for all information necessary to communicate to your current merchant or vendor at <https://www.impactcu.org/news-and-events/welcome-cando-members>. You may also contact any of our office locations for assistance as well. **It is imperative you do not change your account number with these companies if the transaction may occur prior to October 1st.** This would result in your money being deposited or withdrawn from an account which will not be valid until final conversion on October 1st.

IS MY MONEY SAFE DURING THIS PROCESS?

Yes, your money is safe during and after this merger. Your accounts will continue to be insured by the Federal Government through the NCUA. Each account will still be insured for up to \$250,000.

DO I HAVE TO SIGN ANY PAPERWORK TO MAINTAIN MY ACCOUNTS?

No. Your current account agreements and loan documents are sufficient. We do ask that you provide your email address to Impact Credit Union in order to utilize online banking services and to facilitate ongoing communication from the credit union. It is also a good time to review any joint owners and beneficiaries for all your accounts.

Update: CAN I CONTINUE TO USE MY CANDO CREDIT UNION CHECKS AFTER THE MERGER?

No. You will receive, at no cost to you, a new order of Impact Credit Union checks with your new account number around September 25, 2018. You may begin using them on **October 1, 2018** and it is recommended that you destroy your CanDo Credit Union checks. After this date, if you use your old CanDo Credit Union checks with the old routing and transit number and old account number, your checks

will be returned as “Account Closed”. Any future check orders you submit will be filled with Impact Credit Union checks. If you get your checks from an outside company, please contact us so we can provide you with the necessary information. Your new Impact CU checks have been ordered and you should begin receiving them. If there are any issues or questions or if you do not receive them, please contact us immediately at 800.848.8255.

Update: WILL I STILL BE ABLE TO USE THE CANDO CREDIT UNION LOCATION ON 113 SOUTH MAIN STREET AFTER THE MERGER WITH IMPACT CREDIT UNION?

Yes. Impact Credit Union is excited to keep this office open to service the membership. This office will close early on September 28th at 1:00 p.m. to begin the account conversion but will resume normal hours Monday morning, October 1st.

WHERE CAN I FIND IMPACT CREDIT UNION HOURS AND BRANCH LOCATIONS?

Visit www.impactcu.org for full details on branch offices, hours of operation, products and services.

HOW WILL THE MERGER AFFECT MY LOANS?

Your loans will automatically transfer to your Impact Credit Union account. Your rate, monthly payment and term will remain the same.

HOW SHOULD I CONTINUE TO PAY MY LOANS?

You should continue to pay your loans as you normally would. If you make your payments by check, please continue to do so, simply make your check payable to Impact Credit Union. Any automatic deductions will continue.

Update: WILL I RECEIVE A NEW IMPACT CREDIT UNION ATM/DEBIT CARD?

Yes. You will receive a new card with the Impact Credit Union name on it around **October 1, 2018**. Your Impact Credit Union issued card will need to be used starting **October 1, 2018**. New Debit cards have been mailed and you should begin receiving them. Your previous CanDo **debit** card was a MasterCard and your new one will be a VISA – please do not destroy your CanDo VISA card which is your **credit** card. Also, please do not destroy your CanDo Mastercard (debit) until September 30th at noon or you will not be able to perform transactions. Your Impact CU debit card will become usable Sunday, September 30th at noon.

WHEN WILL I RECEIVE STATEMENTS?

Everyone will receive a statement from CanDo Credit Union for month ending September 30, 2018. After that if you have a checking account or any electronic activity, you will receive a monthly statement from Impact Credit Union. Otherwise, you will receive quarterly statements. If you need access to any account statements or account activity that occurred in 2017 or prior, please contact Impact Credit Union for more information.

WILL I HAVE ACCESS TO MY ACCOUNT HISTORY AND PREVIOUS STATEMENTS AFTER THE MERGER?

Yes. Impact Credit Union will store previous account history from CanDo Credit Union which you will have access to upon request. All history beginning **October 1, 2018** and beyond will be available on Impact Credit Union’s online banking service.

Update: WILL MY CURRENT CANDO TELRPLUS PASSWORD WORK FOR IMPACT CREDIT UNION'S AUDIO RESPONSE SYSTEM?

No, after **October 1st** your existing password will not work for Impact's Audio Response System and CanDo CU's system will be shut down. You may begin signing up for Impact CU's Automated Teller at any time, however, your balance information will become available October 1st via Impact's Audio Response System. Please refer to <https://www.impactcu.org/news-and-events/welcome-cando-members> for instructions regarding signing up for Impact CU's Automated Teller or contact us at (419) 547-7781 for assistance.

AFTER THE MERGER, WHAT WILL I NEED TO BRING WITH ME TO ACCESS MY ACCOUNTS?

For your security and protection, you may be asked to present a current and valid driver's license, state ID, or passport for information on your account and to conduct transactions.