

May 8, 2019

Important Announcement For  
IAM Community Federal Credit Union Members

Dear Members,

First, on behalf of the Board of Directors and the staff of our credit union, I want to thank you for helping us to have a great start to 2019. Over the past several years we have strived to introduce new products and services to our membership that would insure that we were competitive within the market. These positive changes are impacting our growth and profitability. If you haven't had a chance to experience these new products, we invite you to come in and see these new opportunities and let us prove to you that banking with this credit union is relationship oriented and that our staff is ready to prove to you that our service is unequalled.

As part of our plans for the future, we are embarking on a new endeavor. We are rebranding to further signify our desire to prove our worth to our membership. Effective June 3, 2019, we will become **SOLUTIONS FIRST CREDIT UNION**. This name introduces our concept of providing "SOLUTIONS" for your financial needs. We will be enhancing the delivery of our product base and will continue to offer the best service that can be found in this area. You see, great service; it is just our thing! Make us prove it.

Also beginning on June 3, we will be providing a special designation for those union members who have been a part of the origination of this credit union as a member of the IAM&AW Union. Union members will be designated as Founder's Club members which will enable you to have certain "opportunities" availed to you because of your sponsor membership. We are thankful for you and pledge to continue that special service to which you have become accustomed.

Over the next few months, we will be enhancing our core processing system, affording the opportunity to expand our mobile banking and internet service. We strive to make banking with us simple and provide more "SOLUTIONS". As with any product or service, word of mouth is the best advertising that we can have. Please refer other potential members to us. Let us show them the "SOLUTIONS" way of banking.

We understand that you may have some questions and have attached a list of frequently asked questions and important facts to help with this transition. Please do not hesitate to call us at (334) 347-9000 if you have any additional questions.

On behalf of the Board of Directors, the management team, and the credit union staff, thank you for your support of this great organization as we embark on this momentous change.

Sincerely,

  
Frank Garrett  
President and CEO

## **IAM Community Federal Credit Union — Name Change Questions & Answers**

### **Q: When will the name change take effect?**

A: On June 3<sup>rd</sup>, IAMCFCU will officially switch names to Solutions First Credit Union. You will begin seeing us transition to the new name at the beginning of June.

### **Q: What will change with the new name?**

A: Only the name and logo will change. Beginning on June 3<sup>rd</sup>, you will see exterior branch signage changes, new brochures, stationery, plus an updated website with our new name and logo.

### **Q: Is the name change a result of a merger or acquisition?**

A: No. The name change is not the result of a merger or acquisition of any kind. We remain a member-owned cooperative.

### **Q: Why are you changing the name of the credit union?**

A: Our name is part of our long-range plan to build a growing and relevant organization that is inclusive of every member and market we serve.

### **Q: Will the ownership of the credit union remain the same?**

A: Yes. The ownership of the credit union will remain 100% owned by you, the members.

### **Q: Will the credit union still serve the IAM Union?**

A: Absolutely. We are fully committed to our roots and serving the members of the IAM&AW Union employed at Ft. Rucker.

### **Q: Who will be eligible to join the credit union?**

A: Our charter remains the same. We will continue to serve people who live, work or worship in Coffee, Dale and Houston counties, current and retired members of the IAM&AW Union and their immediate family members.

### **Q: Why are you changing the name of the credit union?**

A: Our Board and Management have built one of the strongest financial institutions in Southeast Alabama by making prudent and strategic business decisions that ensure our growth and health. Our name change is part of our long-range plan to continue building a growing and relevant organization that is inclusive of every member and community we serve.

### **Q: How will fees, loan rates and deposit rates be impacted by the name change?**

A: Rates and fees will not be negatively affected by the name change. We will continue to monitor our rates and fees like we always have. Rates and fees do fluctuate, but they are adjusted in response to market conditions.

### **Q: Will the routing number change?**

A: No, our routing number will remain the same. The routing number is: 262184078.

### **Q: Will my account numbers change?**

A: No, your account number(s) will remain the same.

### **Q: Will I still be able to use my checks?**

A: Yes, your checks will still work. When it's time for you to re-order, new checks with the new name of the credit union will be issued.

### **Q: Will my credit card still work?**

A: Yes, your current card will continue to work until its expiration date. Your account numbers and member numbers will also not change.

### **Q: Will my debit card/ATM card and PIN number still work?**

A: Yes, your current debit card/ATM card and PIN number will continue to work as they always have until its expiration date.

**Q: If I have automatic payments taken from my account or receive direct deposit, will I need to do anything?**

A: No, everything will stay the same. Our routing number and transit number will not change, and your account number will not change; therefore, there are no additional steps or changes you need to make.

**Q: Will the employees at my credit union branch change?**

A: No. The employees that you've grown accustomed to serving you at your branch will be here to serve you with the same personalized service that you expect.

**Q: Will the credit union numbers, website and email addresses change?**

A: All phone numbers will remain the same. Our new website address is [www.solutionsfirstcu.com](http://www.solutionsfirstcu.com), which will become active on June 3<sup>rd</sup>. The current website address and email addresses will automatically redirect to the new addresses for a while.

**Q: Will branch days of operation and hours change?**

A: No. Branches will continue to be open and available to you the same days and times that you expect.

**Q: Will there be any change in my statement cycle or in the way the statements are presented?**

A: No. There will not be any changes to the statement cycle and it will remain in the same format you are used to. Keep a watch in your mail for our new statement stationary with the new name beginning July 2019.

**Q: How will current members benefit from this name change?**

A: By continuing to build a growing and relevant organization that is inclusive of every member and community we serve, we can offer our members the latest and best products and services in the financial industry.

**Q: What will change with the new name?**

A: As stated in the accompanying letter, only the name will change. Beginning in June, you will see exterior branch signage changes, new brochures, and stationery, plus an updated website with our new name and logo.

**Q: Where can I find additional information?**

A: Call us during business hours, Monday-Friday, at (334) 347-9000, visit us online at [iamcfcu.com](http://iamcfcu.com), or stop by a branch during our hours of operation.