

## **Frequently Asked Questions of the NGFCU Merger with O.A.S. Staff FCU**

### **Why is the National Geographic Federal Credit Union (NGFCU) merging with the Organization of American States Staff Federal Credit Union (O.A.S. Staff FCU or OASS FCU)? What does this merger mean to me?**

The NGFCU Board of Directors evaluated several possible partners, and selected OASS FCU because of its excellent reputation for member service, its strong financial position, and its expansive list of products and services. In today's regulatory environment, it has become difficult to maintain compliance with State and Federal regulations without a significant investment in human resources and technology. The Board unanimously agreed the merger provides the ability to offer additional products and services that require increased staff expertise. The ability to leverage operational efficiencies and lower certain operating costs is expected to provide an overall improvement in most if not all, of the following areas:

- Services to Members
- Improved Financial Performance
- Long term Stability and Viability
- Career Opportunities for Staff

The OASS FCU is committed to providing service to the employees of the National Geographic Society, National Geographic Partners, and other select employee groups at the present location and has committed to continuing operations there for not less than one year as part of the merger plan, subject to any decision on space allocation by the National Geographic Society.

### **How will this affect membership in NGFCU? Who will be eligible to join the new credit union?**

After the merger, your membership will be with OASS FCU - National Geographic Branch. As part of the merger all operations will be within the policies of OASS FCU. The merger provides members access to new services currently available at OASS FCU.

The existing systems will remain in place until a planned conversion in March 2019. Most existing accounts and activities will remain the same until that time. For example, the NGFCU debit cards will continue until March 2019 and we will continue to use the NGFCU system until the conversion is completed.

After the system conversion, all NGFCU accounts will transfer to the new OASS FCU system. You will be informed in advance of the date the accounts would be scheduled to transfer. At all times, you will continue to have access to shared branching.

All current members and their families will continue to be eligible for membership. All employees of our Select Employee Groups (SEGs) will continue to be eligible for membership. All new members will be able to choose the National Geographic or the OASS FCU branch for accounts and services.

**Will the NGFCU employees be retained by OASS FCU?**

Yes, all three employees have been offered one year of guaranteed employment.

**When will the merger take place?**

We anticipate the effective date of the merger to be August 1<sup>st</sup>, 2018. However, the actual data conversion to one system is planned to occur in March 2019.

**Will there be a new name of combined credit unions?**

Once combined, our credit union will work as the National Geographic branch under the OASS FCU name.

**What branches will be available to me? Will I have the same ATM's available to me here at NG? What about the teller window and offices of NGFCU?**

The two credit union locations will continue to operate under their current schedules. NGFCU's two ATMs on campus will continue to operate, and OASS FCU also has an ATM at 1889 F Street, NW. The National Geographic office will remain open and staffed by the friendly faces you're used to seeing. NG locations may eventually be adjusted due to changes at our campus, but such changes are independent of the OASS FCU transaction. In addition, share branching with over 2,943 locations nationwide will continue to be available. On March 2019, the COOP ATM network will also be available with over 30,000 ATMs surcharge-free.

**What additional services will be available to me?**

There are several new services offered by OASS FCU that will be available to the National Geographic members after the merger. They include: an interest-bearing reward checking account, currently paying over 2% in interest; first mortgages; private student loans; Visa Classic and Platinum Rewards credit cards; Apple and Android Pay; eco-friendly green loans (for hybrid and electric car purchases); international ACH program; and access to investment and retirement options.

**Will my account number change?**

Account numbers will not change initially. However, there may be some changes when your accounts are transitioned to the OASS FCU systems in March 2019. Plans are being developed for

the system integration. Rest assured that we will make every effort to minimize the disruption to our members. We are preparing future communications that will include specific information about any changes. Our intentions are to keep you informed and make this transition as seamless as possible.

**Can I continue to use my existing debit card?**

Yes. Your NGFCU debit card will still work through March 2019. New OASS FCU debit cards will be mailed to members prior to the planned system conversion is complete. You may continue to use your debit card until further notice.

**Will I have to order new checks?**

Yes. After the planned March 2019 conversion, the routing number will change, and any old NGFCU Checks should be destroyed at that time. All members with a NGFCU Checking Account (who use checks) will receive an initial supply of checks free of charge in the mail prior to the conversion. Checks you wrote on your account prior to that time will still be valid, and able to be cashed for a period of 6 months.

**Will the online services (website) change? What will happen to any electronic services?**

Not initially. You will continue to access your online banking system through flex teller. We will redirect the NGFCU web address to a special page on the OASS FCU website. Follow the instructions on the page for access to online banking and for bill payment.

We do not expect any interruption to your electronic services such as direct deposit and automatic withdrawals. We are preparing future automatic withdrawal communications that will include specific information about any changes to your accounts or electronic services. Our intentions are to keep you informed and make this transition as seamless as possible.

**Will I have to notify my payroll department if I have direct deposit or payroll deduction?**

**Will my direct deposit or payroll deduction stay the same?**

If you currently have direct deposit or a payroll deduction to your NGFCU account, nothing will change. When the data conversion occurs, it will automatically transfer to OASS FCU, the continuing credit union. If changes are necessary in the future, all members will receive a notification of specific changes affecting them well before they happen.

**Will bill payment information transfer over? Will my loan payments still be taken from my account each pay period? Do I have to do anything about automatic payments coming out of my account?**

You will continue to use your current bill payment system until further instructions are provided. If NGFCU currently generates your automatic payment (e.g., a loan payment at NGFCU), then you

will not need to make any updates or changes. If an external company is deducting from your NGFCU account, you will need to update that company with your new account information.

Transition plans are being developed for the system changes that will occur in March 2019. Rest assured that we will make every effort to minimize the disruption to our members. We are preparing future communications that will include specific information about any changes to your account and payments.

**What about fees or service charges?**

The fee schedule is available on the OASS FCU website at [www.oasfcu.org](http://www.oasfcu.org) ([https://www.oasfcu.org/\\_design/documents/schedule\\_fees\\_ENGLISH.pdf\\_](https://www.oasfcu.org/_design/documents/schedule_fees_ENGLISH.pdf_)).

**How is the NCUA deposit insurance affected? Will my deposits continue to be federally insured?**

OASS FCU is federally insured by the National Credit Union Administration. All deposit accounts will continue to be federally insured by the National Credit Union Share Insurance Fund to the maximum allowed by law.

**What if I have more questions? What number do I call if I have questions regarding my new account information?**

Staff at both Credit Unions will be available to answer questions regarding the merger. In addition, we will provide regular updates on NGFCU's web site as additional information becomes available. But if you have other questions or concerns not addressed here, feel free to contact OASS FCU by sending an email to [NGFCUmerger@oasfcu.org](mailto:NGFCUmerger@oasfcu.org) or ask any staff member at NGFCU.