

IMPORTANT INFORMATION REGARDING THE UPCOMING MERGER BETWEEN ENCOURAGE FINANCIAL NETWORK CREDIT UNION (EFNCU) AND GREAT LAKES CREDIT UNION (GLCU)

We are thrilled to announce that our encourage financial network CU (EFNCU) members have voted in favor of our upcoming merger with Great Lakes Credit Union (GLCU)! This exciting partnership will bring you expanded products and tools, increased convenience, and a stronger impact on our community. Our primary focus is ensuring you have everything you need for a successful financial journey.

Here is what you can expect as a valued GLCU member:

- **Expanded Products and Services:** Access a wider array of financial products, services, and helpful resources.
- **Increased Convenience:** Benefit from GLCU's larger branch network and advanced digital banking technology for more ways to manage your accounts.
- **Stronger Community Impact:** Enjoy expanded financial education programs, counseling services, and local initiatives through the GLCU Foundation for Financial Empowerment.
- **Important Note:** Do not worry about changes to your existing accounts. You will continue to use your current account numbers, debit cards, and digital banking login information just as you always have until later this year.

The next phase in our merger timeline is known as “Legal Day 1” and is scheduled to take place on **June 1, 2024**. On that day, all EFNCU members will become members of GLCU and be entitled to the access and privileges that come with it. For your convenience, we are including a list of commonly asked questions we think you may have related to the transition. They are enclosed, and you can find even more information at firstfcu.org/glcu.

We are committed to making this a smooth shift for you. For now, keep using your existing account numbers, debit cards, and digital banking login information – everything works just the way it always has. We will continue to provide regular updates over the coming weeks and months, and our Member Service Representatives are always here to answer your questions, by email, phone, or in person.

We remain deeply committed to providing you with exceptional financial services and experiences. Through this merger, we are excited to expand our commitment to you and your community.

Thank you for your continued trust and support. We look forward to this exciting new chapter! If you have any questions or concerns, please do not hesitate to reach out to us at info@encourage.org or 773-565-2000.

Sincerely,

Michael T Abraham

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Frequently Asked Questions Related to the Upcoming Merger

You have questions, we have answers! As we move forward with our official merger with Great Lakes Credit Union, we want you to feel fully informed and empowered to manage your finances every step of the way.

Here are some questions we think you may have related to the merger:

Where do I go to view my account information?

- For now, you will continue using the same website (firstfcu.org), online banking, and mobile app as always. We will give you plenty of notice before any changes happen later this year.

Will my interest rates change on loans/savings accounts?

- Any fixed-rate loans (like auto loans) or deposit products (like share certificates) will stay the same.
- For variable-rate accounts, we are committed to offering competitive rates that benefit you. Remember, interest rates can change due to market conditions, not just because of the merger.

Will any fees change or be added?

- Great news! GLCU has lower or even no fees on many services. This means you will save money while enjoying the same great service. We will provide a full fee overview as we get closer to combining our systems.

Are there new products/services I will get access to immediately?

Yes, you will gain access to some exciting new options right away! Here is a taste of what you can explore:

- **Money Mammals®:** Enroll your kids in this fun and engaging program! They will get access to apps, games, books, videos, and more that teach them how to be smart with their money.
- **Credit Builder Loans:** Perfect if you want to boost your credit score responsibly.
- **Health Savings Accounts (HSAs):** Enjoy tax advantages while saving for medical expenses.
- **Business Banking Solutions:** We will have a full range of products and services for business owners, including treasury management to streamline your operations.
- **Financial Counseling:** Get personalized support to help you reach your financial goals.

We are still working on fully integrating our systems, so stay tuned! Even more great products and services will be available to you later this year.

Frequently Asked Questions Related to the Upcoming Merger (Continued)

How long will the transition period last? Will there be downtime for online banking or certain services?

- We are working hard to make this a seamless transition. As the merger process continues, we will be coordinating the consolidation of our systems and will make every effort to reduce member downtime as we work through the transition.

We are committed to keeping you informed every step of the way. As more information becomes available, we will communicate it so that you have the information you need to manage your finances confidently.

How will this merger make a stronger impact on the community than each CU could separately?

This merger is about bringing the power of financial empowerment to more communities across Chicagoland! Here is how we will make an even bigger difference together:

- **Expanded Reach:** We will have a wider presence across the Chicagoland area, allowing us to connect with more individuals and families who need access to affordable financial services and education.
- **Increased Community Investment:** Together, we have a history of incredible community involvement. Employees have already volunteered over 4,000 hours, and efforts like the GLCU Foundation for Financial Empowerment have saved \$30 million in community assets from foreclosure. Imagine what we can accomplish as a combined force!
- **Enhanced Resources:** By pooling our expertise, we will be able to develop even more innovative programs and resources to support financial well-being throughout the communities we serve.