



## Frequently Asked Questions

### **What will happen to the Northeast Family Team?**

The commitment to excellent service, and the people you have come to know and love, will still be here as our entire staff will be retained and will be provided more opportunities to grow.

### **Who is Self-Help Federal Credit Union?**

Self-Help was founded in 1984 with a mission of creating and protecting ownership and economic opportunity for all. Self-Help Federal Credit Union serves over 120,000 members and offers a full range of financial products and services. You can learn more at [www.self-helpfcu.org](http://www.self-helpfcu.org).

### **Will Northeast Family Federal Credit Union have a name change?**

Eventually, the Credit Union will change signage and other materials. From May 1<sup>st</sup> moving forward, we will be considered Self-Help Federal Credit Union.

### **Will routing and account numbers change?**

For now, routing and account numbers remain the same. Over the next several months, processes and data systems will slowly be converted, and the operations of Northeast Family will be integrated into those of Self-Help. These conversions and transformations will, for the most part, be transparent to you. Self-Help FCU's primary goal is to make the process as seamless and as "hassle-free" for you as possible.

### **Will the hours change?**

Current branch hours will remain the same for now.

### **Can I continue to use my ATM/Debit, credit cards, and current checks?**

Yes, you can continue to use your ATM/Debit, credit cards, and current checks.

### **Will I continue to have access to online banking?**

Yes, there are no changes at this time.

### **Will direct deposit or ACH transactions be affected?**

Current automated transactions will continue to work as normal.

### **Why did the Credit Union make this decision?**

To help our members build wealth. We anticipate increases to deposit rates and more products and services, including additional home loan options and business loans. In addition, we will offer lower fees on our accounts and no overdraft fees.