

Frequently Asked Questions Regarding the Oak Trust Credit Union and NorthStar Credit Union Merger

With board approval, Oak Trust Credit Union has decided to enter into a merger with NorthStar Credit Union. We are excited for the bright future this union presents for all our members and employees.

We recognize that you will have a number of questions, and have prepared the following frequently asked questions (FAQs) to help provide you with answers:

Q. What are the reasons for the merger?

Because of our similar philosophies and shared cooperative values, the partnership of Oak Trust Credit Union and NorthStar Credit Union will bring together the best of the best in terms of member value. Both credit unions have always been 100% focused on member value, including outstanding service. Given these synergies, including a very complimentary branch network, it was determined that together the two credit unions could provide an even higher level of member value. This collaborative partnership expands our footprint throughout the Chicagoland suburbs to allow us to better serve our members and strengthen our commitments to our local communities.

Q. How will this merger affect Oak Trust members?

This new venture promises new opportunities for the members of both credit unions, retains our core values and enhances our ability to serve our local communities.

A few highlights of the many benefits this merger will provide include:

- The same great staff you've come to know and love
- The same telephone banking, online banking and online bill pay system
- Expanded branch network including Plainfield, Aurora, Warrenville and Chicago
- Continued access to over 5,500 Co-op shared branches nationwide
- Over 50,000 surcharge-free ATMs available worldwide

Q. Will the employees at my branch change?

No. Oak Trust Credit Union employees will continue to serve the membership with the same friendly member service and personal touch you have grown accustomed to experiencing.

Q. When the merger is official (on July 1), can I begin to access NorthStar branches for all my banking needs?

Yes. You can already use NorthStar locations, as well as over 5,500 other credit union locations throughout the Co-Op shared branching network. However, as of July 1st, you will have complete member access to the Aurora, Chicago (Bridgeport), Plainfield, and Warrenville locations of NorthStar Credit Union.

If you currently use the Co-Op shared branching network, you will need to provide your updated member number as well as NorthStar Credit Union as your credit union when conducting a transaction at a shared branch.

Q. Will my account numbers change when the merger is completed?

Yes. NorthStar Credit Union and Oak Trust Credit Union currently operate on the same core processing system. In order to eliminate any overlap in account numbers, your account number will have 2000000 added to it. For example, if your Oak Trust Member number was 12345, your new NorthStar member number will be 2012345.

Q: Can I still use my current checks, debit card and/or credit card?

Yes. Continue to utilize your current checks, debit card and/or credit card until advised differently.

Note, there will be a temporary disruption in service on Thursday, June 30th through the morning of Friday, July 1st that will result in reduced card limits while we perform operational integration.

We certainly appreciate how important this service is to you. However, please plan accordingly and have your checkbook or an alternate method of payment in addition to your OTCU ATM/Debit Card with you during this period.

Q. Do I need to make any changes with my direct deposit, ACH items or mobile deposit?

No. Your direct deposit and ACH items will continue to direct to your account as they have been. You may also continue to utilize mobile deposit. We will promptly notify you of any changes in the future accordingly.

You may, however experience temporary disruption in mobile deposit service on Thursday, June 30th beginning at approximately 10:00 AM through the morning of Friday, July 1st as we perform operational integration.

Q: Will I continue to have access to my accounts through online banking and online bill pay?

Yes. Continue to access online banking and online bill pay in the same manner you do now. You may, however experience a temporary disruption in service on Thursday, June 30th beginning at approximately 10:00 AM through the morning of Friday, July 1st as we perform operational integration.

We apologize for the inconvenience; however, after June 30, 2016 you will no longer have access to your Oak Trust Credit Union check images within online banking. To obtain check images, all you will need to do is contact a member of the NorthStar team and copies will be retrieved for you free of charge. In the future, when you are ready to order new NorthStar checks you will be able to view those images once again within online banking.

As a reminder, beginning July 1, 2016, you will need to use your new NorthStar member number (i.e. 200XXXX) as your username if you have not established a special username. Your password will remain the same, unless it does not meet the complex password parameters that NorthStar has in place for your protection. If your password does not meet the complex password parameters, you will be prompted to change your password:

What are the requirements for my password?

- Your password must be at least 7 characters long, and you can use up to 10 characters.
- Combine at least three out of the following four choices: upper case letter, lower case letter, number, and a special character.
- A special character is any one of the following: '~!@#%&*()_+}{|'":;?/<>,\-
- Your password is case sensitive.
- Your online banking password is not the PIN used for CU*Talk telephone banking.

Q. Will Oak Trust Credit Union and NorthStar Credit Union branches remain open?

Yes. NorthStar Credit Union is committed to providing all members with the quality member services and convenient branch hours and locations you have come to expect. All of the Oak Trust Credit Union branches will remain a part of the NorthStar Credit Union network.

There will be a temporary closure of Oak Trust Credit Union branches on Thursday, June 30th at 12:00PM as we perform operational integration. All branches will re-open as NorthStar Credit Union on Friday, July 1st.

Q. Will my accounts still be insured?

Yes. Your savings will continue to be federally insured to at least \$250,000 by the National Credit Union Administration, a U.S. Government agency and backed by the full faith and credit of the United States Government.

Q. What will the credit union name be?

The legal entity will be *NorthStar Credit Union*; however the newly merged credit union will develop a marketing and branding strategy reflective of the combined memberships and its needs. Post-merger, the continuing credit union will be state-chartered and will retain all fields of membership from both entities.

Q. What happens to the Board of Directors?

The post-merger Board of Directors will be comprised of eleven members, with seven board members from NorthStar Credit Union and four from Oak Trust Credit Union. The 7-4 split was based entirely upon member representation. All Board members must meet minimum knowledge, experience, skill and representation criteria to ensure strong leadership and a true reflection of the combined membership.

Q. Who will be the Chief Executive Officer of the credit union?

NorthStar Credit Union's CEO, Lloyd M. Fredendall, will continue as the Chief Executive Officer. Oak Trust Credit Union's CEO, Jim Dean, will join NorthStar Credit Union's executive management team and serve as President of the credit union.

Q. What happens to me, as a member of the credit union?

The phrase "Once a Member, Always a Member" still applies, with the same rights and privileges.

Q. Who should I connect with if I have additional questions?

For additional questions please contact NorthStar Credit Union, toll-free at 800-983-6828, or by email at: memberservices@nscu.org.