**EDUCATION PLUS CREDIT UNION AND**



**DIRECTIONS CREDIT UNION MERGER**

**Q & A’S**

Listed below, are answers to some of the frequently asked questions regarding the Directions Credit Union and Education Plus Credit Union merger.

**When does the merger take place?**

The merger is a two-step process. The first-step was the completion of all legal processes which took effect on June 1, 2018. There were no changes for you as a member of Education Plus Credit Union on this date.

The second step of the merger process is the merging of all member accounts onto one computer system. This will happen on October 1, 2018. At this time all of your accounts and balances will be transferred to Directions Credit Union.

The date Education Plus members will be able to utilize Directions’ branches fully and members of Directions Credit Union can use Education Plus branches will be October 1, 2018.

**What will happen when my account becomes a Directions account on October 1, 2018?**

As we approach the final merger date, you will be contacted by Directions Credit Union with information that will address your account number, direct deposit, payroll deductions, rate and fee status and various other information. When we transition into one credit union, some adjustments might be made to your Education Plus Credit Union accounts. This will include your new member number (which will include your existing EPCU member number with additional digits) and, any necessary direct deposit changes (including for your pay check and/or social security deposits). Any changes you may encounter will be made as seamless as possible, and we will share with you the tools and methods we have developed to help you make these changes. Most of the changes will be handled behind the scenes, automatically, with no action needed from you. All accounts will be converted so that they retain in every way possible what you currently have in terms of features, benefits and fees.

**Will the existing offices of EPCU remain open?**

Yes. Current Education Plus locations will become a part of the Directions branch network, but will also continue to be known and branded as offices of Education Plus. Maintaining a presence in the Monroe area to serve our members is very important to your Board of Directors. In addition, both Credit Unions have branches in Lambertville and Directions is committed to having a branch in Lambertville well into the future. Both branches will remain open for now. However, the Lambertville branches will be consolidated into one branch in the future. Also, Directions has agreed to open a branch or place an interactive ATM/Kiosk in Dundee, Michigan in order to better serve our members there. Not only will this provide greater service for our members but it demonstrates Directions commitment to our community.

**Can I still use my EPCU debit/ATM card? Credit card?**

* If you currently have a debit/ATM card with Education Plus you will receive a new Directions Debit/ATM Card prior to October 1, 2018. Separate information will be sent to you regarding what to do with your old card, and when your new card should be activated for you to use.
* If you currently have a credit card with Education Plus, you may continue to use it until approximately the middle of November 2018. At that time your Education Plus credit card will be replaced with a Directions Credit Card. Separate information will be sent to you regarding this transition in early October.

**Will I need to order new checks for my existing checking account?**

If you currently have an Education Plus checking account, you can continue to use your existing checks beyond October 1, 2018 for a temporary period. However, if you wish to view your check copies online, it will be necessary for you to order new checks. Directions will pay for your first box of new checks if you stop into a branch or call to order them by December 31, 2018. You will be asked to order and begin using Directions checks by January 1, 2019.

**When will I be able to use the Directions Credit Union locations?**

Until the data systems of Directions and Education Plus are combined on October 1, 2018, you cannot access your EPCU accounts at Directions Credit Union office locations. Starting October 1, 2018, you will be able to use the many locations of Directions and you will also automatically be able to use the nearly 5000 FREE ATM locations and Shared Branching locations throughout the United States that are offered through Directions Credit Union.

**What will happen to the staff at Education Plus Credit Union?**

EPCU employees became employees of Directions Credit Union June 1, 2018. All employees were offered positions and their years of service were carried over. The employees maintained their current levels of compensation and benefits. Along with these benefits, Directions can offer the employees greater training and career advancement opportunities. In addition to adding the employees to Directions Credit Union, four members of the EPCU Board of Directors were welcomed to Directions Board effective with the merger.

**Will my personal information be safe in the merger?**

Yes. Directions has been in business for more than 64 years and considers privacy and protection of member personal information its highest priority. Directions uses state-of-the art technology to protect your information and all of its staff are trained to assure member confidentiality. Directions does not disclose member information to any third parties unless it is authorized by law.

**Will Directions continue the Education Plus community involvement programs?**

Yes. Directions strongly believes in community involvement. The in-school branches, scholarship programs, and other community commitments will continue at the level they are today. Directions will also bring several financial literacy and education programs to our communities.

You may learn more about Directions by visiting their website at [www.directionscu.org](http://www.directionscu.org). 7/2018