



FREQUENTLY ASKED QUESTIONS

Alltrust Credit Union and Align Credit Union Merger

ALLTRUST CREDIT UNION MEMBERS AND PRESS

Q Why are you merging?

A *This merger makes both of our organizations stronger, which benefits our members, employees, and the communities we serve. Partnering with another established credit union will significantly increase operating efficiencies so we will have the resources to deliver much more to Alltrust Credit Union's members – with the same personalized service we have always provided. It will result in combined assets of over \$1 billion, making the joint institution the 13th largest credit union in Massachusetts. The merger will also provide the opportunity to participate in larger philanthropic efforts in the communities where we live, work, and serve.*

Q Who is Align Credit Union?

A *Align Credit Union is headquartered in Lowell, MA and has branches in Amesbury, Danvers, Framingham, Haverhill, Lowell, Methuen, Wilmington, and Seabrook, NH. Align was founded in 1922 as a financial resource to employees of the telecommunication industry. In 2005, Align obtained a community charter, extending their Membership to include anyone who lives, works, or attends school in many cities and towns throughout Massachusetts and Southern New Hampshire. Currently, Align Credit has 28,230 members and \$740 million in assets.*

Q What is the process for approval of this merger?

A *Each credit union will continue the due diligence process while obtaining regulatory approval from the National Credit Union Administration (NCUA), the Massachusetts Credit Union Shares Insurance Corporations (MSIC), and the Massachusetts Division of Banks. Once we receive regulatory approval, a special meeting will take place for members in good standing to vote on merger approval. This is expected to occur in the latter half of 2022.*

Q Will people lose their jobs at either institution?

A *Alltrust Credit Union team members will retain employment and nearly everyone will maintain the same or a similar role after the merger is complete. In fact, a potential merger of this size creates opportunity for existing employees to expand their career options in the future.*

Align Credit Union team members will also retain employment.

Q Will the Board Members of Alltrust Credit Union change?

A *No, all Board Members of both credit unions will retain their board seats.*

Q Will there be any branch closures?

A *No. There is no overlap between the Alltrust and Align Credit Union branch network.*

Q Will there be changes to your hours?

A *We will not change our hours of operation. In the event there are changes in the future, our members will receive ample notice.*

Q Is Align Credit Union federally insured by the NCUA?

A *We want to ensure our members that your funds are safe. Both Alltrust and Align Credit Union are federally insured by the National Credit Union Administration (NCUA) as well as additionally insured by the Massachusetts Share Insurance Corporation (MSIC).*

Q Will my member or account numbers change?

A *No, your member number will remain the same.*

Q Will my online banking username and password change?

A *There will be no change to your online & mobile banking login credentials. Please continue using your current username and password.*

Q Will my debit & credit cards, direct deposit, automated payments, or routing number be affected?

A *It is business as usual, and everything will continue to work as it has.*

Q Can I continue to use my current checks?

A *Yes, because routing numbers and member numbers are remaining the same, you may continue to use your current checks.*

Q Will ATM access change?

A *Both Alltrust and Align Credit Union are members of the SUM surcharge-free ATM program, and after the merger is complete, Alltrust Credit Union members will continue to have access to thousands of surcharge-free ATMs worldwide.*

Q Will I lose access to past statements and transaction history?

A *There will be no changes to your online account access. Please login as usual to view account history and download eStatements.*

Q Can I start using Align Credit Union branches?

A *At this time, Alltrust members cannot use Align branches. Alltrust and Align do not currently participate in shared branching. Alltrust and Align will explore the opportunity to participate in shared branching after the due diligence process.*

Q Will Alltrust Credit Union continue to participate in philanthropic activities?

A *Our collective commitment to the communities we serve remains steadfast, and we look forward to the potential of even more significant and broader participation with the financial strength of the combined organizations.*

Q What should members do now?

A *No action is needed. Upon regulatory approval from the NCUA, MSIC, and Massachusetts Division of Banks, a special meeting will take place for members in good standing to vote on merger approval. This is expected to occur in the latter half of 2022.*

Q How will I receive additional information about this merger?

A *As more information become available, please visit alltrustcu.org for details. You may also visit any Alltrust branch or speak to a Branch Manager by calling 508.994.9971.*