

Greetings West Orange Municipal FCU account holder,

As you know, West Orange Municipal FCU merged with Advanced Financial FCU (AFFCU) as of April 1, 2020. Before that date of course, the coronavirus pandemic had already changed much about the way we conduct our banking business. When the merger was being planned, we envisioned the opportunity to talk to most of you in person and begin the work of transitioning your accounts, especially checking accounts and debit cards to the Advanced Financial data processing system. Those plans were put on hold, but now that we are a little over a month away from the actual data processing system conversion we want to provide you with important information to prepare for the move of all account information and the opportunities to take advantage of new services and points of contact.

The official data processing conversion will take place over the course of October 30 to November 1, 2020. The West Orange office will be open until 12 noon on Friday October 30, 2020 for in-person transactions. Back office processing and monthly closing procedures will be conducted before the final file moving data from the West Orange system to the Advanced system is completed. **As of Monday November 2, 2020 all account information will be housed on the AFFCU system and all services such as online and mobile banking, bill payment and ATM access will be available.**

If you would like to move your account to the Advanced system before conversion weekend we can assist you in the West Orange office or at one of the Advanced Financial branches. This may be an especially good idea for those with direct deposit, checking accounts and debit card/ATM card accounts so that there is no lapse in service.

We will be working with the key employers who send direct deposit files on behalf of West Orange members to provide them with the new routing and transit and account number structure but we encourage you provide this information to your employer as well. We will also be working to set up the payroll distributions so that funds flow to checking, clubs, loans, etc. as expected.

Please review the information on the following pages to familiarize yourself with what to expect in the coming months and to find important reminders of the ways you can help make the account conversion as smooth as possible.

We are very happy to add the members of the West Orange Municipal FCU to the Advanced Financial family. We look forward to a long and successful partnership in building your financial future.

Account Number

All accounts opened prior to the merger effective date will be amended to a 7-digit number that begins with a “4” at the beginning and incorporates your existing account number. Depending on the length of your current account number, zero(s) will be added following the “4” to complete the 7-digit set. The decimal will no longer be part of the account number, but the digit following will be at the end. See examples below:

Example:

Old	New
123.0	<u>400</u> 1230
123.1	<u>400</u> 1231
1234.0	<u>40</u> 12340
1234.1	<u>40</u> 12341

Routing Number

On November 1, 2020, begin using Advanced Financial FCU’s routing number **221276817**

Direct Deposit

To avoid disruption, please update your deposit source (employer, Social Security, etc.) with your new account and routing numbers for deposits to be made on or after November 1, 2020. All deposits using your old West Orange Municipal FCU’s account and routing numbers received after

December 31, 2020 may be subject to delayed processing or be returned.

If you receive direct deposits from Social Security, contact their offices at 800-772-1213 or make a change online at <https://secure.ssa.gov/RIL/SiView.action> once you receive your October 2020 deposits to update your account information.

IMPORTANT TO KNOW! Changes to your account and routing numbers will impact direct deposit, written checks, and automatic withdrawals (ACH) from checking and saving accounts. Provide the new routing number, 221276817 and your account number to all affected payees.

Automatic Payments – Debit Cards, ACH

You will need to update automatic merchant payments linked to your VISA debit cards or processed by ACH on or after November 1, 2020 for uninterrupted transactions. ACH debits need the routing and transit number, your new account number and an indication of savings or checking account.

What if I have an account with West Orange Municipal FCU and Advanced Financial Federal Credit Union?

The merger will not automatically combine your accounts. You will continue to have separate accounts. If you decide to combine your accounts, please contact us after November 2, 2020 for assistance.

MERGER SUPPORT
AFSinfo@advfinfcu.com
908.771.0300
1.800.237.5626

Checking Accounts and Debit Cards

Beginning November 1, 2020, your checking account will be switched to an Advanced Financial FCU checking account, with a new account number. AFFCU Checking features no monthly service fees, no minimum balances, and FREE online banking and bill pay services, including electronic statements. Transfers from savings to checking for overdraft protection are unlimited and have no fee.

Paper Checks

If you have used a check to draw on your account within the last six months, **you will receive a FREE package of 36 checks from Advanced Financial which will have the AFFCU routing number and your new account number. These checks will be mailed to your address on file by mid-October 2020. You can begin using your new checks on November 1, 2020.** Prior to this date you should continue to use your current West Orange Municipal FCU checks. To prevent identity theft, we recommend that you shred or otherwise destroy your WOMFCU checks once you begin using the AFFCU checks. WOMFCU checks will continue to be honored if presented prior to December 31, 2020.

You can order a full order of Advanced Financial FCU checks online, at any branch, or call toll free at 1-800-237-5626 (standard fees apply). Visit <https://www.mainstreetinc.com/check-program/personal-checks/> to view personal check styles.

IMPORTANT TO KNOW! After December 31, 2020, your old West Orange Municipal FCU checks will no longer be honored and will be returned unpaid. It is best to stop using these checks well before the deadline to avoid problems.

Visa® Debit Card

Please continue to use your West Orange Municipal FCU VISA debit card through 6 pm on October 28, 2020.

IMPORTANT! Your new Advanced Financial VISA debit card will be mailed to your address on file by mid-October 2020. It can be activated when you receive it, however, it cannot be used until 12AM on November 2, 2020.

Please make plans to withdraw any funds needed before your WOMFCU debit card is deactivated. If you will be receiving direct deposit on October 29 or 30 we will work with you individually to provide access to anticipated deposits.

Your new Visa debit cards on joint accounts will feature different numbers for each cardholder as a security measure should one of the cards become lost, stolen or otherwise compromised.

Personal Identification Number (PIN)

You can select your four digit PIN when you activate your new Advanced Financial VISA debit card. For security purposes, choose a PIN that is easy for you to remember but not easy for anyone else to guess.

Automatic Debit Payment

IMPORTANT! Automatic payments from your VISA debit card (iTunes, Netflix, Amazon, etc.) will need to be updated with your new VISA debit card information to avoid disruption on or after November 1, 2020.

Checking Accounts and Debit Cards

UChoose® Rewards

Every time you use your Advanced Financial VISA debit card for signature transactions, you can earn points via the UChoose® Rewards Program. You must register your card at www.uchooserewards.com to begin earning points.

Courtesy Pay

All WOMFCU checking account holders will automatically be enrolled in the Overdraft Advance courtesy pay program with a \$500 limit. Courtesy Pay will pay ACH debits or Share Drafts, that would otherwise be returned for insufficient funds, up to the \$500 limit with a fee of \$35 per item. If you want VISA debit card and ATM transactions covered by courtesy pay as well, you will need to “opt-in” by contacting us at any branch, calling 800-237-5626, opting in online or by signing and returning the overdraft advance opt-In form. Please note that overdrafts are paid at Advanced Financial FCU’s discretion, which means not all overdrafts are guaranteed to be paid. If you do not wish to be enrolled in courtesy pay, please contact us at 800-237-5626 to have the service removed.

IMPORTANT TO KNOW! If your checking account is linked to other accounts for overdraft protection, this will not change with the merger.

Electronic Alerts

You may enroll in electronic notices with free eAlerts via the AFFCU online banking system. Alerts can be set for low balance, transaction above a set amount, etc.

Fees See the complete schedule of account fees at <http://www.advfinfcu.com/fees.asp>

Summing it up by date!

October 28, 2020 after 6:00 pm ET.

- ➔ WOMFCU debit card will be deactivated. Contact the WO office to make plans for any withdrawals needed to cover the days from October 29- November 1.

November 2, 2020.

- ➔ You can begin using your new Advanced Financial FCU checks.

November 2, 2020.

- ➔ Your Advanced Financial FCU VISA Debit card will be fully functional.
- ➔ Start updating your direct deposit information with your new account number and Advanced Financials’ routing number 221276817. If you have automatic payments deducted from your VISA debit card, please contact the provider with your new VISA debit card information.
- ➔ You can now register for online banking, e-statements, and set up bill pay at Advanced Financial FCU’s web site www.advfinfcu.com
- ➔ The West Orange branch will open at Noon on November 2.

GOOD TO KNOW! If you didn’t receive checks or a new VISA debit card in the mail, call Merger Support 1.800.237.5626 or Email: AFSinfo@advfinfcu.com

Loans

This section will address any specific changes to each type of loan product. General changes include:

Payment Address

Please update the payment address to: 785 Central Ave, New Providence, NJ 07974

Credit Report

Beginning November 2020, loans currently open with West Orange Municipal FCU will display on your credit report as "Loan Transferred to Another Lender" and show a loan balance of zero. Then a new trade line will be created for the loan and display Advanced Financial FCU as the lender, the current balance, and related reporting data. This change will not have an impact on your credit score.

Credit Insurance

If you currently have Credit Insurance coverage on your loan(s), you will continue to be covered until the loan(s) are paid in full or refinanced. The credit insurance program will continue to be underwritten by CMFG Life Insurance Company. There is no action required on your part.

Auto Loans / Motorcycle Loans

Your auto and motorcycle loans will continue with the same terms. Please note the updated payment address.

Update your Auto Insurance! Please contact your Auto Insurance agent/company and request a change in the Loss Payee to: Advanced Financial Federal Credit Union, 785 Central Ave, New Providence, NJ 07974 effective 11-1-2020.

Overdraft Loans

Your overdraft line of credit will continue with the same terms. Please note the updated payment address.

Signature Loans

Your signature loans will continue with the same terms. Please note the updated payment address.

CD and Share Secured Loans

Your secured loans will continue with the same terms. Please note the updated payment address.

Home Equity Loans – serviced by Midwest

Your Home Equity loans (s) will continue with the same terms. If your payment is debited by ACH from your credit union account, please inform Midwest of the new routing and transit and account number for these debits.

Mortgage Loans

Mortgages held by West Orange Municipal FCU will continue with the same terms. Your payment can be made out to Advanced Financial FCU and mailed to the usual processing address.

Update your Insurance for any Real Estate Loan! Please contact your Homeowner's Insurance agent/company and request a change in the Loss Payee to: Advanced Financial Federal Credit Union, 785 Central Ave. New Providence, NJ 07974 as of 11-1-2020.

Loans

Credit Cards

You can continue to use your West Orange Municipal FCU VISA® Credit Card until further notice with conversion planned for **November 2021**. Payments can continue to be made by mail, ACH or at the credit union.

When converted your VISA® will carry the same rate, terms, and credit limit as you currently have on your account. You will be issued a new Advanced Financial VISA® card in **November 2021** and can begin using that card as soon as received. You will have a new account number, security code and expiration date once the AFFCU card is issued so it will be important to update any recurring payments, subscriptions, EZPass toll replenishment, memberships, etc. to ensure uninterrupted service.

ScoreCard Rewards points will continue to be earned for purchases until May 31, 2021. Points can be redeemed up to 60 days thereafter or up to July 30, 2021. You will receive 90 days' notice of any changes to terms/conditions.

AFFCU currently offers two card programs for members who do not currently have a credit card account. You may apply online or by contacting the loan department and requesting an application.

VISA Classic and VISA Platinum

- No Annual Fee
- Competitive Low Rates
- 25 Day grace period
- Credit Limit up to \$10,0000
- Platinum card has rewards program

Good to Know: An AFFCU VISA Platinum card features a Bonus Point Program similar to ScoreCard. Registration required at www.uChooserewards.com

For Your Added Protection/Benefit All cards feature.....

- Zero Liability Fraud Protection
- VISA and issuer sponsored benefit programs including Lifelock ID theft protection, Postmates food delivery service and Rental Collision Damage Waiver
- No Cash-Advance Fees (members) at our branches
- Access Your Card information Online through single sign-on in online banking.

Check out our low rates and apply online at www.advfinfcu.com !

Good to Know: Your new Advanced Financial VISA credit cards have 24/7 fraud monitoring with a dedicated team of fraud analysts monitoring card activity and emerging trends.

We also offer a mobile app, CardProtect available for download in the Apple Store and Google Play store to put card controls at your fingertips. You can set up alerts, restrict use by location and temporarily restrict your card to research a suspicious transaction or look for a misplaced card.

Our member service staff is also available at 800-237-5626, Monday to Friday during CU business hours to assist with online access, process a payment, review transactions, or take a lost/stolen report. This support is also available 24/7 through our processor card service care team at 877-913-1646