Park Community Credit Union & Louisville Medical Federal Credit Union Merger

FREQUENTLY ASKED QUESTIONS

These pages contain answers to frequently asked questions, links to important websites and general information related to our merger. Please feel free to contact our call center/eBranch via telephone if you have additional questions or concerns.

MERGER QUESTIONS

What is a merger?

A merger is an agreement between two organizations that have a common goal to grow and serve their members and communities. This is an opportunity for two successful individual organizations to come together and be a more successful single entity.

The merger represents a mutually beneficial partnership that both organizations are entering into freely. This collaboration brings together two organizations to benefit the memberships of both organizations.

Strategically, a merger allows both organizations to combine resources to grow in our communities, take better care of our current members and bring in new members. Credit union services are an important option, and this merger allows both credit unions to reach more consumers.

Why are LMFCU and PCCU merging?

In today's regulatory environment, it has become increasingly difficult to maintain compliance with state and federal regulations without a significant investment in human resources and technology. The merger provides Louisville Medical Federal Credit Union (LMFCU) the ability to offer its membership additional financial products and services that require increased staff expertise at lower operating costs.

Why PCCU?

LMFCU’s Board of Directors evaluated possible merger partners and selected Park Community Credit Union (PCCU) because of its excellent reputation and commitment to member service. PCCU also has an expansive array of financial products and services, competitive interest and dividend rates, an experienced management team, a strong commitment to the local community, and numerous convenient branch locations and ATMs that are accessible to its members.

What is PCCU?

PCCU is a Kentucky state-chartered credit union that has operated since 1965. Although PCCU was originally chartered to serve the employees of General Electric, it now serves the entire community of Louisville, the Bluegrass area, and portions of Indiana and Alabama. PCCU’s corporate office is located at 2515 Blankenbaker Parkway, Louisville, KY 40299.

What will the name of the new credit union be?

Park Community Credit Union, Inc.

Will the employees of LMFCU be retained?

All employees of LMFCU have been offered employment with PCCU. You will also see new faces in the LMFCU branch as we join our teams, train staff and integrate the computer systems.

When will the merger be official?

The tentative effective date of the merger is September 1, 2015.
When will I become a member of PCCU?

You will become a member of PCCU on the effective date of the merger. We will transfer your accounts to PCCU on September 1, 2015. This date is subject to change depending on regulatory approval and the membership vote.

BRANCH INFORMATION AND LOCATIONS

Will the 234 E. Gray Street LMFCU branch location remain open after the merger?

Yes. PCCU is also exploring alternative locations near the existing branch to provide members with better access.

Will the office hours remain the same at Gray Street?

The Gray Street branch location will continue to operate under the current hours. We will monitor transaction volume to determine if hours of operation need to be modified.

Will LMFCU’s phone number change?

We anticipate that the phone number for LMFCU will remain the same. Starting September 1, 2015, calls coming into the LMFCU line will be automatically connected to the PCCU call center.

Will the credit union’s website address change?

Starting September 1, 2015, the LMFCU site will be redirected to the PCCU site.

Can PCCU members use the LMFCU branch location?

PCCU members will not be able to access their PCCU accounts at the LMFCU branch location until September 1, 2015.

When will I be able to bank at any PCCU branch or ATM?

LMFCU members will be able to use one of PCCU’s 15 branch locations or ATMs starting September 1, 2015. Go to https://www.parkcommunity.com/tools-resources/branch-locator/ to find the branch or https://www.parkcommunity.com/tools-resources/atm-locator/ to find the ATM that is most convenient for you.

INSURANCE

How is my NCUA deposit insurance affected by the merger?

Upon completion of the merger, your deposits will continue to be insured up to $250,000 by the National Credit Union Share Insurance Fund (NCUSIF), which is operated by the National Credit Union Administration (NCUA). For additional information regarding federal deposit insurance, visit the share insurance section at www.ncua.gov. You should review your accounts at PCCU and LMFCU prior to the effective date of the merger. If you will have more than $250,000 on deposit once the merger is completed, you may need to make necessary modifications to ensure that your funds remain insured.

What will happen to my Accidental Death & Dismemberment (AD&D) insurance coverage?

Upon completion of the merger, any Accidental Death & Dismemberment (AD&D) insurance coverage that members had elected previously through LMFCU will transfer over to PCCU. Members will still have the option to purchase additional coverage; however, the rates may be subject to a slight increase.

What will happen to my loan protection insurance policies?

Loan protection insurance policies, such as credit life, credit disability, and guaranteed asset protection (GAP), purchased by LMFCU members prior to the effective date of the merger will remain in effect with no changes to the coverage terms and limits or premiums charged.
ACCOUNT INFORMATION

What will my new routing number be?

PCCU's routing number is: 283079476

What will happen to my account/member number at LMFCU?

Your member number will remain the same. To ensure that you have the correct format for any existing or new automated transactions, your new PCCU checking account number will be sent to you prior to the merger, if applicable.

Will Park Community have access to my LMFCU account statements and check images if I need them?

Yes. Simply contact PCCU and we will be happy to provide you with your information.

What terms and conditions will apply to my accounts?

The rules, conditions, and terms of all of your deposit, savings, checking and other accounts will change on the effective date of the merger to reflect the rules, conditions and terms of accounts available at PCCU. In mid-July, you will be mailed disclosures which will describe the terms and conditions governing your new accounts.

What about joint owners and beneficiaries on my accounts?

Joint account owners and beneficiaries will remain the same as you designated for your LMFCU accounts. However, you are encouraged to review your account ownership and payable-on-death (POD) beneficiary information.

What fees does PCCU charge?

Please see PCCU’s Fee Schedule by visiting https://www.parkcommunity.com/information/fee-schedule. You will also receive a copy by mail in the near future.

I currently have eStatements. Will I continue to get my statements online?

On or after September 1, 2015, you will be able to create an online banking login and password and sign up for eStatements. After you log in to online banking, click the eStatements link and follow the prompts. Otherwise, you will receive mailed statements.

Is my personal information safe?

Yes. PCCU has been in business since 1965 and considers your privacy and protection of member personal information its highest priority. PCCU uses technology to protect your information, and its team members are trained to ensure member confidentiality. For additional information, see PCCU’s Privacy Policy by visiting https://www.parkcommunity.com/information/privacy-policy.

What happens to my LMFCU account if I’m already a Park Community member?

You will simply have an additional Park account. You can choose to combine them, if you like, at your own convenience after the merger takes place. However, at this time, we'll move it over as an independent account and set it up like it was at LMFCU.

DEBIT CARDS, ATM CARDS, AND ATM INFORMATION

What will happen to my LMFCU debit card upon completion of the merger?

Your LMFCU Debit Visa® card will no longer be valid after August 31, 2015. You will receive a new PCCU Debit MasterCard® prior to the merger. Your Personal Identification Number (PIN) will follow a few days later. (Please note that your new terms and conditions regarding the new debit card will then apply.) You can activate and start using your PCCU Debit MasterCard® on September 1, 2015.

Do I need to contact everyone that automatically charges my LMFCU Debit card for payments?

Yes. If you have automatic debits or credits set up under your debit card number, please provide the entity with your new card number.
I have fraud from my debit card. Who do I call?

For unauthorized transactions occurring on your new PCCU Debit MasterCard®, please contact our dispute center at 866.987.1457. They are open Monday – Friday from 8 a.m. to 8 p.m. EST. You can also contact the PCCU call center/eBranch at 502.968.3681 or 800.626.2870, and we can transfer you directly to the dispute representatives.

How do I report a lost or stolen debit card?

If your PCCU Debit MasterCard® is lost or stolen, please contact us immediately at 502.968.3681 or 800.626.2870 so we can block your card. After operating hours, our automated attendant will provide an option to be transferred to the lost and stolen hotline.

What should I do about my ATM Card from LMFCU?

If you have an ATM only card (not a debit card) and have used it in the past 60 days, you will automatically receive a new PCCU ATM card. If you are not an active card user and wish to have a new card, please contact us at 502.968.3681 or 800.626.2870 after the merger.

What ATMs can I use after the merger?

Your access to surcharge-free ATMs will increase. In addition to PCCU ATMs, you will have access to Republic Bank, Alliance One, and Money Pass ATM’s. For locations, use our online locator by visiting https://www.parkcommunity.com/tools-resources/atm-locator/.

How long will I have access to surcharge-free Fifth Third ATMs?

Fifth Third ATMs will no longer be surcharge-free starting September 1, 2015.

Will there be an ATM installed at the Gray Street branch?

We are evaluating possible locations for ATMs.

SAVINGS ACCOUNTS, SHARE CERTIFICATES, AND INDIVIDUAL RETIREMENT ACCOUNTS (IRAs)

All money that you have on deposit with us will be transferred to similar accounts on the effective date of the merger.

What will happen to my LMFCU savings accounts?

Your LMFCU savings accounts will be transferred to a PCCU Regular Share Savings account and will earn the dividend rate currently in effect on the effective date of the merger.

What will happen to my LMFCU money market accounts?

Your LMFCU money market accounts will be transferred to a Regular PCCU Money Market Account and earn the dividend rate currently in effect on the effective date of the merger.

What will happen to my LMFCU Christmas and Vacation Club accounts?

Your LMFCU Christmas Club accounts will be transferred to a PCCU Holiday Savings account and will earn the dividend rate currently in effect on the effective date of the merger. All Vacation Club accounts and other savings will convert to PCCU Additional Savings accounts. Any fees that may apply on these accounts will be waived for the first six (6) months. Additional information on these accounts can be accessed by visiting https://www.parkcommunity.com/accounts/savings then select the type of account from the drop down list on the right side of the page. If you have questions or concerns, please contact us.

Will I be able to make unlimited electronic transfers from my savings accounts?

To comply with federal regulations, PCCU limits electronic transfers to six (6) transactions per month on savings accounts only. Electronic transfers include transfers made in Online Banking, Mobile Banking, Phone Banking, overdraft transfers or any electronic debits from savings. This limitation could affect the number of times you can overdraft from savings to cover checks and debit card transactions without being subject to a fee. This may also cause returned item fees on your savings account.
What will happen to my LMFCU share certificates?

Your LMFCU share certificates will continue to earn the same dividend rate and will mature on the date originally scheduled. Any interest earned prior to September 1, 2015 will post to your certificate on August 31, 2015 and be reflected on your August statement. After the dividend posting, as required by the merger, your normal quarterly dividend schedule will resume.

What changes will happen with my IRA?

Your IRA will be transferred to PCCU like all other shares that you currently have with LMFCU. If your IRA is invested within a Certificate Share, it will continue to earn the same dividend rate and will mature on the date originally scheduled. Any interest earned prior to September 1, 2015 will post to your certificate on August 31, 2015 and be reflected on your August statement. After the dividend posting, as required by the merger, your normal quarterly dividend schedule will resume.

Scheduled required minimum distributions (RMDs) will continue to occur on their regular schedule.

CHECKING ACCOUNTS (SHARE DRAFTS)

What will happen to my LFMCU checking account?

Your LMFCU regular Share Draft account will be converted to a HI Checking account. Your Second Chance Checking will be transferred to a Fresh Start account. You will receive the terms and conditions on this account by mail prior to conversion. You can visit [https://www.parkcommunity.com/accounts/checking](https://www.parkcommunity.com/accounts/checking) then click on the account name for additional details.

Will my LMFCU checks still be valid after the merger?

You may continue to use your checks through March 2016. Your LMFCU checks will not be valid after March 31, 2016, so we ask that you use your new PCCU account information when you place reorders.

OVERDRAFT PRIVILEGES

What will be my overdraft limit?

PCCU offers a courtesy overdraft program for checks, ACH, recurring debits, and one-time debit items. Once your account is set up, you can enroll in these services by visiting one of our branch locations. (Qualifications may apply.)

AUTOMATIC PAYMENTS

Will my automatic ACH/deductions/drafts post after the merger?

You will need to contact each company that automatically deducts pre-authorized payments from your LMFCU checking account (utility companies, cell phone providers, insurance companies, other financial institutions, etc.). Please provide them with your 13-digit PCCU checking account number at your earliest convenience. We will no longer accept your LMFCU account number for automatic clearings after March 31, 2016.

I currently have a loan with PCCU that is automatically deducted from my LMFCU account. Will you automatically transfer the payment from my new Park account?

Yes. All automatic transfers will continue to function. Starting September 1, 2015, these transfers will take place immediately instead of being delayed by a day.
DIRECT DEPOSITS (such as payroll and social security income)

I have direct deposit. Do I need to contact my employer or Social Security Administration with new account number information?

Your direct deposit and payroll deduction will automatically transfer to your PCCU account through March 31, 2016. LMFCU’s routing number will no longer be active after that date. To ensure that your direct deposit and deductions continue to post correctly after the March deadline, please advise your employer of your new PCCU account number and PCCU’s routing number 283079476. If you set up any deductions after September 1, 2015, please be sure to use the new routing number 283079476 (located on the bottom of your checks).

PHONE BANKING

Will I still be able to use LMFCU’s automated telephone line after August 31, 2015?

No. The LMFCU $tatline (automated phone system) will no longer be active. To register for the PCCU system (DIAL - Direct Information Access Line), call 502.968.3681 or 800.626.2870. Choose Option 1, enter your new PCCU member number, and follow the prompts.

Do I need to set up a new password for phone banking?

Yes. During registration for PCCU’s DIAL service you will be asked to set an access code (password). You may be able to use the same password that you used on the LMFCU $tatline, provided that it meets PCCU’s minimum criteria.

ONLINE BANKING

Will I still be able to use LMFCU’s online banking after the merger?

The LMFCU site will no longer be available as of the close of business on August 31, 2015.

How do I access PCCU Online Banking?

Simply go to our home page at www.parkcommunity.com, click on First Time User in the Online Banking box, and follow the prompts.

Do I need to set up new passwords for Online Banking?

Yes. Once you log in and create a user name, follow the prompts to complete registration.

Will my automatic transfers in Online Banking continue?

No. You will need to recreate any transfer that you have set up on the LMFCU site.

BILL PAY

Will the payments that I have set up on Bill Pay continue?

No. Please make a copy of your current payees on the LMFCU bill pay so you can refer to them when setting up your bill information in PCCU’s bill pay system. You can access the bill payment system after you log in to online banking.

What will happen with my existing payees and recurring payments?

You will only have access to the LMFCU (PayIT) bill pay system until close of business on August 31. Any payments sent prior to that time will clear. Any payments set to transmit after August 31 will need to be created in the PCCU system.
If I have a bill set up through my checking account or debit card, will I have to update that information?

Any items set up under your debit or credit card will need to be updated with your new PCCU number.

Items set up using your LMFCU checking account number will continue to work through March 31, 2016. You will need to update with your new PCCU account number and routing number prior to that date.

WIRE TRANSFERS

Will incoming wire instructions change?

Yes. Provide the following instructions to the financial institution wiring the funds:

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<th>Wire to Bank:</th>
<th>Corporate One Federal Credit Union</th>
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</thead>
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<tr>
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<tr>
<td>Address:</td>
<td>8700 Orion Place</td>
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<tr>
<td></td>
<td>Columbus, Ohio 43240</td>
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<tr>
<td>Further credit to:</td>
<td>Park Community Credit Union</td>
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<tr>
<td>Account Number:</td>
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<td>Final credit to:</td>
<td>Member’s name</td>
</tr>
<tr>
<td>Account number:</td>
<td>Member’s account number</td>
</tr>
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CREDIT CARDS

What will happen to my LMFCU Visa credit card?

You will receive a new PCCU Visa® credit card approximately one week prior to the merger. Continue to use your LMFCU Visa® through August 31, 2015.

Do I need to contact everyone that automatically charges my LMFCU credit card for payments?

Yes. You will need to provide your new PCCU Visa® card number in order for the automatic payments to continue.

Will it affect my credit score?

The impact on your credit score will be minimal, if any, since your LMFCU Visa® limit and highest credit balance will remain the same on your new PCCU card.

How long will my LMFCU credit card continue to work?

The last day that your LMFCU credit card will be active is August 31, 2015. Please start using your PCCU Visa® credit card on September 1, 2015.

I have fraud from my credit card. Who do I call?

For unauthorized transactions that occurred on your LMFCU card prior to September 1:

Contact PCCU at 502.968.3681 or toll-free at 800.626.2870 (if reporting this after September 1).

For unauthorized transactions that occurred on your PCCU Visa® credit card:

Contact our Visa® dispute center at 888.829.6434.

LOANS

Will my loan payments or rates change?

All terms and conditions of your current loans will remain the same.
Will I be able to access my loans online?
Yes. You will be able to check balances, make payments, and get estimated payoffs on the PCCU site.

How do I apply for a new loan after the merger?
You have several options:

• Submit an application online – www.parkcommunity.com.
• Visit one of our branch locations.
• Call our friendly call center/eBranch at 502.968.3681 or toll-free 800.626.2870.
• Visit one of the 120+ auto dealers in the area that PCCU works with to offer auto financing.

What options do I have to make my loan payment?
Options include:

• Automatic transfer from your PCCU accounts
• Cash or check payments
• Automatic payment from another financial institution
• Payroll distribution
• Online banking

Will my loan balances be automatically transferred to PCCU?
Yes. Any loan balances that you currently have with LMFCU will be transferred directly to PCCU. The original rates and terms will remain the same. You can, as always, prepay any of these loans without penalty. All loan payment amounts, due dates, and payment methods (payroll deduction, transfers, etc.) will remain the same.

MORTGAGE LOANS

What will happen to my mortgage loan?
Your mortgage loan will transfer to PCCU.

Will Park manage the escrow for my mortgage loan?
No. LMFCU mortgage holders will continue to pay their own property taxes and insurance.

Does PCCU offer mortgage loans?
Yes! Park Community has a full line of mortgage products including, first mortgages (conventional, First-Time Homebuyer, FHA, etc.), home equity lines of credit (HELOCs), and second mortgages.

MORE INFORMATION

How do I get more information about PCCU?
Our website, www.parkcommunity.com, is a great resource. You are also welcome to call us with any questions or stop by any of our branch locations.