

Dear Valued Member,

As we have recently announced, Long Island Community Federal Credit Union (LICFCU) has now merged with Suffolk Federal. At Suffolk Federal, we are excited and honored to serve you and your family's financial needs and proud to provide you with the same personalized level of member service you've always had, but with the added benefits of Suffolk Federal's broad array of products and services.

### **WE ARE HERE TO HELP**

We hope you will find this guide useful in understanding the changes associated with the merger as well as your new membership at Suffolk Federal. If, after reading this guide, you still have questions or concerns, please speak with one of our friendly Member Service representatives at 631.924.8000.

Providing excellent member service is our number one priority. Our staff is eager to serve you. You can also access up-to-date credit union news, promotions, items of interest and consumer information. Visit [www.suffolkfcu.org](http://www.suffolkfcu.org) to learn more.

### **ABOUT THE UPCOMING CONVERSION**

The conversion referred to in this packet is the process that will transfer all LICFCU's account information over to the Suffolk Federal system. This will enable you to use all Suffolk Federal branches—including our newest Port Jefferson branch!—ATMs and online services.

### **IMPORTANT DATES**

- The conversion process—which is when all LICFCU Member Accounts will be transferred into the Suffolk Federal core system—will begin on November 30, 2018 after LICFCU and Suffolk Federal branches close.
- The LICFCU branch and all Suffolk Federal branches will remain closed on Saturday, December 1, 2018 to complete the conversion process. All branches will reopen for normal business hours on Monday, December 3, 2018.
- Access to LICFCU Online Banking and Bill Pay will be disconnected by Friday, November 30, 2018.
- Your last LICFCU statement will be NOVEMBER 2018. While your statement history will not carry over into Suffolk Federal's system, you will be able to contact us at 631.924.8000 to obtain copies if needed. We additionally recommend you consider printing copies of your statement history in advance.
- LICFCU members will be official members of Suffolk Federal on Saturday, December 1, 2018.
- The main phone number for member service as of December 1, 2018 will be 631.924.8000. You can also contact a Suffolk Federal Member Services Representative at [sfcumail@suffolkfcu.org](mailto:sfcumail@suffolkfcu.org) or on LIVE Chat through our website at [www.suffolkfcu.org](http://www.suffolkfcu.org).

### **ONLINE SERVICES**

Suffolk Federal offers a complete suite of Online Banking services designed to let you conveniently bank any time, from anywhere.

Again, your access to LICFCU's Online Banking and Bill Pay will be disconnected by Friday, November 30, 2018. However, you will be able to access and enroll your new member number in Suffolk Federal's Free Online Banking and Bill Pay service as of Monday, December 3, 2018. We will provide further direction in the next scheduled LICFCU member mailing in mid-October.

At that time, we also encourage you to enroll in eStatements, available through Online Banking, your most secure and convenient way of accessing account information. You may download the Suffolk Federal Mobile Banking app through the Apple App Store or Google Play too! The app allows you to transfer funds, pay bills, apply for a loan, find local ATMs and branches, deposit your checks simply by snapping a photo and so much more!

## FAQs

### GENERAL

#### **What do I need to do with my accounts?**

You do not need to do anything with your accounts. At the conclusion of the Merger Conversion, you will automatically become a Member of Suffolk Federal. Your account and loan balances will automatically transfer to your Suffolk Federal membership. Your loans will transfer with the same interest rate, payment, due date and terms you currently have.

#### **Will the existing LICFCU Branch remain open?**

Yes. However, your friendly LICFCU staff will become Suffolk Federal staff, standing by to help you with all of your financial needs.

#### **What will happen to my member number?**

You will receive additional information regarding your member number and expected changes in the next scheduled LICFCU member mailing in mid-October.

#### **What are Suffolk Federal's Fee details?**

The current fees of LICFCU will remain as is up until the conversion date. Once the merger conversion is complete, Suffolk Federal's fees will be in effect, which you can review at [www.suffolkfcu.org/about-us/fee-schedule](http://www.suffolkfcu.org/about-us/fee-schedule).

### ACCOUNT DISCLOSURES

You will be receiving a full packet including Membership disclosures by mid-October 2018. These disclosures will contain our Truth-in-Savings information, account agreements, Electronic Funds Transfer disclosure, Rate and Fee Schedule and others. You can also access these disclosures at any time at [www.suffolkfcu.org/disclosures](http://www.suffolkfcu.org/disclosures).

### DEPOSIT ACCOUNTS

Suffolk Federal offers a variety of great ways to save! We're here to help you reach your financial goals by offering savings, money market, Certificate accounts, IRA accounts and more options that can help your money grow. Find out how easy it is to open a savings account so you can better save for that new home, new car, retirement, education or another goal.

#### **What will happen to my LICFCU Share Certificate accounts?**

All deposits will be automatically transferred to Suffolk Federal. Your existing Share Certificate will continue to earn the same Annual Percentage Yield until maturity. Once the Share Certificate matures, it will roll over into a Suffolk Federal Certificate with the same term and the Annual Percentage Yield offered on the date of roll over.

#### **What will happen to my LICFCU Share Accounts?**

All deposits will be automatically transferred to Suffolk Federal. Your funds will be deposited into a Suffolk Federal account with similar features and benefits.

#### **Will an automatic transfer between two of my accounts still work?**

Yes. Any automatic transfers that you have set up between your deposit accounts will continue to occur once the conversion is complete. Automatic transfers scheduled on loan payments will continue as well.

#### **When do I receive my Suffolk Federal Statement?**

Statements are mailed monthly the first week of the month. You may only receive a quarterly statement if you only have a savings account with no electronic activity. Suffolk Federal also offers an eStatement option which you can view through Suffolk Federal's online banking or mobile app.

### **Additional Information on Deposit Accounts**

As part of Suffolk Federal's regular and routine audit process, you may receive a request to confirm your accounts. If received, please follow the instructions in the letter and return it directly to our auditors, Albrecht, Viggiano, Zureck & Co., P.C. (AVZ), utilizing the envelope provided.

## **LOANS AND CREDIT CARDS**

### **What will happen to my LICFCU Loan?**

All loans at LICFCU will automatically transfer to Suffolk Federal during the conversion on Friday, November 30, 2018. If you have an existing loan at LICFCU, your loan will continue to have the same Annual Percentage Rate and monthly payment until the loan is satisfied.

### **Where do I send my consumer loan payments?**

The Port Jefferson branch will remain open and become a Suffolk Federal branch as of Saturday, December 1, 2018. At that time, you can send your loan payments to Suffolk Federal at 3681 Horseblock Road, Medford NY 11763.

### **How will I submit my Mortgage payments?**

Similar to LICFCU, Suffolk Federal partners with Owners Choice Funding for your mortgage needs. You may have already seen '**Suffolk Federal, Better Banking For Long Island**' in the upper left corner of your mortgage statement. Should you have any questions or concerns, we welcome you to contact a representative of the Mortgage department at 631.924.8000 or mortgage@suffolkfcu.org.

### **What will happen to the GAP, Mechanical Repair or Loan Protection on my loan?**

GAP (Guaranteed Auto Protection) and Repair/Protection coverage from your LICFCU loan will be honored at Suffolk Federal and there will be no changes to your current policies.

### **What will happen to my LICFCU VISA Credit Card?**

Your LICFCU Visa Card account will be automatically converted to a Suffolk Federal MasterCard® Credit Card in January 2019. You can continue to use your card until that time.

## **CHECKING ACCOUNTS**

Welcome to Suffolk Federal's FREE Advantage Checking. On December 1, 2018 your LICFCU Checking account will convert to a Suffolk Federal Checking account. You will enjoy no monthly fees, no minimum balance requirements, free online banking and mobile services, access to thousands of surcharge-free ATMs nationwide, Courtesy Pay Overdraft Protection and Beacon Rewards that help you earn more on your Checking account balances.

### **Can I still use my LICFCU Checks?**

We will continue to honor and clear any checks that you may be actively writing using your LICFCU checking account. You can reorder checks from Suffolk Federal after the conversion on Monday, December 3, 2018 by visiting [www.ordermychecks.com](http://www.ordermychecks.com). Your new routing number will be **221481181**.

### **What will happen to my scheduled automatic payments or payroll deposit?**

To ensure there are no interruptions to any of your ACH or automatic transactions, please be sure to update your information—like the new routing number, **221481181**, your member number, and new debit or credit card information—with any companies that may be directly crediting or directly debiting payments from your accounts immediately after the completed conversion on Monday, December 3, 2018.

Some companies also require your financial institutions name and address. Please use the following:

**Suffolk Federal**  
3681 Horseblock Road  
Medford, NY 11763

Once the conversion is complete, you will also need to contact your payroll department to ensure the continuation of your direct deposits.

#### **Can I still use my LICFCU VISA Debit Card?**

You can continue to use your LICFCU Debit card until Thursday, November 29, 2018. Your new Suffolk Federal MasterCard® Debit card, with a new number and PIN, will be received in November prior to the conversion. On Friday, November 30, 2018 you can begin using your new card along with its many convenient benefits and services while having access to thousands of surcharge-free ATMs and Shared Branches! For more information on the benefits that come with your new card, visit [www.suffolkfcu.org/checking](http://www.suffolkfcu.org/checking).

REMEMBER: Please be sure to update any recurring payments or automatic debits that you may have set up to your new Suffolk Federal debit card.

#### **What will happen to my LICFCU Overdraft Protection?**

Any overdraft protection transfers that are set up from your LICFCU accounts will transfer to your Suffolk Federal account. In addition to the transfer from your Share account, checks and automatic withdrawals from your account will be covered by Courtesy Pay up to a specific limit on your checking account. You must contact Suffolk Federal and “opt-in” to have your Debit and ATM transactions also covered by Courtesy Pay. You can opt-out of the programs at any time by contacting a Suffolk Federal representative at 631.924.8000.

#### **I use my Debit Card for automatic payments that are drawn from my account. Will I have to send them my new card number?**

Yes. If you have automatic transactions associated with LICFCU Debit Card, please update them with your new Suffolk Federal Debit Card number to avoid any late payments or disruption to your service.

### **ACCOUNT ACCESS**

#### **When is the last day I can access LICFCU Online Banking?**

The last day you will be able to access your LICFCU Online Banking is Friday, November 30, 2018. On Monday, December 3, 2018, you will need to enroll in Suffolk Federal’s Online Banking. We will provide further direction in the next scheduled LICFCU member mailing in mid-October.

Your user name and password for mobile banking will be the same as when you access Online Banking through your PC. Our mobile banking app allows you to access nearly all of the same services available through Online Banking.

#### **Will I be able to see my account history from LICFCU once I’ve enrolled in Suffolk Federal’s Online Banking?**

You will be able to view up to three months of transaction history from LICFCU which will carry over to your Suffolk Federal Online Banking access.

#### **Will I be able to export my account activity from Suffolk Federal’s Online Banking into Quicken, QuickBooks or Excel?**

Yes, you can export up to three months of your transaction history on any account by selecting that account and using the export function.

#### **Does Suffolk Federal offer eStatements?**

Absolutely, and we encourage you to enroll once you have registered for Suffolk Federal’s Online Banking. Choose **ACCOUNTS**, then **ESTATEMENTS**, then **CLICK HERE TO START ESTATEMENTS**. Once enrolled, you will receive a monthly email stating that your eStatement is ready to view. This message is also posted on Suffolk Federal’s website the first week of each month. Your statement history from LICFCU will not be accessible through Suffolk Federal’s Online Banking.

**When is the last day I can use LICFCU's Online Bill Payment?**

You will have access to your LICFCU Online Banking until Friday, November 30, 2018. Your current Bill Payments from LICFCU will not transfer over to Suffolk Federal's Bill Pay. Once you enroll in Suffolk Federal's Online Banking, you will be able to enter any current or new payments you wish to schedule. We will provide further direction in the next scheduled LICFCU member mailing in mid-October.

Suffolk Federal uses a "Good Funds" payment model, which means that the funds are withdrawn from your account the day that you schedule payment. If you are scheduling a future or recurring payment, the system will tell you the date that the funds will be withdrawn from your account depending on whether the payment is processed electronically or sent by mail.

**IF YOU HAVE ANY ADDITIONAL QUESTIONS,  
SUFFOLK FEDERAL'S MEMBER SERVICE REPRESENTATIVES ARE STANDING BY TO ASSIST.**

**Please contact us at:**

**PHONE**

631.924.8000

**EMAIL**

[sfcumail@suffolkfcu.org](mailto:sfcumail@suffolkfcu.org)

**WEBSITE**

[www.suffolkfcu.org](http://www.suffolkfcu.org)

**BRANCH LOCATIONS, SHARED BRANCH LOCATOR & ATM LOCATOR**

[www.suffolkfcu.org/about-us/branch-locations](http://www.suffolkfcu.org/about-us/branch-locations)