



FREQUENTLY ASKED QUESTIONS (FAQs)

Your experience as an IMCU Member:

We are confident that you will enjoy excellent service and competitive products as a member of Indiana Members Credit Union (IMCU). We understand that you may have questions. Please review the Frequently Asked Questions (FAQs) below and contact us if you have additional questions.

Why did the Members Choice FCU (MCFCU) board of directors vote to merge with IMCU?

The merger benefits the members, employees, and communities of both credit unions. MCFCU and IMCU share a focus of providing consumers with resources to make confident decisions and plans for their financial future. MCFCU is pleased to have found a partner in IMCU that will continue to provide you with this level of commitment and support. IMCU is poised for growth; and the geographic location of the branches aligns with IMCU's growth plans. The teams at both MCFCU and IMCU are committed to ensuring this transition results in added value for you, our member.

Who is IMCU and where are they located?

IMCU has over 139,000 members, 400+ full-time employees and 30 full service branch locations across Indiana. The credit union's purpose is to support the communities it serves with a focus on "helping people." This means IMCU accepts that every member is an individual with a unique situation; not just a number or credit score. For a complete list of IMCU Branches visit IMCU.COM. MCFCU branches also will remain open. **In lieu of shared branching, which will no longer be available post-merger, please visit any IMCU Branch starting June 1, 2021.**

What are the biggest benefits of merging with IMCU?

IMCU's rates, services, and branches are three of the biggest benefits. IMCU's financial services mirror those offered by larger financial institutions, but most decisions are made locally, at the branch level. In addition to the MCFCU branches, IMCU offers 30 other branches to serve in central & southern Indiana.

ABOUT THE PEOPLE:

What will happen to the current staff?

IMCU intends to maintain the same friendly staff you have come to know and trust in the merged branches. Some responsibilities may be refined.

ABOUT MY ACCOUNTS:

How will this affect my rates and service charges/fees?

Until June 1, 2021, the rates and fees will remain the same. Beginning June 1, 2021, the rates and fees will convert to IMCU's structure. The timing for rate changes varies according to the product or service. Further information will be communicated closer to the June 1, 2021 conversion date. Learn more about IMCU's products and services at IMCU.COM.

FAQs

Will my deposits continue to be federally insured?	YES	IMCU is insured by the NCUA (National Credit Union Administration) through the NCUSIF (National Credit Union Share Insurance Fund). Your deposits will continue to be federally insured to the maximum amount available (at least \$250,000) per member and backed by the full faith and credit of the United States Government.
Will my account number change?	Most will not change	Most members will maintain their same account numbers. Direct deposits made to your account will continue uninterrupted. Those members with account numbers changing will be notified in advance with additional details.
How will I access my account?	MCFCU & IMCU Branches, Allpoint & Alliance One ATMs	You will continue to have access to your account at the MCFCU branches and ATM locations. Access via MCFCU Online Banking will remain until June 1, 2021. Starting June 1, 2021, you will utilize the IMCU Online Banking portal to access your accounts. In addition, you'll have free access to 50,000 ATMs via the Allpoint Network. Allpoint ATMs are found at major retailers such as CVS, Kroger and Speedway.
Can I still use my current checks?	YES	You can use your current checks. After June 1, 2021, you will be issued new checks by IMCU that contain your account number and updated routing number, automatically ordered at no charge and mailed to you. IMCU will continue to honor MCFCU checks for several months following the June 1, 2021, conversion date.
Can I still use my debit card?	YES	You can use your current debit card until the evening of May 31, 2021. You will receive a new IMCU debit card before June 1, 2021.
Can I access my accounts online?	YES	On June 1, 2021, your MCFCU accounts will be transitioned to IMCU's Online and Mobile Banking. IMCU will communicate the details well in advance with instructions for accessing.
Can I still use my credit card?	YES	You can use your current MCFCU credit card until further notice. You will receive more information and a new IMCU credit card later this summer.
What is IMCU's website?	IMCU.COM	Visit IMCU.COM to learn more about IMCU and view available products and services.
Will branch hours change?	NO	Branch hours will remain the same initially, but expanded hours will begin in the near future. For details, visit www.memberschoicefcu.org .
Will my account notices and statements change?	YES	Account notices and statements will be updated to IMCU's user-friendly format when the merger is complete. You will receive a final MCFCU statement reflecting activity through May 31, 2021.
Will I receive additional information about this merger?	YES	You will receive mailings and have access to mailed information at branch offices. We also email periodic information, so please take this opportunity to update your e-mail address on file at MCFCU. For more information, visit https://www.imcu.com/mcfcu-faqs
Can I contact someone with additional questions?	YES	If you have questions, please call Lori Gonzalez (MCFCU) at 812.336.7470 ext. 107, Erica Ferran at 812.935.6200 ext. 101 or contact your local branch.