



## Frequently Asked Questions

### Merger with SchoolsFirst Federal Credit Union

#### Q. What will happen now that the merger has been approved?

Please continue using your Cal Poly FCU accounts until they are moved to SchoolsFirst FCU later this summer. Our team and the team at SchoolsFirst FCU will begin planning for the integration of our two credit Union later this year. We will share more information with you before your account is moved.

#### Q. Will my Member number/account number change?

Yes. When your account moves to SchoolsFirst FCU later this year, you will receive a new Member number and account numbers.

#### Q. Do I need to do anything?

Not at this time. Please continue to use your Cal Poly FCU account as you do today.

To help us keep you informed please make sure we have your correct mailing address, email address and cell phone number.

Your contact information is how you will receive important updates and items like your new debit or credit card. Your cell phone number and email address will also be used to validate your new Online Banking login at SchoolsFirst FCU.

#### Q. How can I verify my contact information is correct?

You can verify your contact information within mobile or home banking. Once you have logged in to Cal Poly FCU's secure system, you can view your information under **Info Center, Personal Information**. If you need to update your information, select **Edit**.

#### Q. Will my deposits still be insured?

Yes. Just as your deposits are today at Cal Poly FCU, your deposits at SchoolsFirst FCU will be federally insured by National Credit Union Administration's (NCUA) National Credit Union Share Insurance Fund (NCUSIF), up to a total of \$250,000. Account totals are based on account ownership. Please contact us if you are concerned about coverage. You can also learn more about credit union insurance coverage at: <https://www.mycreditunion.gov/insurance-estimator>

#### Q. What will happen to the Cal Poly FCU employees?

Our employees will be offered positions at SchoolsFirst FCU. Our CEO Barbara Bean had planned to retire and will do so after we merged successfully with SchoolsFirst FCU.

**Q. Will the Cal Poly CU branch close?**

Yes, our branch will close later this year. Until then, we will continue to serve you as Cal Poly FCU in the Bronco Student Center. Once your account moves to SchoolsFirst FCU you will have access to their 66 branches throughout California, including the following locations near Cal Poly Pomona.

- Walnut Branch at 515 N. Grand Avenue, Suite B
- West Covina Branch at 332 S. California Avenue
- Chino Hills Branch at 4005 Grand Avenue, Suite D
- Upland Branch at 1895 N. Campus Avenue

You can view a [full list of SchoolsFirst FCU branches](#).

**Please Note:** While we know you are excited to experience the SchoolsFirst FCU's branch network, you will not be able to transact at the branches until your account moves over later this year.

**Q. Where can I learn more about SchoolsFirst FCU?**

You can learn more about [SchoolsFirst FCU](https://www.schoolsfirstfcu.org/newdigital) on their website (<https://www.schoolsfirstfcu.org/newdigital>).

**Q. Do I need new checks?**

At this time, please continue using your Cal Poly FCU checks. Before your accounts move to SchoolsFirst FCU, we will share more information including how to order SchoolsFirst FCU checks and when to stop using your Cal Poly FCU checks.

**Q. I have direct deposit into my Cal Poly FCU account, do I need to do anything to continue deposits to my new SchoolsFirst FCU account?**

When your accounts move to SchoolsFirst FCU we will still be able to match your Cal Poly FCU direct deposits to your new accounts. After your accounts move to SchoolsFirst FCU, you may update your direct deposits with your new SchoolsFirst FCU account information at your convenience. This will ensure your deposits are received in a timely manner.

**Q. Will my credit/debit card still work?**

Yes, until we integrate with SchoolsFirst FCU. Before your accounts move to SchoolsFirst FCU, you will receive your new SchoolsFirst FCU debit card and credit card (if you currently have one) with instructions on when and how to activate to begin using.

**Q. My existing credit/debit card is scheduled to expire between now and the integration with SchoolsFirst FCU. Will I be without my card during this time?**

No. Cal Poly FCU will renew your debit/credit cards if they expire between now and when your account moves to SchoolsFirst FCU.

**Q. Will my loan or credit card change?**

Most loans will move to SchoolsFirst FCU with the same terms (rate, repayment period, etc.). If there are any changes to your credit card or home equity line of credit, you will receive more information before your accounts move to SchoolsFirst FCU.

**Q. What if I have more questions?**

If you have additional questions, please email [staff@calpolyfcu.org](mailto:staff@calpolyfcu.org) or call give us a call at 909.869.6800. Please know, your team at Cal Poly FCU and SchoolsFirst FCU are committed to a smooth transition for our Membership. We thank you for the privilege of being your financial partners. We look forward to serving you at SchoolsFirst FCU.