



Frequently Asked Questions

Better Together – Merger with SchoolsFirst Federal Credit Union

Our merger date with SchoolsFirst FCU has been confirmed for September 01, 2021.

Q. What is happening now in preparation to the merger?

Your Cal Poly FCU team has been working closely with SchoolsFirst FCU's team to prepare for the upcoming merger scheduled for September 01, 2021.

SchoolsFirst FCU is preparing personalized member communication packets. You will receive your **personalized Welcome Package in early August**. Your member packets will contain:

- Welcome message from Bill Cheney, President & CEO for SchoolsFirst FCU
- Important SchoolsFirst FCU Member Contact Center information
- Branch locations
- Member ID and Member Account Number/s
- Online Banking and Mobile Banking Instructions
- Information regarding ordering free checks for checking account members

In a separate mailing, members will receive their new SchoolsFirst FCU's credit/debit card/s to replace your existing Cal Poly credit/debit card/s and PINs

Q. Will my member number/account number change?

Yes, you will receive a new SchoolsFirst FCU Share Id and Account Number in August with your personalized welcome package from SchoolsFirst FCU.

Q. Do I need to do anything?

Yes, please stay informed. As we move through the merger process, we will be communicating with you through several channels (mail, email, text messaging, newsletter and on Cal Poly FCU's website).

Please ensure we have your current contact information, especially your mailing address so items like the new SchoolsFirst FCU Welcome Package, debit/credit card/s and PINs are delivered to you promptly.

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

You can verify your account 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?

Just as Cal Poly FCU, SchoolsFirst FCU is federally insured by the National Credit Union Administration's (NCUA) National Credit Union Share Insurance Fund (NCUSIF). Accounts are totaled, based upon ownership. You are encouraged to speak with someone at Cal Poly FCU 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 employees?

Our employees will be offered positions at SchoolsFirst FCU. CEO Barbara Bean plans to retire.

Q. Will the campus branch close?

Yes, our office will close **after** the account migration to SchoolsFirst FCU. The last day our office will be open is August 30, 2021. Cal Poly Federal Credit Union will be closed on August 31, 2021. Members will be able to access their Cal Poly FCU accounts through their debit/credit card/s and writing checks on August 31, 2021. Members will not have access to the branch after August 30, 2021. Members will not have access to Cal Poly FCU's online/mobile banking after 5:00 p.m. August 30, 2021.

On September 01, 2021, members will have access to SchoolsFirst FCU 66 branch network 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 September 01, 2021.

Q. Where can I learn more about SchoolsFirst FCU?

You can learn more about [SchoolsFirst FCU](https://www.schoolsfirstfcu.org) from their website (<https://www.schoolsfirstfcu.org>). You will experience firsthand why SchoolsFirst FCU was an excellent merger partner.

Q. Do I need new checks?

You can continue using your Cal Poly FCU checks for the time being. No change will be made to your account number until September 1, 2021. SchoolsFirst FCU will continue to honor your Cal Poly FCU checks for up to 6 months. You will receive Information regarding ordering free checks for your new SchoolsFirst FCU account/s.

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

After your account migrates to SchoolsFirst FCU, we will be able to match your Cal Poly FCU account information and incoming direct deposits to your new SchoolsFirst FCU account.

Q. I have recurring payments automatically paid from my Cal Poly FCU account. Do I need to do anything to continue paying my payments electronically from my new SchoolsFirst FCU account?

Your Cal Poly FCU account will migrate to SchoolsFirst FCU on September 1, 2021. Similar to your electronic deposits, recurring ACH (Automated Clearing House) payments paid from your Cal Poly FCU account will be matched and paid from your new SchoolsFirst FCU account. After September 1, you will provide your SchoolsFirst FCU routing and account number for any new electronic (ACH) payment/s created.

Q. Cal Poly FCU pays my loan automatically by pulling the funds from my other financial institution on my loan due date. Will this change?

Yes, if Cal Poly FCU requests your loan payment electronically (ACH) from your other financial institution – this will stop after your August payment. In August, you will receive your new members package from SchoolsFirst FCU. The new Member Package will provide you with instructions to establish your loan payment through your other financial institution’s bill pay system using SchoolsFirst routing and member account information. Please note – you will direct your loan payment amount to your SchoolsFirst savings account **and then** create an auto-payment with SchoolsFirst from your savings account to your loan.

Q. Will my Payroll Deduction continue?

Yes, your PERS and State Payroll Deductions will continue. SchoolsFirst FCU will process your payroll deduction credits.

Q. I have Automatic Transfers from my Cal Poly FCU account to a family member’s Cal Poly FCU account. Will this change?

Yes. If Cal Poly FCU transfers funds automatically each month to another Cal Poly FCU account on your behalf – **this will stop after your August transfer**. Not to worry, once your account migrates to SchoolsFirst on September 1, you can create new transfer permissions to your accounts, loans, or family member accounts.

Q. What happens to my Bill Pay?

SchoolsFirst FCU offers free bill pay, however it is a different provider than Cal Poly FCU’s IPay bill pay system. You can continue to use Cal Poly FCU’s bill pay system up to August 25, 2021. At which time, IPay will no longer be available to our members. You will receive information from SchoolsFirst FCU within your new Member Package with information regarding their bill pay system.

It is highly recommended to visit your Cal Poly FCU IPay site prior to August 25th and copy all of your bill payment details (i.e. payor, account numbers, addresses, due dates, amounts etc...).

Q. Will my credit/debit card still work?

Your Cal Poly FCU MasterCard debit card will continue to access your Cal Poly FCU account up to September 1, 2021. In August, you will receive a new MasterCard debit card and new debit card PIN for your SchoolsFirst FCU checking account. **Check out more information regarding your debit card.**

Your Cal Poly FCU VISA credit card will continue to access your available credit. Prior to the migration to SchoolsFirst FCU, you will receive your new SchoolsFirst FCU credit card. **Check out more information regarding your credit card.**

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

Cal Poly FCU will continue to renew credit/debit cards, as normal, as they expire. You will receive a replacement for your expired debit/credit card. Also, prior to your account migration, you will then receive your new SchoolsFirst FCU debit/credit card.

Q. Will my loan rates change?

Loans rates will carry over “as is” to SchoolsFirst FCU. Rest Assured, one of the reasons SchoolsFirst FCU was a great merger partner is their commitment to great deposit and loan rates.

Q. What if I have more questions?

If you have additional questions, please email 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 institution. We are very humbled, and we look forward to serving you at SchoolsFirst FCU.