



January 30, 2020

Dear ACFCU Member:

Thank you for being a member of Appalachian Community Federal Credit Union.

We are always evaluating the most effective ways to serve you, and how to provide you with the greatest value. As a financial cooperative owned by our members, it is our responsibility to make decisions to benefit the greater good for our collective membership. After much consideration, including our overhead expenses, our Board of Directors and Credit Union leadership have made the decision **to permanently close our branch locations in Berea and McKee, Kentucky, on March 1, 2020.**

Please know this decision was not made lightly and we understand these branch closures will be an inconvenience for our Berea and McKee members, and for this we do apologize. You can remain a member with ACFCU and conduct all of your business through Online Banking and Bill Pay, Mobile Banking and Telephone Banking, as well as the ability to apply for accounts and loans online via our website at www.myACFCU.org.

Please review the enclosed Frequently Asked Questions that will hopefully answer most of your questions. As always, we are also available by calling (800) 378-3778.

We appreciate your understanding and look forward to serving you with your banking needs into the future.

Best Regards,

Kelly J. Smith
President / CEO



Kentucky Branch Closure FAQs

Q: Why are these credit union branches closing?

A: ACFCU wants to provide the best possible products and services to all our members across all our locations. Over time, it has become more difficult to support branches that are 200 miles from our home office.

Q: When are the branches closing?

A: The Berea and McKee branches will be closed starting **March 1, 2020**. Members can conduct business in those branch locations until the close of business day on February 28, 2020. The branches are open Monday through Thursday from 8:30 am to 5:00 pm, and open on Friday from 8:30 am to 5:30 pm.

Q: Is my money safe?

A: Yes, the branch closures are no reflection of the credit union's safety and soundness. All ACFCU members deposit accounts are covered under the NCUA insurance fund up to \$250,000 per account.

Q: Can I keep my accounts open?

A: Yes, and we hope you do! While we may not be physically there, you can maintain your membership and continue to enjoy all the benefits of being an Appalachian Community Federal Credit Union member. You can perform all your banking services online through our banking portal at myacfcu.org and/or our mobile app. You can also contact our 24/7 Call Center at 800-378-3778 if you need a check mailed to you.

Q: What happens to my checking or savings account?

A: Your accounts are not changing. For banking tasks like depositing a check, you can use the myACFCU mobile app to make a deposit. Through the app you can also pay bills, schedule checks to be mailed, check your balance, transfer money, and more. The mobile app can be downloaded from Google Play or the Apple Store.

Q: Where is the nearest ATM?

A: The Berea ATM will be removed in March 2020. You do have other ATM options at no cost to you through our Shared Branch Network. To find an ATM in this network, visit myacfcu.org and select ATM Locator at the bottom of the page. Additionally, there are Virtual Teller Machines located in Booneville and McKee, these will remain at those locations at this time.



Q: What if I need a new debit card or credit card?

A: Contact our 24/7 Call Center (800-378-3778) and one can be ordered and mailed to the address we have on file. Typically, a new card is received within 7 days.

Q: How do I make changes on my account?

A: A large portion of changes can be done through our 24/7 Call Center (800-378-3778) or online. When you call to make any changes, please remember to update us with your current address, email and phone numbers.

Q: What is happening to the Appalachian employees?

A: The same faces that have had the pleasure of serving you will remain at the branches through the end of February 2020.

Q: What happens to my loan? How do I make a payment?

A: You can make a payment online or through the mobile app. You can also send your loan payment to our ACFCU headquarters at:

Appalachian Community Federal Credit Union
Attn: Loan Processing
5034 Bobby Hicks Highway
Gray, Tennessee 37615

Q: What about my direct deposits? What if I need cash?

A: All direct deposits that you currently have set will not change. If you need cash from your account, you can also use an ACFCU debit card at an ATM or other places. Additionally, you can call our 24/7 Call Center (800-378-3778) and request a check to be mailed to your home.