

FAQ - WHAT CHANGES FOR ME?

Who is Good Neighbors Federal Credit Union?

Established in 1957 to serve the financial needs of the Lancaster teachers and now all of Erie County, the Good Neighbors Federal Credit Union is a financially strong, well-capitalized credit union with assets of \$60 million and over 6,000 members. Good Neighbors FCU is federally insured by the NCUA. We have a branch in the City of Buffalo, and another in Depew. Most importantly we share your values and are committed to serving our members.

Will I still receive personalized service?

Absolutely. We believe in knowing our members and building relationships.

Are we changing the name of our credit union?

Yes. The credit union will now be Good Neighbors Credit Union.

What branches can we visit?

You can visit us at 251 Grant Street in Buffalo or 30 Brunswick Road in Depew.

Will anything change with my accounts?

Yes. You will be getting a new savings account number. Your checking account number will be the same, but the routing number will change. You will receive your new account information in the mail.

Will my debit card still work?

You will be getting a new debit card in the mail. Your old debit card will be deactivated as of 7/29.

Can I still use my Co-Op checks?

Yes. Your old checks will work for 6 months. If you would like to order new checks please contact our office.

What about my recurring transactions?

Recurring automatic transactions you may have set up (like iTunes or Netflix) will need to be updated. You have 6 months to update your recurring automatic transactions to your new account information.

Will new fees be added because of the merger?

No. In fact, many fees will be reduced or eliminated. Our fee schedule can be found on our website at goodneighborscu.com/merger

Will my online or mobile banking change?

Yes. You will need to sign up for online banking via Good Neighbors Credit Union website. Directions can be found on our website at goodneighborscu.com/merger.

What will happen with my loans?

Your loan payment, terms, and conditions will continue as-is. You should continue to make your loans payments just as you are currently doing.

What if I have additional questions?

We are here to answer any questions you have about the merger and what it means to you. Please feel free to contact us via email at info@goodneighborscu.com. You can also call us at 716-681-1460 or stop into a branch to speak with a Good Neighbors representative.