



August 13, 2009

To Our Valued Members:

**Exciting News from Communications Family Credit Union**

We are pleased to make an important announcement that will mark a milestone in our credit union's history. Communications Family Credit Union will soon be adopting a new name.

This decision emerged from many months of research and evaluation under the leadership of our Board of Directors and executive team. Through this process, we have conducted research with credit union members, community members and credit union staff.

Communications Family is very proud of our history and our heritage. Over the years, we have expanded our membership to include additional employee groups, and 5 years ago, we changed to a community charter. With our community charter, anyone who lives, works, attends school or worships within Saginaw, Bay, Midland, Tuscola, Genesee, Shiawassee and Gratiot counties can join the credit union. In the last few years, we have also found that the Communications Family Credit Union's name has created some confusion as to who can join. Even though we are a community charter, our name has given the perception that our membership is still exclusive to the communications industry.

Communications Family is a very strong and well capitalized credit union. Because of our strength and the state of the financial competition in our region, we feel this is the best time to position ourselves for future growth and provide the ability to serve more families, friends and neighbors in our communities who need a quality financial institution.

You are and always will be the most important reason for our success. Our name is changing, but our employees and the high level of personal service we provide will continue. We have built this credit union on your loyalty, and we thank you for your support and confidence in us. We want to make your credit union the financial institution that can meet all your financial needs at any stage of your life.

We will be announcing our new name this October, and will keep you informed along the way. We know that this announcement has probably raised several questions, and we have provided a question and answer sheet with this letter to try to address them. If we haven't addressed your question, please feel free to contact us at 1-800-227-2328, ext. 8201.

Sincerely,

A handwritten signature in black ink that reads "Timothy W. Benecke".

Timothy W. Benecke  
President and CEO

## Questions & Answers

**Q: Is the name change the result of a merger?**

**A:** No. The credit union is not being merged with another credit union.

**Q: Will the membership requirements stay the same to join the credit union?**

**A:** Yes. Our membership is open to anyone who lives, works, goes to school or worships in Saginaw, Midland, Bay, Genesee, Shiawassee, Tuscola and Gratiot Counties. Our membership is also open to anyone who works in the communications field throughout the state of Michigan.

**Q: With the name change, will we see higher fees and loan rates and lower deposit rates?**

**A:** Neither your rates nor fees will be affected by the name change. We will continue to monitor our rates and fees like we always have. Rates and fees do fluctuate, but they are adjusted in response to the market conditions.

**Q: Will my account number(s) change? Do I need a new membership card?**

**A:** No, your account number(s) will stay the same and your membership card with your account number is still valid.

**Q: Will I have to change my checks?**

**A:** No, not until you need to reorder your supply. Your checks will still work.

**Q: Will my credit card still work?**

**A:** Yes, it will work, and when it is time to renew your card, you will receive your credit card reflecting the credit union's new name.

**Q: What about my Debit Card or ATM card, will it still work?**

**A:** Yes, it will still work. We will replace your card when your current card expires.

**Q: If I have automatic payments taken from my account or receive direct deposit, will I need to do anything?**

**A:** No, everything will stay the same. Our routing and transit number will not change and your account number will not change.

**Q: How will I get to the credit union website?**

**A:** For a period of time, we will automatically forward you to the new website when you go to [www.comfamcu.org](http://www.comfamcu.org). We will also communicate our new web address when our new name is announced.

**Q: If I have an e-mail address to contact someone at the credit union, will that change?**

**A:** Eventually the e-mail addresses will change, but for now the e-mail address you have will automatically transfer over to the new e-mail address. When the person you are e-mailing responds to you, you will have the new e-mail address.

**Q: Will the same people be at the branches?**

**A:** Yes. All the employees that you have been accustomed to working with will be here, ready and happy to meet your financial needs.

**Q: Are you also planning to add new branches?**

**A:** We continue to look at the possibilities of adding new branches in the region. We have recently been conducting some research on where most of our members are located and if we are best positioned to serve their needs with our current locations.

**Q: Will the telephone number stay the same?**

**A:** Yes, both our toll free number 800-227-2328 and our local number 989-249-8200 will stay the same.

**Q: Will the hours be changing?**

**A:** No, our lobby hours will continue to be:  
9:00 a.m. – 5:30 p.m. Monday – Thursday  
9:00 a.m. – 6:00 p.m. on Fridays.

And our Drive Thru and Call Center hours will continue to be:  
8:00 a.m. – 6:00 p.m. Monday – Friday  
9:00 a.m. – 12:30 p.m. on Saturdays.