

# Frequently Asked Questions

## General Harborstone Credit Union & Community 1st Information

### 1. Why are the two credit unions merging?

From the Community 1st and Generations perspective, the merger will expand our ability to better serve you, our members. Our board of directors and team members have been impressed with the innovative and valuable deposit products and services that Harborstone has developed and want to bring those to you. We also believe that you will appreciate the addition of Harborstone branches throughout King, Pierce, and Thurston Counties – and the future addition of branches that Harborstone recently acquired in Whatcom, Skagit, and Island Counties.

From the Harborstone perspective, the merger will expand its ability to serve credit union members to Snohomish County, and will further develop its presence in King, Pierce, and Thurston Counties. In addition, the merger will add climate-centric lending for solar panels, energy storage, and other projects and products that reduce carbon emissions, diversify assets, and add talent and expertise to the team. Harborstone currently has 16 branches from Lacey to Bothell.

### 2. What is a credit union?

Credit unions are member-owned, not-for-profit financial institutions. That means each member is an owner. Credit unions don't have outside stockholders making decisions. Credit union membership elects the credit union board. This system allows earnings to be returned to members with lower fees, higher rates on deposit accounts, and lower rates on loans and credit cards.

### 3. What is “Legal Day 1” and what does it mean to me?

Legal Day 1 (LD1) for the merger of Community 1st Credit Union and Harborstone Credit Union is Oct. 1, 2025. This signifies the day when the two organizations officially become one entity; however, **there are no changes to your account or access on this date**. The combined organizations will work toward full system conversion, defined as Operational Day 1 (OD1), which we anticipate happening in spring/summer 2026.

### 4. Do Community 1st and Generations members get to vote on the merger?

Yes, members of Community 1st and Generations, a division of Community 1st, have the opportunity to vote on the proposed merger. The Community 1st board of directors, president, and senior officers strongly recommend voting in favor of the merger.

Voting packets will be sent to members during the week of Aug. 11, 2025, and voting will remain open until Sept. 26, 2025. Because credit unions operate under a democratic process, your participation and voice are vital. At the close of the voting period, an independent third party will count and certify the results. If the membership approves the merger, the merger will then move to the last step – final regulatory approval.

### 5. How will this merger affect Community 1st Members?

Community 1st values are rooted in treating members and employees with integrity and respect. We are committed to providing exceptional member service while maintaining the safety and security of our members' assets and information. The credit union believes in operating from a position of financial strength and discipline to achieve controlled growth and sustained profitability for our members' benefit.

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## 5. How will this merger affect Community 1st Members? *Continued*

### Merger Benefits:

- More products, services, and branches to better serve member needs
- Ability to compete with large financial institutions while maintaining a local presence
- The cohesive partnership of our credit unions, due to our similar core values and beliefs
- Support and engagement in the credit union movement; the ability to build our collective profile and impact
- Strengthened long-term viability

## 6. What will be the name of the merged credit union?

The two entities will unite under the name Harborstone Credit Union. After regulatory approval, the newly merged credit union will come together to evaluate market opportunities to ensure a future that is reflective of the combined membership and its needs.

## 7. Who will be the CEO of the credit union?

The president & CEO of the merged credit union will be Geoff Bullock, current president & CEO of Harborstone Credit Union.

## 8. What happens to me, as a member of the credit union?

The phrase “Once a Member, Always a Member” still applies, with the same rights and privileges.

## 9. When will the merger happen?

Credit union mergers require approval from regulators and a membership vote. Community 1st members will participate in the merger voting process beginning Aug. 11, 2025. Upon approval by the Community 1st voting members, the merger is anticipated to be finalized Oct. 1, 2025.

## Branches, Services & Account Access

### 1. Will branch hours be changing?

Branch lobby and drive-through hours will eventually change to align more closely with Harborstone Credit Union; however, we do not have a set date for that change. Until further notice, please refer to the website: [myc1cu.com/join/branches](https://myc1cu.com/join/branches) for current hours of your local branch.

### 2. Will my current branch team from Community 1st and Generations remain the same?

Yes, all Community 1st and Generations branch locations and staff will continue to serve you.

### 3. Will my debit and/or credit card work after the merger?

Yes, you can continue using your Community 1st debit and/or credit card after LD1. If you need a new debit or credit card for any reason, please reach out to your local branch or give us a call at 800-247-7328. You will be notified well in advance of any future debit or credit card enhancements or other changes.

### 4. Will my access to ATMs change?

You will continue to have access to the same ATMs and the Co-Op ATM Network with nearly 30,000 surcharge-free ATMs. Find an ATM near you at: [co-opcreditunions.org/locator](https://co-opcreditunions.org/locator).

### 5. Will I keep my account number or routing number?

Yes, your account number and routing number will stay the same at LD1. You will be notified well in advance of any future enhancements or other changes.

## 6. Will I keep my access to online banking?

Yes, online banking will remain the same at LD1. For any updates, we will be sure to communicate well in advance to ensure a smooth transition.

## 7. Will my Community 1st or Generations checks still work after the merger?

Yes, you can continue to use your current checks at LD1. You will be notified well in advance of any future enhancements or other changes.

## 8. Will my rates, terms, or fees remain the same on an account I already have?

Yes, your current rates, terms, and fees will stay the same at LD1. For any future enhancements or changes, we will give you at least 30 days' notice.

## 9. Will I still get my account statements like I did before?

Yes, you will continue to receive your account statements in the same way you do now.

## 10. Where do I send my loan payment?

Continue to mail or drop your loan payment off at your local Community 1st or Generations branch. For branch locations, visit: [myc1cu.com/join/branches](https://myc1cu.com/join/branches).

## 11. Where do I send my credit card payment?

Continue to make your credit card payment online, by mail to **Community 1st P.O. Box 37035, Boone, IA 50037-0035**, or drop it off at your local branch.

## 12. Whom should I contact with questions about my account?

Continue to contact your local branch or call our toll-free number at 800-247-7328 with any questions about your account.

## 13. Will my automatic transfers still go through?

Yes, you can expect the same access to your electronic services such as direct deposit and automatic withdrawals. Look for future communications that will include specific information about any enhancements or changes to your accounts or electronic services. Our intention is to keep you informed along the way and make this transition as seamless as possible.

## 14. Will I be able to access my credit union account at all Harborstone branches?

No, you will not be able to access your existing account at a Harborstone branch until OD1, when the conversion between systems is complete, which we expect will happen in spring/summer 2026. In the meantime, to find a co-op shared branching location near you, visit: [co-opcreditunions.org/locator](https://co-opcreditunions.org/locator).

## 15. Will the beneficiaries of my account remain the same?

Yes, the beneficiaries to your account will remain the same.

## 16. Will my deposit accounts retain NCUSIF insurance?

Yes, your deposits will continue to be insured by the National Credit Union Share Insurance Fund (NCUSIF) up to \$250,000 for each account category through the National Credit Union Administration (NCUA). The NCUA is the agency of the federal government, which administers the NCUSIF. You can visit the NCUA's website at:

[ncua.gov/consumers/share-insurance-coverage/frequently-asked-questions-about-share-insurance#s20](https://ncua.gov/consumers/share-insurance-coverage/frequently-asked-questions-about-share-insurance#s20) for detailed information about share and deposit insurance coverages.

## 17. Whom should I contact with additional questions?

For additional questions, please contact [mergerinfo@myc1cu.com](mailto:mergerinfo@myc1cu.com).