

Welcome, (First Name) (Last Name), to U of I Community Credit Union

At the special membership meeting held on February 5, 2022, the members and Board of Directors of New Horizon Credit Union (NHCU) voted to merge NHCU with the University of Illinois Community Credit Union (UICCU). This merger is scheduled to take place on April 30, 2022.

Effective the date of the merger, your membership and accounts at NHCU will transfer to membership and accounts at UICCU and New Horizon Credit Union will cease operations. You do not need to sign any papers for this change; however, please review the changes that will be explained in this packet and in the online FAQs at [uoficreditunion.org/new-horizon-merger/](http://uoficreditunion.org/new-horizon-merger/).

It is our privilege to provide an early welcome to UICCU. We look forward to serving you and helping you achieve your financial goals. UICCU is not-for-profit, member-owned, and loyal to serving the local community. This merger means you'll have access to more products and services, more branch locations, and enhanced online services. Additionally, we are committed to delivering value to our members through best-in-class technology, competitive rates, convenience, and top products!

To ensure a seamless transition, please review the following changes:

### **New Account Number/Routing Number**

There will be a minor change to your account number following this merger. Your new UICCU account number will be 8 digits long and will be comprised of your existing NHCU account number with a 64 added at the beginning of the account number.

*Examples: NHCU account 123456 becomes UICCU account 64123456  
NHCU account 1234 becomes UICCU account 64001234*

UICCU's routing number is 271176899, which you should use for any new or existing direct deposit or automatic payment instructions.

Additional information is included outlining any changes for the following products and services that will occur as a result of the merger.

- Checking Accounts and Debit Cards
- Bill Pay
- Certificates
- IRAs
- VISA Credit Cards
- Loans

\*If you have a mortgage with NHCU, correspondence will be sent to you directly from UICCU's mortgage servicer, TruHome Solutions.

## **New Horizon Branch**

NHCU at 1019 East Fairchild will be closed on Friday, April 29 and Saturday, April 30, 2022 in order to transfer and verify all account information to the UICCU computer system successfully. NHCU members will have access to accounts as soon as possible on May 1. We sincerely apologize for any inconvenience this may cause and assure you we will make every effort to bring all systems and access live as quickly as possible.

The credit union at 1019 East Fairchild will open as a branch of UICCU on Monday, May 2.

## **Online Banking Access**

Online banking through the NHCU system will be discontinued at approximately 5:00 p.m. on Friday, April 29, 2022. There will be no online banking access until after accounts are live on UICCU's system on or after May 1, 2022. Statements and account history prior to May 1, 2022 will not be accessible via the UICCU digital banking system after the merger. ***Prior to the merger, please ensure NHCU has your correct contact information including mobile phone number, mailing address, and email address.***

## **How to Learn More or Get Additional Help**

For any additional questions, please review the remainder of this packet. Also, feel free to call us at 217-278-7700 (Press 5 for NHCU members). Information and FAQs are also available online at [uoficreditunion.org/new-horizon-merger/](http://uoficreditunion.org/new-horizon-merger/).

We appreciate the trust that you and the NHCU Board of Directors have placed in us, and we will work diligently to make this process as smooth as possible. We look forward to our new partnership and the opportunity to serve all your financial needs with the exceptional service you've come to expect and deserve.

Thank you for your support,



Chris Harlan,  
President/CEO

## **Account Information and Changes**

### **Checking Accounts and Debit Cards**

Your current NHCU checking account will be converted to a UICCU iChecking account and include the following features and benefits:

- No monthly service charge
- No minimum balance
- Free digital banking
- Free tap-to-pay VISA debit card
- Free bill pay
- Free eStatement
- Courtesy Pay available
- Free digital wallet access through Apple Pay and Google Pay
- Free POS transactions
- Over 50,000 surcharge-free ATMs
- Free remote deposit of checks
- Free person-to-person payments
- Free external transfers
- Free overdraft protection from savings

The iChecking account is a FREE checking account with no fees.

### **Debit Card Changes**

Your current NHCU debit card will continue to work through Saturday, April 30, 2022.

You will receive a new UICCU debit card on or around April 23, 2022. If you have not received it by April 25, 2022, please call 217-278-7700.

Starting May 1, 2022, activate and use your new UICCU debit card. Your NHCU card can be destroyed. Add your card to your digital wallet for easy access with Apple Pay or Google Pay. You will be able to tap-to-pay with your new contactless UICCU VISA debit card.

### **Automatic Deductions/Payments:**

ACH payments currently set up through other companies (i.e. utilities, insurance, loan payments) that are automatically withdrawn from your account will continue to be withdrawn from your new UICCU checking account. No action is required on your part.

### **Direct Deposits**

Any direct deposit currently set up will continue to be deposited to your new UICCU account. No action is required on your part.

### **Paper Checks:**

After the merger, your current NHCU checks will still work with your new UICCU checking account. Contact UICCU when you need more checks to ensure the correct checks are ordered.

## Bill Pay

Your payee information and scheduled payments **will not transfer** to UICCU Digital Banking. Any electronic or paper check payment scheduled for 4/29/2022, or before, will be processed and cleared without issue. Please make a note of any payee information you need from your current NHCU Bill Pay account prior to April 29, 2022. Once you are logged in to UICCU Digital Banking after May 1, you will be able to set up your payees and schedule payments in UICCU Digital Banking.

## Overdraft Protection from Savings

Your UICCU checking account will be set up with automatic overdraft coverage from your primary savings account. UICCU does not charge a fee for automatic overdraft transfer from savings.

## Courtesy Pay:

An additional benefit of our checking accounts is Courtesy Pay. Courtesy Pay allows you to overdraw your account to clear a check or make debit card or electronic transactions. This feature can save you money in fees from other institutions by not allowing these transactions to be returned. Each time you access Courtesy Pay on your account; a \$30 fee will be charged. The Courtesy Pay limit is automatically set at \$1,000 for check transactions and recurring ACH debits.

## Statements

UICCU paper statements for checking accounts are available for a \$2 monthly fee. To avoid fees, enroll in eStatements on or after May 1, 2022, via digital banking at [uoficreditunion.org](http://uoficreditunion.org).

## **Certificates**

### Terms and Conditions

From now until the next maturity/renewal date of your NHCU certificate there will be no changes. The existing dividend rate will remain the same, dividends will be paid monthly and at maturity. Early withdrawal penalties will not change, and the maturity date will remain the same.

### Maturity

At maturity, the balance after dividends are paid, will be transferred to a UICCU certificate of the same term. You will receive a Maturity Notice in advance of the maturity date which will outline additional options for the maturing balance to be reinvested in another Share Certificate. Please use that form to give us instructions as to the term and amount you'd like invested. UICCU offers Share Certificates with the following terms:

90 Days	1 Year	3 Years	5 Years
6 Months	2 Years	4 Years	

## **IRAs**

Your NHCU IRA savings accounts will transfer over to a UICCU IRA savings account with a current rate of 0.05% APY. You do not need to do anything for the IRA to transfer over. You will not be charged any fees for the transfer.

We do have other options available for IRAs such as IRA Certificates as well as our own Financial Advisors.

## **VISA Credit Cards**

### Functionality of Card

Your existing NHCU VISA credit card and card number will continue to work. We encourage you to upgrade to a UICCU VISA credit card and take advantage of our credit card benefits. Apply at [uoficreditunion.org](http://uoficreditunion.org) and start earning rewards today. New cardholders who apply by June 30, 2022, will qualify for 0% APR on any balances transferred from your NHCU VISA credit card or any other card you choose to transfer a balance from. If your NHCU VISA credit card is in good standing, you will be approved for a UICCU VISA credit card with the same credit limit you have on your NHCU VISA credit card.

*Please note: all NHCU VISA credit cards will eventually be converted to a UICCU VISA credit card. We do not have a projected date for that conversion. Further communication will be sent when additional information is known.*

### Account Terms

Your Annual Percentage Rate (APR), credit limit, and other account terms will remain the same on your NHCU VISA credit card until conversion to a UICCU VISA credit card.

\*If you have credit life and/or credit disability insurance on your NHCU credit card, additional correspondence will be sent to you directly from NHCU's credit insurance provider, CUNA.

### Payments & Due Date

While you are still using your NHCU VISA credit card:

- Your current payment due date will remain the same
- If you have automatic payments set up on your NHCU VISA credit card, those will continue.
- If you prefer to mail a payment on your NHCU VISA credit card, you will continue to mail payments to: P.O. Box 4521 Carol Stream, IL 60197.
- You will **not** be able to make a payment to your NHCU VISA credit card at a UICCU Branch.

*Upon upgrading your current NHCU VISA credit card to a UICCU VISA credit card, you will be pleased to experience increased payment functionalities including digital banking, mobile payment, and in-branch payments.*

### Accessing your Card

You can access information on your NHCU VISA credit card account at [ezcardinfo.com](http://ezcardinfo.com), or by calling 1-800-322-8472. Upon upgrading to a UICCU VISA credit card you will have online access in digital banking and direct assistance from UICCU staff.

### Fraud & Lost or Stolen Card

While you are still using your NHCU VISA credit card, continue to report any fraudulent transactions and lost or stolen cards by calling 1-800-322-8472.

## **Loans**

### Loan Terms & Conditions

Your current NHCU loan rate, payment, due date, and terms will remain as is.

If you have Credit Life and Credit Disability on your current NHCU loan that was opened before October 1, 2021, that coverage will continue without interruption.

Any new loans or refinances after the merger will be based on UICCU's rates and terms in effect at the time of the loan.

### Accessing your Loan

You will be able to access your NHCU loan details using any of the following options:

- Digital banking at [uoficreditunion.org](http://uoficreditunion.org)
- Mobile App (Available for Apple & Android users)
- By phone at 217-278-7700 or toll free 877-678-4328
- At any UICCU branch location

### Loan Payment Options

- Automatic transfer in UICCU Digital Banking from UICCU Checking or Savings
- Automatic transfer in UICCU Digital Banking from Checking or Savings at another institution
- In person at any UICCU branch location
- By mail:  
UICCU  
2201 S First St  
Champaign, IL 61820

Your current payment coupons will work when paying by mail or at any UICCU branch.

Auto Insurance & Lienholder Information

**If you have an auto loan with NHCUC, it is required that you notify your auto insurance agent of the merger and ensure that they list UICCU as a lienholder effective May 1, 2022.**

Please provide the following lienholder information to your insurance agent:

University of Illinois Community Credit Union  
Insurance Tracking Center  
PO Box 924116  
Fort Worth, TX 76124  
Fax 877-548-2416  
Toll Free 866-315-2133

*Note: State National Company will monitor your loan for ongoing insurance coverage. If you receive a letter from State National regarding a lapse in coverage it is imperative that you respond to it promptly to prevent expensive supplementary insurance from being added to your loan.*

Reporting to Credit Bureaus

Any existing loan you have at NHCUC will be reported to the three major credit bureaus: Equifax, Experian, and Trans Union.

**Enclosures:**

Share/Share Draft Disclosures  
Rate and Fee Schedule