



Frequently Asked Questions about Piedmont Plus Federal Credit Union's Proposed Merger with MembersFirst Credit Union

Who is MembersFirst Credit Union?

Headquartered in Decatur, GA, MembersFirst Credit Union (www.membersfirstga.com) is a full-service member-owned credit union with \$192 million in assets serving over 27,000 members throughout Georgia. Like PPFCU, MembersFirst is a trusted long-time member of our shared community with a 65-year history of providing excellent personalized service to its members. MembersFirst is the best possible choice as a merger partner because of our shared history and culture based upon serving healthcare employees and their ties to the local communities they serve.

Are both credit unions in favor of a partnership?

Yes. Both Boards of Directors, who are elected by the membership, have unanimously approved a merger of the two credit unions. Planning for the merger has been in the works for many months and is the strongest option in navigating the current economic landscape.

Will the employees I have come to know and appreciate at PPFCU still be a part of the combined credit union?

Yes. MembersFirst will be retaining all the employees of PPFCU, so the same familiar faces you have come to know in Atlanta, Fayette, Paces, and Newnan will still be there to serve you.

Why are the credit unions merging?

We are confident that a combined credit union will bring much greater strength and competitive advantages that will better serve our members and communities in terms of lower loan rates, higher dividend (savings) rates, and an increased branch distribution network. This partnership will ensure continued stability for both credit unions and better position the combined credit union for future growth. It would take PPFCU over a decade to grow to the point where we could provide you the added-value we would receive from a partnership with MembersFirst. Additionally, industry data clearly shows that larger credit unions offer more benefits to their members.

How will I benefit?

You will benefit in many ways, including:

- Access to full-service branches in Austell, Decatur, Douglasville, Hiram, Marietta, Sandy Springs, and Savannah.
- Over 5,600 Nationwide Co-Op Shared Branch Locations with 163 in Georgia and about 100 in metro Atlanta.
- 20 proprietary ATMs throughout Metro Atlanta and Savannah. You will also have access to the Money Pass, CU24/CU Here, Cirrus, Pulse and Plus ATM networks, which combined can provide thousands of additional surcharge free ATMs to our members.
- A complete line of financial products and service, including checking accounts, home loans, business loans, credit cards, vehicle financing, and much more.
- Industry leading technology including mobile banking, mobile deposit with a smartphone, free bill pay designed for your smartphone or tablet along with online banking and 24/7 telephone access to your accounts.
- Member Service Call Center – The MembersFirst call center functions like another branch of the credit union. Member advisors in the call center are well trained on all services of the credit union and assist hundreds of members every day.

Will the credit union's name change?

Yes, at a date to be determined. PPFCU will operate as a division of MembersFirst Credit Union under the new name of Piedmont Plus Credit Union. Our logo and branch signage will be modified to remove "Federal" from the PPFCU name, since we will be merged into MembersFirst's state banking charter.

Will the merger affect the membership eligibility of my co-workers and neighbors?

No. Upon completion of the merger, the combined credit union will continue to serve all of the organizations, companies and communities we now serve.

How will my accounts be impacted?

We anticipate no immediate changes in the near future. However, if changes need to be made, we will work to ensure a seamless integration so you can conduct business as you always have.

Is my money safe?

Yes. Your accounts will remain safe, sound and insured. Your deposits will continue to be federally insured through the National Credit Union Share Insurance Fund (NCUSIF), a U.S. Government Agency, to at least \$250,000 for regular deposits and at least \$250,000 for IRAs (please visit www.ncua.gov/shareinsurance for more information).

Are both credit unions financially sound?

Both credit unions are financially strong, and each has capital that is in excess of what is required by our regulatory agencies.

Piedmont Plus Federal Credit Union
Special Called Meeting on Proposal to Merge Credit Union
Wednesday March 28, 2018

Richard H. Rich Auditorium, Piedmont Atlanta Hospital, Building 77, Level "M,"
1968 Peachtree Road, N.W., Atlanta, GA 30309

AGENDA

1. Meeting is called to order.
2. Eligible voting members in attendance are identified and totaled.
3. Quorum determined.
4. Purpose of meeting stated.

The meeting has two purposes:

- A. To consider and act upon a proposal to merge our credit union with MembersFirst Credit Union, the continuing credit union.
 - B. To approve the action of the Board of Directors of our credit union in authorizing the officers of the credit union, subject to member approval, to carry out the proposed merger.
5. Discussion.
 6. Motion and second to approve the proposed merger agreement is made.
 7. Collection of ballots: Approval received by not less than two-thirds of the members is required for approval of the proposed merger agreement.
 8. Ballots are tallied by an independent teller appointed by the board of directors.
 9. Voting results stated.
 10. Adjournment.