

WELCOME TO THE FAMILY!

Dear Member,

As we get closer to the computer conversion completion date of November 12, 2024, we want to keep you up to date and fulfill our promise of timely and detailed information. Our goal is to ensure that this merger transition occurs as smoothly as possible. Below are a few key dates and some new information.

For any account-related questions, you will continue to call 586.775.3160 through 5pm Friday, November 8. Beginning on Tuesday, November 12, begin calling FreeStar Financial Credit Union at **586.466.7800**.

IMPORTANT ACCOUNT UPDATES DURING OUR CONVERSION

- ▶ **Temporary Suspension of Account Services:** To complete the system conversion, the Eastpointe branch will close at 5pm on Friday, November 8. The branch will reopen at 9am as a full-service FreeStar Financial branch location on Tuesday, November 12, after Veterans Day.

Starting at 5pm on November 8 until Tuesday morning, November 12, Eastpointe members will not be able to access their accounts to withdraw or deposit funds, or utilize service centers/shared branches. Please plan ahead to minimize this necessary and temporary account suspension during the conversion.

- ▶ **New Account Number:** On November 12, your account number will change to a FreeStar Financial format.

Your new FreeStar account number will be eight (8) digits starting with 900, followed by leading zeroes, and ending in your current Eastpointe account number.

Example 1:

- Eastpointe account number = 1234
- New FreeStar Financial account number = 90001234

Example 2:

- Eastpointe account number = 123
- New FreeStar Financial account number = 90000123

- ▶ **Account Access and Branch Reopening:** You will be able to access FreeStar Financial services and accounts, using your new FreeStar account number, on Tuesday, November 12 when the branch reopens.

Learn more at freestarfinancial.com/merger-faqs

ADDITIONAL INFORMATION

- ▶ **Checking:** You may continue to use your Eastpointe checks for another year, through December 31, 2025.
- ▶ Payroll direct deposit along with recurring automated deposits/withdrawals (ACH) from your account to the vendors you have set up will automatically transfer to your new FreeStar Financial account.
- ▶ **Debit Cards:**
 - Your new FreeStar Financial debit card will be arriving soon! *Please **DO NOT** use your new debit card until 11/12/24.*
 - When using your Eastpointe debit card between November 9-11, your debit card limit will be \$250 per day with a \$0 ATM limit.¹
 - To begin using your FreeStar Financial debit card *on or after November 12*, call **1.800-992-3808** to activate your card and select your PIN. Your new debit card will have a maximum limit of \$5,000 for purchases and point-of-sale (POS) transactions.¹
 - If you have recurring debit card transactions (gym membership, Netflix, subscriptions, etc.), you'll need to work directly with those vendors to transfer and update your set up with your new card.

¹ Transactions will be approved only if there are sufficient funds available in your account.

- ▶ **Online Banking*:** Members will not be able to access your current online banking after 5pm on Thursday, November 7. Members currently enrolled in online banking will need to *re-enroll on or after November 12.*
- ▶ **Telephone Banking (Magic Touch)*:** Members will need to use their new FreeStar Financial account number, and the last four digits of their SSN, to access telephone banking.

***Please Review the Enclosures for Additional Information:**

- **Mobile & Online Banking Enrollment**
- **eStatement Setup**
- **Telephone Banking**

We are excited the merger is progressing well and appreciate your continued support during our transition.

Once again, we welcome you to the FreeStar Financial Family!

Learn more at freestarfinancial.com/merger-faqs