

MERGER FAQs

Bluestone Federal Credit Union and Associated Healthcare Credit Union

The following are answers to questions you may have about the merger between Bluestone Federal Credit Union and Associated Healthcare Credit Union. We realize that this may not cover all of your questions, so please contact us at memberservice@bluestonefcu.org or **651-452-3131** or toll free at **888-452-3131** with additional questions. We will continue to update this page with answers to members' most frequently asked questions.

WHAT HAS OCCURRED?

Bluestone Federal Credit Union has merged with Associated Healthcare Credit Union (AHCU). The resulting consolidated credit union is over \$76 million in assets, over 12,000 members, and has five branches in the Twin City area.

Eagan Office

1252 Yankee Doodle Road
Eagan, MN 55121

Coon Rapids Office

4050 Coon Rapids Blvd
Coon Rapids, MN 55433

Fridley Office

500 Osborne Road NE
Suite 140
Fridley, MN 55432

St. Paul Office

360 Sherman St.
Suite B-10
St. Paul, MN 55102

Minneapolis Office

2545 Chicago Avenue South
Suite 311
Minneapolis, MN 55404

WHY HAS THIS OCCURRED?

While Bluestone continued to be financially stable, our growth slowed significantly; unfortunately, we also continued to suffer from loan defaults. While loan defaults have been few in numbers, one or two large defaults can have a significant effect on a credit union the size of Bluestone. The combination of slow growth, loan losses, and added regulatory expenses limited our ability to provide a full range of financial services and resulted in lower dividends.

WHAT IS THE NAME OF THE CREDIT UNION?

Associated Healthcare Credit Union. We feel that the name Associated Healthcare Credit Union encompasses our common healthcare related memberships. AHCU has an open membership to anyone who works in the healthcare field within thirty-three counties in Minnesota. Family members and same in household are also eligible to join. Please refer to www.ahcu.org/about for more information on membership. Even though the legal name of the credit union is Associated Healthcare Credit Union, the Eagan branch will still be identified as the Bluestone Branch.

WHO IS MANAGING THE COMBINED ORGANIZATION?

Jerry Ziegler is the President/CEO of the merged credit union. Judy Root will continue on to coordinate the merger activities until she determines her retirement date.

WILL MY ACCOUNT NUMBER CHANGE?

Your account number will remain the same but we will be adding a two-digit prefix to your account number. For example, if your account number is **55555** your new account number will be **6055555**.

WILL ANYTHING ABOUT BLUESTONE ACCOUNTS CHANGE AS A RESULT OF THIS?

We are currently in the process of working out all the details with the service providers we use. You will be notified in January 2012 of the changes that will affect your account transactions. Likely changes are:

- You will receive new checks to replace your current checks.
- You will receive a new Visa Debit Card
- You will need to change the routing number on any pre-authorized debits or credits to your accounts.

Any changes to your accounts will be communicated well in advance. In addition, we will make every effort to simplify the change process for you.

HOW DO I CONTACT THE CREDIT UNION?

Continue to use the phone numbers, email, and web addresses you have been using.

HOW DO I KNOW THAT THIS MERGER WON'T PUT BLUESTONE FCU AT RISK?

One of the very reasons for this action is to insulate Bluestone FCU from a concentration of risk by expanding and diversifying the economies in which we operate. The combined credit unions are and will continue to be a well-managed financial institution, with strong reserves and operating efficiencies that will allow us to serve our members financial needs for years to come.

HOW WILL THIS CHANGE AFFECT RATES ON THE PRODUCTS I ALREADY HAVE OR AM INTERESTED IN GETTING WITH AHCU?

We will continue to offer our usual products and services. Interest rates are managed based on the economy, outside interest rates, competitive environment, and the amount of profit we can generate to return to our members.

The merger between Bluestone FCU and AHCU does not change any terms, conditions, or agreements you have with Bluestone FCU for such things as loans, deposits accounts, etc.

WHAT SHOULD I EXPECT OVER THE COMING WEEKS AND MONTHS?

Initially, the merger will have little to no impact on the current operations of Bluestone FCU. You will continue to receive the same level of fast, convenient service from the people you know at Bluestone.

Behind the scenes, we will be working to integrate the systems and processes of the organizations in order to provide more efficient service to members of the combined organization. We anticipate that many of the changes will occur first quarter of 2012.

SHOULD I BE ON THE LOOKOUT FOR ANYTHING?

Yes. Watch your mail in the coming weeks and months for detail information about account changes. In addition, be on the lookout for emails or text messages requesting that you update your personal and/or account information online. Neither Bluestone FCU nor AHCU will ever contact you via email, text message, or telephone asking for personal information such as complete social security number, account numbers, dates of birth, etc.

HAVE ANY PRODUCTS OR SERVICES BEEN DISCONTINUED?

No. Your credit union continues to have money to lend, and we will continue to offer our existing selection of products and services to meet your financial needs. As is usual in any business, you may see some products introduced, changed, or discontinued over time as market conditions and member needs change. Please be assured that any and all changes will be communicated to members well in advance, and credit union staff will be able to assist you should you have any questions or concerns.

WILL ANY FEES CHANGE?

In most cases you will notice a reduction in fees or an elimination of a fee. Should something change, you will be notified in advance and all required disclosures will be provided.

HOW WILL I KNOW WHAT'S GOING ON?

Bluestone FCU and AHCU will always display the most current information at www.bluestonefcu.org or www.ahcu.org. Updates will also be sent to you through the US Mail, e-mail marketing, and BlueNet News.

IS THERE ANYTHING THAT I CAN DO AS A MEMBER TO CONTRIBUTE TO THE CONTINUED STRENGTH OF THE CREDIT UNION?

Yes, and it's very simple: Use the products and services we offer. The greater the participation is in this credit union, the greater is the return that can be provided to you, our members.

Loans generate interest income, and checking accounts can generate transaction income, both of which help pay the operating expenses of the credit union. This helps ensure that you get a greater value for your membership in the form of higher dividend rates on deposit accounts, lower rates on loans, and more free or low-cost services. You, the member, own this financial cooperative. Why would you pay your hard-earned money to another financial institution? If you have your checking account or vehicle loan at another financial institution, all you have to do is pick up the phone or visit our branch to move your business to us – and it won't cost you a cent!

Another contribution to the strength of the credit union is, of course, to pay loans on time, according to the terms of your loan agreement. If an economic challenge is currently making this difficult, it is important to be pro-active in contacting us to discuss your situation.