

FREQUENTLY ASKED MERGER QUESTIONS

As of 6/16/2021

How do I vote on the merger?

You can vote by mail, online at <https://stfrancis.cuballot.com> or at the special member meeting on Saturday August 21 at St. Francis Liliha Healthcare Systems Kupuna Village, Hale O Meleana, 2230 Liliha Street, Honolulu. **Doors will open at 10 a.m.; those who had not yet voted may vote until 10:30 a.m.**

Enclosed is a ballot and postage-paid return envelope if you choose to vote by mail. Please note that the ballot must be received (not postmarked) by August 21 in Ohio, where the voting administrator, CU Ballot, is located. Because of recent U.S. Postal Service delivery delays, **please mail your ballot by August 11 to ensure it is received by the August 21 deadline.**

When will the voting results be announced?

Results will be announced at the conclusion of the special meeting on August 21. This meeting is open to all members.

1. Why are we merging?

The Board of Directors of St. Francis Medical Center Federal Credit Union (SFMCFCU) believes it is in the best interest of our members to merge with Aloha Pacific Federal Credit Union (APFCU). Together we can provide you with a greater level of service and convenience. The merger would result in a credit union that is financially strong with 12 locations (including our current office) to serve you.

2. How would the merger benefit me?

SFMCFCU members would gain many new products and services, plus more branches and shared branching through the CO-OP network of credit unions. You can look forward to:

- More Services (please see enclosed Product Comparison chart)...
 - Free checking
 - Online and mobile banking
 - VISA® debit and credit cards
 - Mortgage loans
 - Home equity loans
- More branches...
 - APFCU has 11 branches – 8 on Oahu, 1 on Kauai, 1 on Maui and 1 in Las Vegas, Nevada.
 - CO-OP offers shared branching at 5,000+ credit union locations in all 50 states.
- ATMs...
 - All Aloha Pacific FCU ATMs in Honolulu, Kahului and Las Vegas, are free.
 - Aloha Pacific offers access to hundreds of ATMs in Hawaii from First Hawaiian Bank, American Savings Bank and HomeStreet Bank.
 - About 30,000 CO-OP ATMs located across the country.

- Family benefits...
 - Aloha Pacific FCU offers \$30,000 in annual scholarships (\$2,000 each for 15 recipients) for student members pursuing higher-education goals.
 - Family Day member activities, pending pandemic restrictions
 - Special youth accounts

- Visit APFCU's website at alohapacific.com for more information.

If the merger is approved, each member would receive a "Welcome Kit" with more detailed information.

3. Would the St. Francis Medical Center CU office remain open?

YES. The office would remain open for a year after the merger.

In May, we bid a fond farewell to credit union manager Mary Brown and account representative Kim Vogel. We thank them for their hard work and many years of service.

The SFMCFCU board has contracted with Aloha Pacific FCU to provide staff who are ready to assist in your financial needs.

4. Would the current SFMCFCU Board of Directors remain after the merger?

NO. The Board of Directors has decided to retire from board duties.

5. When would the merger take place?

November 1, 2021. Until then, your SFMCFCU products and services will not change.

6. Would the credit union's name change?

YES. SFMCFCU members will become members of Aloha Pacific FCU.

7. Who is Aloha Pacific Federal Credit Union?

APFCU is the third-largest credit union in Hawaii with more than \$1 billion in assets as of April 30, 2021 and 63,000 members. Chartered in 1936 as the Honolulu City and County Employees Federal Credit Union, it served the employees and family members of the City and County of Honolulu. In 2004, it started expanding its field of membership to include other employee groups and formally changed its name in 2007.

Membership Benefits Questions

Currently, we are in the planning phases of combining our operations and some details are not available. You would receive a Welcome Kit with more details about 30 days prior to the merger.

A. How would this merger affect my membership?

You would become a member of Aloha Pacific FCU and will have access to its products and services. Until the merger is approved and completed, your current SFMCFCU products and services remain the same.

B. Is my money safe?

YES. Your money is safe. Both credit unions are insured by the NCUA, an agency of the U.S. government, for up to \$250,000 per member. Select retirement accounts are insured for an additional \$250,000.

C. Would there be service interruptions?

A systems conversion would occur on October 31, 2021. SFMCFCU shares and loans would be moved over to APFCU's computer system. We expect no service interruptions as this would occur over the weekend. The exact details will be included in the Welcome Kit.

D. Would my loan or account rates and fees change?

The terms of your existing loans will not be affected. Your savings account rates would convert to APFCU's rate and fee schedule. Details will be mailed in the Welcome Kit, but you are welcome to visit APFCU's website for additional details (alohapacific.com).

E. Should I pay off my loans prior to the merger?

NO, that's not necessary. When your loans are converted to APFCU, the terms, such as the annual percentage rate (APR) and payment amount, would not change.

F. What about my direct deposits?

No interruptions. After November 1, you will need to update your direct deposit information. Instructions will be included in your Welcome Kit.

G. What branches can I use?

Continue to use the Liliha office until the merger is complete.

H. When can I start using APFCU's branches, ATMs and other benefits?

November 1. You will be able to access Aloha Pacific FCU's ATM network and visit any APFCU branch in Hawaii and Las Vegas. You will also have access to the 5,000+ CO-OP shared branches and 30,000+ ATMs in Hawaii and on the Mainland. Visit alohapacific.com to search for the branch location that is most convenient for you.

I. What if I am a member of both credit unions?

Your APFCU accounts and loans will not be affected. Your SFMCFCU accounts will be assigned a separate member number. Details will be part of the Welcome Kit.

SFMCFCU-APFCU PRODUCT COMPARISON as of 04/30/2021

	SFMCFCU	APFCU
SHARE ACCOUNTS:		
Regular Share Account	0.10% APY	0.05% APY
Share Draft Account (Checking)	NO	Aloha Rewards (Points, Cash Back or Advantage Rate)
Christmas Savings	0.20% APY	0.25% APY
Vacation Club Savings	0.20% APY *** <i>Discontinued as of May 1, 2021</i> ***	NO
Secondary Share Account(s)	NO	0.05% APY
Money Market Savings Account	NO	0.25% - 0.50% APY (Tiered) \$50,000 minimum
IRA Share Account	1.25% APY	Traditional, Roth, Rollover, Coverdell 0.35% APY
IRA Share Certificate	NO	Various Rates and Terms
Share Certificates	0.25% - 0.35% APY Certificates of \$50,000.00 or more earn an additional 0.05%. Terms 6-24 months Minimum deposit \$2,500	0.15% - 0.50% APY Terms 12-60 months Minimum Deposit \$1,000
LOAN PRODUCTS:		
Personal Loans	9.50% - 12.50% <i>Rates based on the term of the loan.</i>	6.49% - 11.49% <i>Rates and terms based on creditworthiness.</i>
Line of Credit	NO	10.00% - 14.00% APR <i>Rates and terms based on creditworthiness.</i>
VISA® Credit Cards	NO	Platinum Preferred, Rewards or Cash Back and Classic Share Secured
Auto Loans (New and Used)	YES	YES
Motorcycle/Rec. Vehicle Loans	YES	NO
Share Secured Loans	2.20%	2.55% (Variable - 2.50% above personal savings rate, adjustable monthly)
Home Equity	NO	YES
First Mortgage	NO	YES
OTHER PRODUCTS AND SERVICES:		
Business Accounts	NO	YES
ATM/Debit Card	NO	YES
Mobile and Online Banking	NO	YES
Notary Service	NO	YES
Wire Transfers	NO	YES
Discounted Movie Tickets	NO	YES - Regal & Consolidated
Coin Counter	NO	YES
Shared Branching	NO	YES