



Member Q&A: PFCCU Renaming

Why is PFCCU changing our name?

Our current name makes people think they need to be a postal or federal employee to join, which is not true. A new name will help us eliminate that barrier.

Did the Credit Union do something to cause this change?

No. We have not been sold, nor are we merging with any other financial institution. We're the same credit union you've trusted for 82+ years, with the same friendly, responsive staff.

When will the name change occur?

All materials with the PFCCU name and logo will begin to transfer out mid 2011, and the entire shift should be completed sometime in 2012.

How do you suggest a name?

All suggestions should be forwarded to our Naming Committee for review. You can email suggestions to pfccu@postalfed.org with "Attn: Naming Committee" as the subject.

Will the credit union continue to serve postal & federal employees?

Yes, we will continue serving postal & federal employees, just as we have always done.

Will the membership requirements stay the same to join the credit union?

Yes, in addition to active or retired postal, federal or military employees, our membership will continue to be open to anyone who lives or works in any of the following counties: Greene, Christian, Stone, Taney, Howell, Jasper, Newton, Lawrence, Webster and Polk.

How will your accounts be affected?

Your impact will be minimal. All account numbers, passwords, and PINs will remain the same. The only difference will be a new name and logo.

What will happen to your checks, account number, credit/debit cards, etc.?

Your account number(s) will remain the same, your checks with the old name & logo will continue to be valid, and your debit/credit/ATM cards with the old logo will continue to be accepted. Checks will be updated once you reorder, and your cards will be updated upon expiration.

What will happen if you have automatic payments taken from your account or if you receive direct deposit?

Everything will stay the same since our routing, transit and account numbers **will not change**.

How will you contact us or access our website?

Our phone numbers and hours will remain the same. While there will be a new website address once our name is changed, we will automatically forward those that visit www.postalfed.org to our new website address. The same will go for emailing email addresses. Ideally everyone will eventually switch over to our new website address, but you can continue to use the old one.