

Why did Minnesota Ore Operations ECU merge with NorthRidge CCU?

It's increasingly difficult to grow and thrive as a one-branch credit union. NorthRidge CCU is committed to the credit union philosophy and has partnered with Minnesota Ore Operations ECU to create a stronger, and better positioned, organization that can continue to prioritize members and the community. This merger will add the required resources to provide our community with all of the products and services they need and want. Both Minnesota Ore Operations ECU and NorthRidge CCU are in good financial health and have strong membership bases. We all want you to be able to have all of your financial needs met right here, in Hibbing, at this branch office.

What can I expect?

As the integration begins you'll have access to more products and services, both in the Hibbing branch and online. You'll see stronger involvement in the community and growth right here in the Hibbing branch. NorthRidge really appreciates this opportunity to serve you and looks forward to getting to know the membership. You can expect communication, in advance, on any changes to your accounts that will impact you.

What will happen to my accounts?

At this point you will continue to use all of your Minnesota Ore Operations ECU accounts, online banking, etc., as usual. In the coming weeks we will begin integrating both credit unions' operational systems. Because we are expecting a relatively quick integration you will likely see more communications regularly about any changes regarding your account information.

Will my account number(s) change?

Your Minnesota Ore Operations ECU account number may be changing. We will be contacting everyone who will be affected by this change.

Will I get a new debit cards and checks?

Yes new debit cards and checks will be mailed to the address that we have on record. We will be contacting everyone who will be affected by this change before March 1st. If you have any questions prior to that give us a call using the Merger phone line at 218-471-2149.

Are you planning to close the Hibbing location?

No. We look forward to serving the community and will continue to operate in Hibbing.

When will former Minnesota Ore Operations ECU members be able to access all NorthRidge branches for all of their banking needs?

This will be possible once the **operating system conversion** is completed, on **Monday, March 4th, 2019**.

When will the conversion take place?

The system conversion is planned to be complete on Friday, March 1st, 2019.

What about online banking?

You will need to sign up for NorthRidge's online banking and you will also have access to the mobile banking app as well. Both will include some great new features! Information about how to enroll will be forthcoming.

Will my statements change?

Yes, starting in April you will see a new statement format. For members who only have a savings account please note that transactions from January and February will not be visible on the new statements. If you need statement records for these months, please contact us at 218-262-1607.

Will members' accounts still be insured?

Yes! Member savings will be federally insured to at least \$250,000 by the National Credit Union Administration, a U.S. Government agency and backed by the full faith and credit of the United States Government.

Will the office hours change?

Yes. The new hours will be in effect as of March 4th.

Monday- Thursday 8:30 a.m.- 4:30 p.m. and Fridays 8:30 a.m. – 5 p.m.

Will my member share go up?

The minimum required balance will increase from \$5 to \$10 for all primary share accounts. To maintain a membership in good standing with NorthRidge please ensure that you have \$10 in any primary share account.

**Please note: comprehensive information about account, product and service changes is outlined in our merger conversion booklet, accessible on the Merger page of our website: www/nrccu.org/merger and in every NorthRidge CCU office. Please call our Merger phone line at 218-471-2149 with any questions or concerns. This phone line will be available until March 29th, 2019.*