



APCO EMPLOYEES
CREDIT UNION

Welcome to
APCO Employees Credit Union

Merger Information Guide

By nature of the merger, all Powerco Federal Credit Union accounts will be converted into APCO Employees Credit Union accounts and subject to APCO Employees Credit Union's terms and conditions. This means that some terms and conditions that you are used to might change as a result of the merger. In addition to information provided in this guide, enclosed herewith please find APCO Employees Credit Union's Truth in Savings Disclosures, Electronic Fund Transfers Agreement and Disclosure, Funds Availability Policy Disclosure, Membership and Account Agreement, Overdraft Services Consent and Privacy Statement. Please note that policies and procedures are subject to change. All rates included are subject to change. Please contact us should you have any questions or concerns.

Key Resources

Our goal with this guide is to provide as much information about the upcoming system integration as possible to ensure a smooth transition. Our team is committed to making this a seamless process, and we welcome the opportunity to answer any additional questions you may have.

Visit our Merger Information Center at apcocu.org/merger or by scanning the QR Code for more details and FAQs. There is also a contact form you can use to submit additional questions.

Our Contact Center is available to help with additional questions you may have at 1-800-249-2726.



Federally Insured by NCUA
Equal Housing Opportunity Lender

Dear Valued Member,

Last March, the vote to merge Powerco Federal Credit Union (Powerco) into APCO Employees Credit Union (APCO) was overwhelmingly positive, and effective April 1, 2023, Powerco joined APCO.

We are excited to officially welcome you as a fully integrated Member of APCO and have you join our Credit Union family. The final phase of this merger will occur April 1, 2024, and in the days preceding when our system integration takes place. The entire team of the newly combined Credit Union has spent months preparing for a seamless transition for you, our Members.

What does this system integration mean for you?

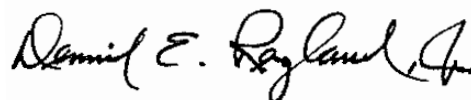
- Access to 20 additional branch locations as well as more than 30,000 surcharge-free ATMs and 5,600 Shared Branches throughout the country through our CO-OP Shared Branch Network.
- A new digital banking experience including both Online Banking and our Mobile Banking App.
- Enhanced Member service with a dedicated 24/7 Contact Center.
- Your accounts will continue to be safeguarded and federally insured as they are now.

This guide contains an overview of our merger integration and what you can expect from your Credit Union as we move forward. Some aspects of this transition may require your involvement, but we have worked diligently to make this integration as stress-free as possible. We encourage you to make note of the key dates leading up to April 1, 2024, as well as the access you will enjoy after integration. We appreciate your patience and enthusiasm as we come together to offer you an extensive range of financial products and services combined with the level of service you expect from your Credit Union.

Should you have any additional questions, we're here to help. Our Contact Center can be reached at 1-800-249-2726, and we will continue to update our online Merger Information Center (apcocu.org/merger) as we progress with integration.

Thank you for your membership. We appreciate your business and look forward to serving your financial needs in the years to come.

Sincerely,

A handwritten signature in black ink that reads "Derrick E. Ragland, Jr." with a stylized flourish at the end.

Derrick E. Ragland, Jr., CCE
President and CEO

APCO Employees Credit Union
NMLS # 791163



Key Dates and Deadlines

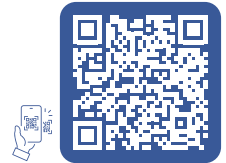
| Dates | What Happens & How to Prepare |
|--|---|
| Monday, March 25 | Current Powerco Visa® Credit Cardholders can activate and use your new APCO Visa® Rewards Credit Card. Please note, your previous Powerco Credit Card will no longer work. To ensure there is no interruption to your recurring or preauthorized payments, contact your payees to update your payment information with the account number, expiration date, and CVV on your new credit card. Powerco cardholders will receive a separate mailing with additional details. |
| Wednesday, March 27 | This is the final day to make a pay-by-phone loan payment. |
| Friday, March 29 | <p>Powerco's online banking, mobile banking app, and bill pay platform will be disabled at 9am Eastern, 8am Central. Note this is the last day bill pay payments will be processed, including recurring bill pay payments.</p> <p>Ahead of this date:</p> <ul style="list-style-type: none">• Note details of any recurring payments set up via bill pay or transfer• Download statements for future reference. <p>Polly, The Anytime Phone Teller, will be disabled at noon in preparation for the transition.</p> |
| Friday, March 29 through Sunday, March 31 | Your current debit card(s) will remain active and be available for use at merchants and ATMs, but you will not be able to make balance inquiries. Account access will be unavailable through online and mobile banking. To prepare, review your account for any needed details like current balances or recent transactions. |
| Monday, April 1 | <p>You may now register for APCO's Digital Banking at apcocu.org and download the APCO Mobile Banking App for easy access on the go. See enrollment details later in this guide.</p> <p>Set up any needed recurring payments via Bill Pay or transfers in APCO's Digital Banking platform.</p> <p>You can request access to the Automated Teller System by calling our Contact Center at 1-800-249-2726 or stopping by your local branch. See more details later in this guide.</p> <p>You will have access to our Contact Center at 1-800-249-2726, Monday through Friday, 9am-6pm Eastern, 8am-5pm Central. Calls received outside of these hours will be answered by our after-hours team who can handle basic transaction, balance, and inquiry requests.</p> |
| April 2024 | Watch for your printed March 2024 statement in the mail, regardless of how you usually receive your statement. |



Digital Banking: Online and Mobile Banking App Access

You will have access to your accounts through Powerco's online banking and mobile banking app until Friday, March 29, 2024, at 9am Eastern, 8am Central. We encourage you to download your statements prior to March 29 to ensure you have access as needed moving forward. We also encourage you to review recurring transfers and online bill payments currently set up with Powerco noting payees, payment addresses, amounts and dates.

As of April 1, 2024, you will be able to enroll in our Digital Banking platform which includes both Online Banking and our Mobile Banking App. To register, scan the QR Code to the right, or visit our website on a desktop, laptop, or tablet at apcocu.org, and click Register under the Member Login button at the top of the page.

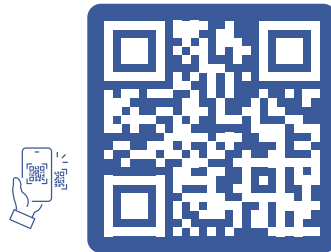


Digital Banking gives you all the tools you need, when and where you need them, all in one place.

- View up-to-the-minute account balances, transaction history and your eStatements.
- Pay bills online with Bill Pay or pay people you know with our personal payment service.
- Transfer funds between your APCO Employees Credit Union accounts or to accounts at other financial institutions.
- Easily apply for a loan or APCO Visa® Rewards Credit Card.
- Safeguard your cards by setting limits for how, when, and where your cards can be used with CardManager.
- Set up alerts so you are automatically notified when important events occur.

With our **Mobile Banking App**, you can enjoy all the features of our Online Banking platform plus enjoy our Mobile Deposit feature. Deposit checks into your APCO Checking Account, whenever you want and wherever you are.

Scan the QR Code below or visit your app store to download the APCO Employees Credit Union app for all your mobile banking needs!



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For more information, visit apcocu.org/merger.



Registering for Digital Banking

Digital Banking includes both Online Banking and APCO's Mobile Banking App, available in your preferred app store. You can register for Digital Banking through Online Banking using a desktop, laptop, or tablet or by using the Mobile Banking App. Both platforms will utilize the same credentials to seamlessly access your accounts moving forward. Follow these steps to enjoy convenient account access:

1. Click "Register" at the top of our homepage or at the bottom of our Mobile Banking App.
2. Follow the prompts for enrollment. You will need your account number, social security number, birthdate, email address and zip code. This information must match the information we currently have on your account.
3. Verify your account by answering identification questions. You will be prompted to complete the confirmation process by entering a code that will be delivered via text or phone call to the number we have on file for the account.
4. Once the confirmation code is received, enter the code, and click the Submit button.
5. You will then be prompted to set up a new password and security questions. You can use the drop down menu to select each security question. ***Each answer must be at least 5 characters.***
6. Once set-up is complete, you will be logged in and will need to accept the disclosures for Digital Banking.



Digital Banking FAQs

Q. Do the credentials I set up during Digital Banking registration work for both Online Banking and Mobile Banking?

A. Yes, you will use the same credentials for both Online Banking and Mobile Banking.

Q. If I am currently enrolled with Powerco Online Bill Pay, do I need to re-enroll with APCO?

A. Yes. Your Bill Pay information will need to be set up within APCO's Online Banking or Mobile Banking App. Once logged into Online Banking or our Mobile Banking App, choose the Payment icon or menu item to get started with Bill Pay. When you log-in for the first time, you'll be guided through a simple 3-step process of adding and paying your first payees. There is also a Help Center with FAQs available in Online Banking, and our Contact Center is available at 1-800-249-2726 if you have additional questions.

Q. How do I transfer money between my Share (Savings) and Checking or other APCO Accounts with Digital Banking?

A. Once logged into Online Banking, choose the Transfers menu and select Manage Transfers. In our Mobile Banking App, choose the Transfers icon on the menu at the bottom. From there, you can designate details of your transfer and select a one-time or recurring transfer. If you choose the "Immediate" option, the transfer will occur instantly.

Q. How can I sign up for eStatements instead of paper statements?

A. Once you register for Digital Banking (accessible through Online or Mobile Banking), you will automatically be enrolled to receive eStatements. Once logged into your account, you can access your eStatements starting with the April 2024 statement by choosing "Accounts" and then selecting eStatements/Notices.



Transition Information

Share (Savings), and Secondary Share (Savings) Accounts

Q. How will my APCO Share Account differ from my Powerco Share Account?

A. Your current Share Account will transition to APCO's Share Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new APCO Share Account.

Q. Will my Share Account number stay the same?

A. Every effort will be made to maintain your current account number(s). If an account number changes, you will receive a separate notification with your new account number(s) ahead of April 1, 2024.

Q. If I have a Secondary Share Account with Powerco, how will that be transitioned to APCO?

A. APCO offers Secondary Share Accounts, making it easy for you to save for specific goals. Current Powerco Secondary Share Accounts will be transitioned over to an APCO Secondary Share Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new APCO Secondary Share Account.

Q. Do I need to make updates to ensure my direct deposit is deposited into my Share or Secondary Share Account?

A. Your current direct deposits will continue to be processed as they are today.

Money Market Accounts

Q. How will my APCO Money Market Account differ from my Powerco Money Market Account?

A. Your current Money Market Account will transition to APCO's Money Market Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new APCO Money Market Account.

Q. Will I be able to write checks from my APCO Money Market Account?

A. No. Check-writing privileges will be discontinued once your Money Market Account transitions to APCO, but you will have the ability to transfer funds between your Money Market, Share and Checking Accounts within our Online Banking or Mobile Banking App.



Transition Information

Christmas Club Accounts

Q. How will my APCO Christmas Club Account differ from my Powerco Christmas Club Account?

A. Your current Christmas Club Account will transition to APCO's Christmas Club Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new APCO Christmas Club Account.

Q. When will APCO's Christmas Club funds be distributed and how will I receive my funds?

A. Your Christmas Club Account funds will be distributed to your Share Account each year in October.

Q. How can I make it easier to save more for the holidays?

A. To create more automated savings, consider setting up recurring transfers to your Christmas Club Account within our Online Banking or Mobile Banking App.

Certificates of Deposit (CDs) or IRA Certificates of Deposit (IRA CDs)

Q. Will my current Powerco CDs or IRA CDs transition over to APCO?

A. Yes. The terms of your current Powerco CDs will remain the same until maturity. Beginning April 1, 2024, upon maturity, CDs will have a 5-business day grace period for modifications. Upon maturity and renewal of your CD, you will be given an APCO Truth in Savings disclosure with detailed information on your new APCO CD.

Q. How will I receive my CD or IRA CD dividends?

A. Your CD dividend will continue to be paid as it is currently.



Transition Information

Checking Accounts & Debit Cards

All Powerco Checking Accounts will be converted to an APCO Checking Account. You'll enjoy interest paid monthly, no minimum balance requirement, and the ability to deposit checks remotely to your Checking Account via our Mobile Banking App. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding APCO Checking Accounts.

Effective April 1, 2024, you will enjoy some new benefits with your debit card:

- You will have access to your Checking Account at more than 30,000 surcharge-free ATMs nationwide through the CO-OP Shared Network. Learn more about this expanded access on page 12.
- For added convenience, if your card is lost, stolen or broken, many of our branches can issue you a new card the same day for pick up.

Q. Will I receive a new debit card?

A. Continue using your Powerco debit card as you do now. Members with upcoming expirations will receive a new debit card ahead of expiration.

Q. How can I find fee-free ATMs to use after April 1, 2024?

A. Effective April 1, 2024, you will enjoy expanded access to your Checking Account at more than 30,000 surcharge-free ATMs nationwide through the CO-OP Shared Network. Learn more about this expanded access on page 12.

Q. Will there be any disruption to debit card service during the transition?

A. During the weekend of March 29-31, 2024, although unlikely, you may experience intermittent interruptions to the use of your debit card. We will do everything possible to limit any interruptions. We encourage you to check your current balance ahead of this time.

Q. Will I need to change any automatic payments tied to my current Powerco Checking Account or debit card?

A. You will not need to change any automatic payments tied to your existing Powerco Checking Account or debit card unless your account number changes, or your debit card is reissued.

Q. Can I continue using the Powerco checks I have?

A. You can continue using your current checks until further notice.

Transition Information

Q. Will my APCO Checking Account have overdraft protection?

A. APCO Checking Accounts offer overdraft protection from your Share Account. If you previously elected to have overdraft protection from your Share Account at Powerco, your overdraft protection will continue with your APCO Checking Account. If you would like to change this, reach out to your local branch or our Contact Center at 1-800-249-2726 on or after April 1, 2024. Please refer to the enclosed Overdraft Services Consent for detailed information regarding overdraft protection.

Q. Can I link my new APCO Checking Account to a loan product for overdraft protection?

A. If you have a Prestige Line of Credit or a Home Equity Line of Credit, these loans will no longer function as overdraft protection for your Checking Account. Please refer to the enclosed Overdraft Services Consent for detailed information regarding overdraft protection.

Q. If I want to set up a direct deposit to or a draft charge from my Checking Account, what account number should I use?

A. Use the account number listed on the bottom of your check (see diagram below).



The diagram shows a sample check with the following fields and labels:

- John Doe**
1234 Place Drive
City, State 12345
(555) 123-4567
- Date: _____
- Pay to the Order of: _____ \$ _____ Dollars
- Memo: _____ Authorized Signature _____
- Routing Number: 261071551
- Account Number: 0123456
- Check Number: 0001

Red dots and lines point from the labels below to the corresponding numbers on the check.

Routing Number
Number that identifies the Credit Union

Account Number
Your Checking Account Number

Check Number

Q. How do I reorder checks?

A. Information is available on our website about check reorders, or you can reach out to your local branch or our Contact Center with any questions.



Transition Information

Credit Cards

Current Powerco Visa® Credit Cardholders will receive a new APCO Visa® Rewards Credit Card in the mail ahead of March 25, 2024. Your existing Powerco credit card will continue to function through Sunday, March 24, and you will be able to activate and begin using your new APCO Visa Rewards Credit Card on Monday, March 25. Your new card will feature contactless (tap-to-pay) functionality, new and flexible rewards options as well as instant issue at many branch locations if your card is lost, stolen or broken. Powerco cardholders will receive an additional mailing with more details.

Enjoy enhanced rewards and no annual fee with your APCO Visa Rewards Credit Card! Membership in uChoose Rewards® is free as part of your APCO Employees Credit Union credit card plan. uChoose Rewards allows you to redeem points on your credit card purchases to use toward cash back as a statement credit, shopping, travel, event tickets, gift cards and more. You can also pay with your Rewards at checkout with PayPal at millions of online retailers.

Q. Can I continue using my Powerco Visa® Credit Card?

A. No. Your existing card will not work after March 24, but your new card can be activated on Monday, March 25, 2024.

Q. Will my Powerco card history transfer to my new card number so I have access to the information if needed?

A. You will be able to access your credit card history online starting April 1, 2024, by accessing your credit card account through our Digital Banking platform.

Q. Will I need to update payment information for my new card with current recurring payments tied to my existing Powerco Visa Credit Card?

A. To ensure there is no interruption in recurring or preauthorized payments (utility companies, gym memberships, subscription services etc.), contact the merchant immediately on or after March 25, 2024, with the new card number and expiration date.

Q. Can I use my APCO Visa Rewards Credit Card with my digital wallet?

A. For added convenience and security, your APCO Visa Rewards Credit Card is compatible with Apple Pay®, Google Pay™, and Samsung Pay®. All three platforms use contactless payment without the need to present your credit card.

Q. Will my Visa Credit Card benefits continue?

A. Current Powerco Visa Credit Card benefits will transition to APCO Visa Rewards Credit Card benefits on March 25, 2024.



Transition Information

Loans

If you currently have a loan with Powerco, your current loan rates, terms and conditions will remain the same after conversion unless otherwise noted.

What's changing effective April 1, 2024?

- If you have a Prestige Line of Credit or a Home Equity Line of Credit, these loans will no longer function as overdraft protection for your Checking Account. Please refer to the enclosed Overdraft Services Consent for detailed information regarding overdraft protection for your Checking Account.
- Instant transfers from your Line of Credit to your Checking Account will be available in Online and Mobile Banking. Line of Credit Checks for use with your Prestige Line of Credit or Home Equity Line of Credit will no longer be valid or accepted.

Q. Will my loan due date(s) change?

A. Current payment due dates will remain in place for the life of your loan.

Q. Where can I see my loan balance, payment amount and amount due?

A. You will be able to view your loan details in Online and Mobile Banking.

Q. Will recurring payments or transfers continue?

A. Current Powerco online and mobile banking transfers will not transfer over. You will need to set these up using APCO's Digital Banking on or after April 1, 2024. Existing auto-transfers (excluding Visa Credit Card payments) previously set up by a Powerco team member will continue as they are now.

Q. How can I make my loan payments with APCO?

A. Starting April 1, 2024, you will make your loan payments payable to APCO Employees Credit Union. We offer several convenient options for loan payment. Choose the option that best fits your needs from our payment methods below.

- **Digital Banking:** Pay with a one-time or recurring transfer in our Online Banking or Mobile Banking App.
- **Branch:** Stop by any branch.
- **Mail a Check:** Note your loan number in your check's memo line and mail to APCO Employees Credit Union, PO Box 2288, Birmingham, AL 35201.
- **Online:** Pay on our website with a credit or debit card from another financial institution.
- **Contact Center:** We can transfer your payment from your APCO Share (Savings) or Checking Account to your loan.
- **Automated Teller System:** Payments can be transferred from your APCO Share (Savings) or Checking Account by calling 1-800-249-2726 and selecting "Automated Teller System" from the menu.



Expanded Account Access

Our Branches and CO-OP Network ATMs and Branches

As of April 1, 2024, we are proud to serve our Members through 28 APCO Employees Credit Union locations and Digital Banking, accessible through Online Banking or our Mobile Banking App.

Along with our 28 branches, when you're on the go or on the road, you can still conveniently access your accounts to make deposits or withdrawals, and even transfer funds. APCO Employees Credit Union participates in the CO-OP Shared Branch Network, which means you have access to more than 30,000 surcharge-free ATMs and 5,600 Shared Branches throughout the country.

To find the nearest ATM or Shared Branch:

- Text* a zip code to 91989 to find nearby ATM and Shared Branch locations.
- Call 1-888-SITE-COOP (888-748-3266) to find a location by phone.
- Download the CO-OP ATM App* to your iPhone® or Android™ device.
- Visit co-opcreditunions.org/locator to locate ATMs and Shared Branches.



**Standard message and data rates may apply.*

iPhone is a trademark of Apple Inc., registered in the U.S. and other countries and regions. Android is a trademark of Google LLC.

The **Automated Teller System** allows Members 24-hour phone access to your APCO accounts, similar to Polly, The Anytime Phone Teller. Through this system, you can perform transactions on your accounts at no charge. You can get set up for access at any branch or by calling our Contact Center at 1-800-249-2726. Once your PIN has been set up, you can access the Automated Teller System by dialing 1-800-249-2726 and selecting "Automatic Teller System" from the options listed. You will need your account number and PIN number.

As a reminder, we will never contact you requesting personal or account information, online banking credentials or to provide a code to confirm a transaction. If you receive a phone call, text or email requesting this information, do not share any information, and let us know immediately at 1-800-249-APCO (2726).



Branch Locations

Alabama

MAIN OFFICE

750 17th Street North
Birmingham, AL 35203

Anniston

925 Quintard Avenue

Chelsea

370 Chelsea Crossroads

Clanton

1872 7th Street South

Alabama Power

Corporate Headquarters
600 18th Street North

Dothan

2220 Montgomery Highway

Energy Center (Colonnade - Hoover)

3535 Colonnade Parkway

Gardendale

949 Main Street

Hoover

4725 Chace Circle

Hueytown

2901 Allison-Bonnett Drive

Jasper

706 20th Avenue East

Jasper West

2501 Highway 78 West

Mobile

150 St. Joseph Street

Montgomery

244 Dexter Avenue

Pelham

101 Huntley Parkway

Tattersall

6400 Tattersall Park Drive

Trussville

151 Main Street

Tuscaloosa

630 15th Street

Tuscaloosa Queen City

915 Queen City Avenue

West Mobile

6396 Airport Boulevard

Georgia

30 Allen Plaza

Southern Company Building
30 Ivan Allen Jr. Boulevard NW
Suite 105

Athens

285 Newton Bridge Road

Cobb (Appointment Only)

1501 Johnson Ferry Road
Suite 150

Forest Park

62 Lake Mirror Road
Building 12

Georgia Power

Corporate Headquarters

241 Ralph McGill Boulevard NE

Henry County

2500 Patrick Henry Parkway

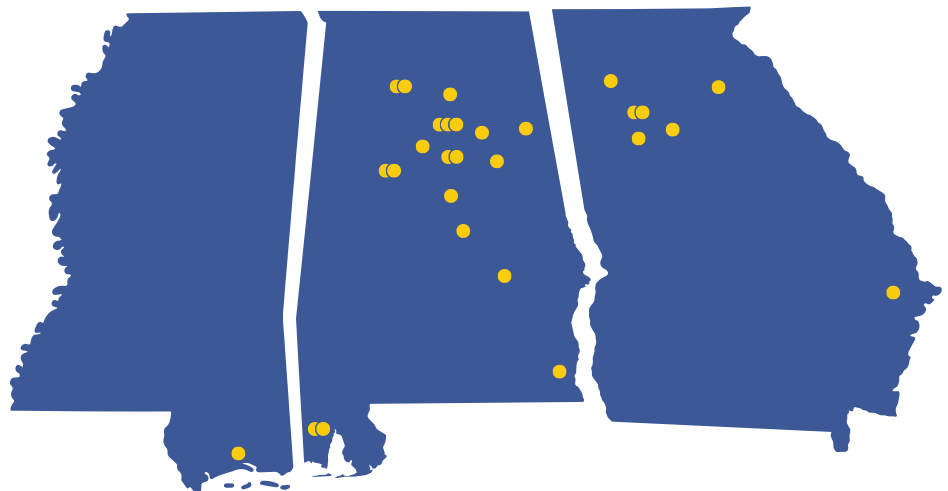
Savannah

3101 Kilowatt Drive

Mississippi

Gulfport

2201 17th Street



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Mission Statement

*Making the financial difference
for Members.*

Vision Statement

*Provide value and help our
Members do better financially.*



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CREDIT UNION**

apcocu.org



Federally Insured by NCUA
Equal Housing Opportunity Lender