



Asteria Credit Union FREQUENTLY ASKED QUESTIONS

WHO IS ADVENTURE CU?

Established in 1936, Adventure Credit Union is a community-based financial institution serving ten counties in the Greater Grand Rapids and Lansing metropolitan areas. Our team of Trusted Financial Guides serve more than 30,000 credit union members and manage over \$440 million in assets. Adventure Credit Union offers a full suite of financial services for individual and business members including Edge Checking, one of the area's best high yield checking accounts. Our mission is to be an indispensable resource and financial guide for helping members live the lives they want to live. Additionally, Adventure Credit Union has won state and national awards for their community service program and has repeatedly been named one of the Best and Brightest Companies to Work For in West Michigan. For more information, visit www.adventurecu.org.

WHAT DOES THIS MERGER MEAN FOR MEMBERS?

A merger between Astera CU and Adventure CU allows us to provide greater member impact and value through:

- **Increased Member Access:**

Through this partnership our field of membership expands, and we can serve more people and communities throughout Michigan. Together we will have 11 branch locations to serve our members.

- **Expanded Products/Services:**

Through this partnership, members will gain access to expanded products and services. A few examples of those are:

- Access to Adventure CU's after regular hours contact center, making the ability to do business with us when you need it even more convenient.
- Digital enhancements including access to mobile texting and chat features.
- An electronic banking upgrade, giving you enhanced accessibility with improved reliability and convenience.
- Push notifications, giving you a more tailored banking experience with advanced security to ensure your banking information remains safe.
- Access to more competitive deposit and loan rates.
- Additional products and services, like Spare Change Savings, a product designed to help increase your savings by rounding up debit card purchases and depositing the change into a special savings account.

- **Enhanced Member Experience:**

Through streamlined processes, expanded products and service offerings, and innovative digital solutions, we will enhance member satisfaction and loyalty. By leveraging the strengths of both credit unions and reducing our costs we will provide an unparalleled level of service and convenience and return more value in the form of products, services, and community involvement to existing and future members.

- **Community Impact:**

As community-based financial institutions, we are committed to making a positive impact on the communities we serve. Through combined resources and expanded outreach programs, we will strengthen our ability to support local initiatives, promote financial literacy, and foster economic growth throughout Michigan counties.

- **Stability and Security:**

Combining our organization positions us with greater financial strength and stability. By joining forces with Adventure, members will benefit from a stronger institution with increased capital reserves and robust risk management practices, providing greater peace of mind and security for their deposits.

- **More Responsive to Evolving Financial Needs:**

This partnership positions the credit union to better anticipate and meet the financial needs of members in a competitive financial services industry.

- **Enhanced Digital Banking Products:**

Together we will be able to constantly assess and improve our technology solutions and make sure we're providing "the best" digital banking solutions we can for members now and into the future.

- **Same Knowledgeable, Friendly Employees:**

The same friendly staff at our branches will continue to serve you.

WILL MY ACCOUNTS BE AFFECTED?

There is no effect to your account or account numbers at this time. Eventually, members will convert to Adventure's core operating systems to enhance capabilities. This will occur sometime in 2025. As that time approaches, the credit union will work to ensure a seamless integration, and communicate important dates, changes, and next steps to ensure members can continue to conduct business with minimal disruption.

WILL MY RATES CHANGE?

The rates on fixed-rate loans and certificates will remain the same until the end of their existing terms. Other products will adjust as normal due to market conditions.

WILL MY ACCOUNTS CONTINUE TO BE INSURED?

Yes. Credit Union deposits will continue to be federally insured by the NCUA, meaning you have up to \$250,000 in protection for an individual account. The NCUA provides separate insurance coverage for deposits held in different ownership categories such as individual accounts, joint tenancy accounts, Individual Retirement Accounts (IRAs), and trust accounts.

WILL YOU CLOSE BRANCHES?

At this time, there are no plans for any branch closures. In fact, this merger will provide an opportunity to expand our branch locations and enhance our digital member experience. The Adventure CU branches will not be immediately available to Astera CU members and vice versa. As the merger progresses, we will announce when these locations will be available for members.

WILL I CONTINUE TO GET THE SAME LEVEL OF SERVICE?

Yes. Both organizations are committed to providing high levels of service for members and this will continue to be a focus for the combined organization.

ARE ANY EMPLOYEES LOSING THEIR JOB AS THE RESULT OF THE MERGER?

No. Both credit unions recognize the importance of retaining talented and dedicated employees and that a successful merger is dependent on retaining that talent and leadership.

HOW WILL THIS MERGER BENEFIT CREDIT UNION EMPLOYEES?

As an organization grows, so does its workforce. We believe our ability to invest in the success of our people will expand as opportunities for professional growth and development increase. The member-facing staff in the locations you visit will remain in those locations unless they decide to explore a new opportunity.

WHAT WILL OUR NAME BE?

Immediately following legal day 1 of January 1, 2025, we will be designated as “Astera Credit Union, a division of Adventure Credit Union.” Once the merger is complete and all systems are integrated, the combined credit union’s name will be Adventure Credit Union.

WHAT HAPPENS NOW THAT ALL APPROVALS ARE COMPLETE?

On January 1, 2025, we will become one credit union from a legal standpoint. However, this is not the date on which all the operational processes change. The process of completing a core integration will extend sometime into 2025.

WHO WILL LEAD THE MERGED ORGANIZATION?

Amanda Garabedian will be the President/CEO of the combined credit union. Martin Carter, President/CEO of Astera CU has announced his planned retirement as of December 31, 2024.