



March 25, 2019

Dear Member,

We are following up with our membership of the now combined Sunnyside Credit Union and American United Federal Credit Union. We would like to provide you with a current timeline for our conversion efforts as well as a list of Frequently Asked Questions. You will receive a series of mailings that will provide you valuable information and instructions regarding your New Account Number, Debit Card/PIN, and Online Banking. For your convenience we have also included a list of Frequently Asked Questions and answers. These Frequently Asked Questions and all member communication thus far will be posted on both the Sunnyside website and the American United website shortly. ([www.amucu.org](http://www.amucu.org))

#### **Estimated Timeline**

|                        |   |
|------------------------|---|
| March 25 <sup>th</sup> | Frequently Asked Questions and Timeline mailed and posted on website                            |
| April 8 <sup>th</sup>  | New Account Number Mailing & information regarding your debit card & pin                        |
| April 22 <sup>nd</sup> | New Debit Card Mailer and New Pin Mailer (separate, in generic envelopes)                       |
| April 22 <sup>nd</sup> | Online Banking Instructions Letter  |
| April 30 <sup>th</sup> | This is the last day you will use your Sunnyside account number, debit card, and online banking |
| May 1 <sup>st</sup>    | Sunnyside Branch opens late, around 1 o'clock in the afternoon                                  |
| May 1 <sup>st</sup>    | Begin using your new account number, debit card, and online banking                             |

Again, By May 1, the total conversion of accounts and systems will take place and Sunnyside Credit Union will be completely integrated into American United. If you have any additional questions, please contact the Credit Union or your Sunnyside branch office and we will be happy to answer them.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Thorne". The signature is fluid and cursive, with a large initial "M" and "T".

Michelle Thorne  
President/CEO