

Frequently Asked Questions

Will my accounts and/or services be interrupted?

No.

What happens to the employees and branch office?

On the merger date, the employee of Ohio Operating Engineers Federal Credit Union (OOEFCU) will become an employee of Best Reward Credit Union. That branch will remain open.

Can I continue to make my loan payment at the existing branch office?

Yes, you may continue to make loan payments at that branch office or mail them to that branch office. You will be notified if any loan payment method should change.

Will my Checks, ATM Card continue to work?

Yes, until data processing systems are integrated, your checks and ATM card will continue to work. You will receive ample notice if any card services should change.

How will my Direct Deposit and/or Payroll Deduction be affected?

Your current Direct Deposit (Social Security, Pension, etc.) and Payroll Deduction will continue as usual. Your funds will be placed into your account(s) as you have instructed and will continue to flow uninterrupted.

Are my accounts still federally- insured?

Yes, member accounts remain safe and fully insured up to the maximums established in federal law. The National Credit Union Share Insurance Fund insures individual accounts up to \$250,000 and joint accounts up to \$250,000 per member. The Share Insurance Fund also separately protects IRA retirement accounts up to \$250,000.

Can I access my accounts at other Best Reward Credit Union branch offices?

No, not immediately. Your account data must first be integrated into the Best Reward Credit Union data processing system. After that is completed, you will be notified when service will be available at other Best Reward Credit Union branch offices.

What if I am a member of both credit unions?

Both accounts will continue to work as usual, but will remain separate accounts for the time being.

Will the number for reporting a lost or stolen ATM Card change?

No, not at this time. The numbers listed will continue to work as usual.

Will Incoming Wire information change?

No, not at this time.

How will my Credit Report be affected?

When your data is integrated into the Best Reward Credit Union data system, your accounts will report as "Transferred to Another Lender" (Best Reward Credit Union) with the open date and payment history.

Will any Fees change?

No, not at this time. As always, fees will continue to be reviewed on a regular basis to ensure we are delivering exceptional value to our members and remain competitive in the markets that we serve.

What compensation will former Ohio Operating Engineers FCU directors, volunteers, or employees receive as a result of this merger?

No director, volunteer, or employee will receive any compensation from the merger.

Who may I contact if I have more questions?

Please call the credit union office and someone will be happy to return your call within one business day to answer any additional questions that you may have.