



FREQUENTLY ASKED QUESTIONS

Q: What is happening between Robins Financial Credit Union and Persons Banking Company?

Robins Financial Credit Union has entered into an agreement with Persons Banking Company to acquire all of the bank's assets and customers, pending state and federal regulatory approval. Acquisition finalization is targeted for Q4 2022.

Q. Why is Persons Banking Company being acquired by Robins Financial Credit Union?

This partnership is a proactive step taken by two financially sound institutions with similar histories and philosophies to capitalize on their strengths and position. It will assist Robins Financial with meeting the current and future needs of their members throughout the state of Georgia. The partnership will provide members and employees the best of both organizations as well as the ability to offer expanded products and services, more financial assets and combined technology as well as a larger, expanded commercial presence in the state of Georgia.

Q: What is the acquisition timeline?

In February, Robins Financial Credit Union and Persons Banking Company entered into an agreement that Robins Financial will acquire Persons Banking Company. Pending state and federal regulatory approval the acquisition is targeted for Q4 2022. During this time Persons Banking Company will operate daily and conduct business as usual.

Q: What changes can I expect as a result of the acquisition?

For now, the acquisition will not result in any changes to the way Persons Banking Company customers do business. We will notify you in advance of any changes that impact you and your account(s).

Q: What should Persons Banking Company customers do now?

Customers will continue to conduct business as usual. There are no changes to the way Persons Banking Company customers do business.

Q: How will this acquisition affect Persons Banking Company accounts?

On the acquisition finalization date, all Persons Banking Company accounts – including deposit, loan and investment accounts – will become Robins Financial accounts. Customers will continue conducting business as usual.

Q: What will the system conversion involve?

System(s) conversion and/or integration will involve the switching of all Persons Banking Company systems to Robins Financial systems e.g. information and transaction processing systems that perform deposit, loan and credit processing, accounting, reporting, etc. This process will take place in spring of 2023.

Q: Will my account fees change as a result of the acquisition?

Any changes to your account will be communicated to you at a later date.

Q: How will this acquisition affect my account access?

Until system integration begins later this year, you can continue to electronically access/service your Persons Banking Company accounts as you normally would. All Persons Banking Company locations will remain open during this time and will continue to serve you during normal business hours with the same Persons Banking Company employees you have come to know. In addition, all direct deposits, automatic withdrawals, debit cards, ATM network access, safe deposit boxes, online banking, electronic or paper statements, items sent by mail, and paper based checks will continue to be processed as usual.

Q: Will my account number change?

In the months ahead, our systems integration will require a change to some account numbers. We are working diligently to ensure as little disruption to your account as possible. Any account changes will be communicated in advance of the conversion.

Q: Will I still be able to use my current checks?

Yes. You be able to continue using your current checks following the acquisition. Prior to the completion of the system integration, you will receive complimentary new Robins Financial Credit Union checks, along with purchase options. Your Persons Banking Company checks will continue to clear for a period of time post-conversion. You will need to update your payment information, including routing numbers and account numbers, where your account information is stored to make sure your payments are not declined.

Q: Will I still be able to use my debit card?

Yes. You will be able to continue using your current debit card following the acquisition. You will receive your new Robins Financial Credit Union debit card prior to systems integration with activation instructions. Upon the conversion, your Persons Banking Company debit card will no longer function. You will need to update your payment information where your card number is stored making sure your payments will not be declined. This could be in apps, your favorite online stores, or any reoccurring payments connected with your debit card and checking accounts with your new Robins Financial account information.

Q: Will my digital banking change?

Until the system integration is complete, you will continue to access your online banking as you do now. You will receive detailed information well in advance of conversion for Robins Financial Credit Union Digital Banking access, along with set up instructions.

Q: Will there be changes to my account notices and statements?

When we combine our operating systems, your monthly and quarterly statements and notices will have a new look. Prior to the system conversion, you will receive information with details on account changes. We suggest opting in for E-Statements in order to avoid any delay in you receiving these statements.

Q: How will Persons Banking Company customers benefit from the acquisition?

- Low, competitive rates on loans
- New and Used Auto Loans

- Variety of Mortgage Loans
- Higher deposit rates
- Free Checking Accounts
- Free Financial Education
- Shared Branching Access
- Extended nationwide network of surcharge free ATMs
- Integrated Digital Banking & Mobile App
- Low to no fees
- Over 22 branch locations throughout Middle Georgia

Q: What is a credit union?

Unlike banks, credit unions are not-for-profit financial cooperatives that are owned by their members and governed by a volunteer board of directors. Like banks, credit unions accept deposits, make loans and offer a wide array of other financial services for consumers and businesses. As member-owned financial cooperatives, credit unions provide a safe place to save and borrow money at competitive rates.

Q: Why do credit unions refer to their clients as “members” and not “customers”?

As a financial cooperative, a credit union acts on behalf of its membership, which is unified by a common bond known as a field of membership (FOM). Each member is an equal owner with equal voting rights. Members are not shareholders, and their individual financial standing in the credit union is not relevant. A credit union returns profits to its member-owners in the form of higher deposit rates, lower loan rates, low to no fees, while focusing on its members’ financial wellness.

Q: Who is Robins Financial Credit Union?

Chartered in 1954, Robins Financial has been serving the Middle Georgia community throughout the years as a safe place to save and borrow money. Robins Financial Credit Union proudly serves those who live or work in a 40 county area in the state of Georgia and boasts 22 branch locations throughout the state.

Dedicated to their communities: As a member-owned, not-for-profit financial cooperative, Robins Financial understands the importance of serving others and giving back. They do it every day in service to their members and local businesses. They truly believe that giving lifts everyone up and makes us all stronger while reflecting the overall credit union philosophy of “People Helping People”.

In 2021 alone, Robins Financial employees raised more than \$87,000 in support of the United Way of Central Georgia and Children’s Miracle Network. Not only do employees give financially to help support organizations, they also donate their time to volunteer. Over 130 hours were volunteered by employees to help give back to their communities. In addition, the credit union itself donated over \$497,800 to 139 organizations across its communities.

Q: What is Robins Financial Credit Union’s Field of Membership?

Robins Financial Credit Union currently offers financial services to family members of current members and those that live or work in the following 45 counties:

Baldwin, Barrow, Bibb, Bleckley, Bulloch, Butts, Clarke, Clayton, Crawford, Crisp, DeKalb, Dodge, Dooly, Emanuel, Greene, Gwinnett, Hancock, Henry, Houston, Jackson, Jasper, Jeff Davis, Johnson, Jones, Lamar, Laurens, Macon, Madison, Monroe, Morgan, Newton, Oconee, Oglethorpe, Peach, Pulaski, Putnam, Spalding, Taylor, Telfair, Twiggs, Walton, Washington, Wilcox, Wilkinson

Q: How large is Robins Financial Credit Union and where are they located?

Robins Financial Credit Union currently serves over 248,000 members all across middle Georgia with assets valuing over \$4 billion. This financial institution currently has 22 branch locations, serves members in 45 counties and is part of a surcharge free ATM network with over 85,000 ATMs nationwide. Robins Financial is also part of the shared service center network allowing you access to your account at over 5,000 credit union service centers nationwide. For branch locations and hours as well as available ATMs located near you, you can visit <https://www.robinsfcu.org/branch-hours-locations>.

Q: Are deposits federally insured by Robins Financial Credit Union?

Yes. Just as banks are insured by the Federal Deposit Insurance Corporation (FDIC), Robins Financial Credit Union is insured by the National Credit Union Administration (NCUA). Your savings are federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. Visit www.ncua.gov for more information.

Q: Where can I go to find out more about Robins Financial Credit Union?

- Website: <https://www.robinsfcu.org/about-us>
- Facebook: <https://www.facebook.com/robinsfinancial>
- LinkedIn: <https://www.linkedin.com/company/robins-financial-credit-union>
- Twitter: <https://twitter.com/RobinsFCU>
- Instagram: <https://www.instagram.com/robinsfcu/>
- YouTube: <https://www.youtube.com/c/RobinsFinancialCreditUnionOfficial>