



P.O. Box 6849 Warner Robins, GA 31095

Date

Name

Street

City, State, Zip Code

Dear Name,

Thank you for choosing Robins Financial Credit Union as your financial partner. Our records indicate that you have existing accounts at both Robins Financial Credit Union as well as Persons a Division of Robins Financial Credit Union. As a result of the acquisition of Persons by Robins Financial, there will be changes affecting your accounts at both institutions.

As of **April 17, 2023**, you will have two separate member account numbers. **Your current member account number for your existing Robins Financial account(s) will not change.** However, you will receive a separate member account number for any account(s) being converted from Persons to Robins Financial. You will receive your new member account number for your converted account(s) in a separate mailing within the coming weeks.

Please be aware that although all of your accounts will now be held at Robins Financial, your converted account(s) and existing account(s) will be separate and each will have its own unique member account number. As such, if you make any updates to your account under one member account number, such as changing your phone number, the same updates need to be made under your other member account number.

If you use Digital Banking for your accounts with either institution, please review the important information below regarding your accounts:

- To access your converted Persons account(s) using Robins Financial's Digital Banking platform, you will be required to create a new Digital Banking Login ID and password associated with your new member account number.
- Your converted account(s) will not be accessible in Digital Banking under your existing Robins Financial member account number or login credentials.

Should you wish to have all of your accounts combined under one member account number, or if you have any other questions or concerns regarding your account, we are here to help. You can make an appointment at any of our branch locations or request a phone appointment using the appointments feature at robinsfcu.org and we will be happy to serve you. We also encourage you to visit robinsfcu.org/persons for updates regarding the acquisition.

We value your membership and we look forward to serving you and your family for years to come.

Sincerely,

A handwritten signature in black ink that reads "Christina O'Brien".

Christina O'Brien
President & CEO

Robins Financial Credit Union