



P.O. Box 6849 Warner Robins, GA 31095

Date

Name

Street

City, State, Zip Code

Dear Name,

**Your Member Account Number is: [Account number]**

Welcome to Robins Financial Credit Union. Listed above is your new Robins Financial account number. On the back of this letter, you will find additional information regarding your account, your new account number, and what your account number will be used for. Your new Robins Financial account will become active on **April 17, 2023**. Until then, you will continue to use your current Persons account.

If you have an active Persons checking account, please review the important information and reminders below regarding checks and debit cards.

**Checks:**

- Current Persons checks will be honored through 6/30/23
- Order your new Robins Financial checks on or after 4/17/23; any check order placed prior to 5/31/23 will be free (limited options available)

**Debit Card:**

- Your new card will be mailed to you on or after 4/12/23
- Your existing Persons debit card will stop working at 11:59 PM on 4/16/23
- You will need to activate your new Robins Financial debit card on or after 4/17/23 (it cannot be activated or used until then); activation instructions will be included with your card
- Your PIN will be mailed to you separately
- Any automatic payments you have set up with your current Persons card will need to be updated to your new Robins Financial card

We understand that with any transition there is always the possibility of stress, especially when it affects your finances. If you have any 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 on our website and we will be happy to serve you. We also encourage you to visit [robinsfcu.org/persons](https://robinsfcu.org/persons) for updates regarding the acquisition.

Once again, we welcome you to Robins Financial and are so glad to have you as a member of our credit union. 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

## Accessing Your New Robins Financial Credit Union Account

### Important Information

Your new Robins Financial account(s) will have a different structure and may be organized differently than your previous Persons accounts. The numbers below associated with your Robins Financial account(s) are the key to completing transactions on your account and getting the most efficient service from our account services team when you need it.

#### Member Account Number

**Your Member Account Number is: [Account number]**

Listed above is your 6-digit member account number, which you will start using as of April 17, 2023. This is your unique identifier for your overall Robins Financial membership. Having your member account number helps our team members locate your information quickly when you contact the credit union for assistance. ***It is imperative that you store this information in a safe place.*** Your member account number will be needed for:

- Enrolling in Digital Banking for the first time on or after April 17, 2023
- If you ever need to recover your Digital Banking User ID or password
- Conducting transactions at a branch
- Accessing your account over the phone with a Call Center team member
- Accessing your account over the phone with Command Call, our automated 24/7 telephone teller

#### MICR Number

To find your full 13-digit MICR number, you can access this number in Digital Banking on or after April 17, 2023. Visit our Digital Banking Guide at [robinsfcu.org/guide](https://robinsfcu.org/guide) for step-by-step instructions to find your MICR. Your MICR will be needed for:

- Setting up your direct deposit payments from your employer
- Transferring funds to and from another financial institution
- Originating automatic payments to outside companies
- Sending or receiving wires to your Robins Financial account

#### ACH, Direct Deposit, and Automatic Withdrawals

You will need your full 13-digit MICR number and Robins Financial's routing number when performing transactions on your account. Please update any automatic transfers, ACH payments, direct deposits, etc. with your new account number and the credit union's routing number (listed below) on or after April 17, 2023. ClickSWITCH allows you to easily switch your deposits and automatic payments from another financial institution to your new Robins Financial account. For step by step instructions, visit [robinsfcu.org/guide](https://robinsfcu.org/guide) and search ClickSWITCH.

#### Routing Number

Robins Financial credit union's routing number is: **261171587**

#### Important Reminder

This information must be stored securely in order to prevent unauthorized access to your account. If you ever feel that your information has been compromised, please contact us immediately at 478-923-3773 or 800-241-2405.