
FREQUENTLY ASKED QUESTIONS

Robins Financial Credit Union and Persons Banking Company are enthusiastic about a partnership between two financially sound institutions who share similar histories and philosophies. This partnership is a proactive step on both parts to enhance our strengths for each institution. We will be able to provide the best of both organizations to our employees and to our customers, with the ability to offer expanded products and services, specifically a full suite of commercial services from commercial loans, to enhanced commercial deposit products, as well as increased financial assets, and combined technology.

We understand that you may have questions related to the acquisition, and we're dedicated to providing you with answers as decisions are made. Please review these helpful FAQs and let us know if you have additional questions or concerns we can help answer. We will continue to update these questions as more information becomes available.

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

Robins Financial Credit Union currently serves over 240,000 members across middle Georgia with assets valuing over \$3.8 billion. This financial institution currently has 22 branch locations, serves members in 40 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>