



Musicians' Interguild Federal Credit Union is now part of the SAG-AFTRA Federal Credit Union family

Frequently Asked Questions

Merger with SAG-AFTRA FCU

Q: Why has the Board of Directors of Musicians' Interguild Credit Union recommended merging with SAG-AFTRA Federal Credit Union (SAFCU)?

Merging with SAFCU will provide Musicians' Interguild Credit Union (MICU) members many additional benefits & services which include:

- All member accounts continue to be insured by the National Credit Union Administration (NCUA) up to \$250,000.
- Four Los Angeles area locations instead of one to better serve members.
- Continued use of the Co-Op ATM Network which offers nearly 30,000 surcharge free-ATMs nationwide.
- Extended hours. All SAFCU offices are open Monday through Friday from 9am to 5pm PST.
- A call center with member advisors that can assist you with general information, account issues, or loan applications over the phone or online.
- Upgraded online banking, online statements, and mobile banking, which includes the ability to deposit a check with a smartphone.
- Enhanced versions of existing services such as debit cards, credit cards, loans, IRAs, Certificates of Deposit, and more!

Q: Who is SAG-AFTRA Federal Credit Union?

SAG-AFTRA Federal Credit Union, the premier source for financial services and support among entertainment industry professionals since 1962. SAG-AFTRA Federal Credit Union's membership is comprised of more than 80% union members serving the entertainment and artists industry. This makes SAFCU an expert on the financial needs of union members and performers. SAFCU started out as a small cooperative effort and has grown to over 21,000 members nationwide with more than \$230 million in assets with 3 convenient locations to serve the membership.

Q: Will our credit union name change?

Yes. The, Musicians' Interguild Credit Union will be part of SAG-AFTRA Federal Credit Union beginning July 1, 2017.

Q: Is the proposed merger with SAG-AFTRA Federal Credit Union voluntary or as a result of financial difficulties?

The merger with SAFCU was a result of careful analysis and lengthy discussions of how MICU could better serve its membership. The Board of Directors at MICU decided that a merger was the best way to accomplish that goal. While the merge was voluntary, we see it as a way to stay relevant and serve our membership with the many additional benefits & services as explained above.



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Q: Will membership eligibility be changing?

Starting July 1st, 2017, SAFCU membership will be available to anyone eligible for MICU membership, their families and households including existing Select Employee Groups.

Q: What is the timeline for the merge with SAG-AFTRA Federal Credit Union?

Once the merge is approved, business will remain largely the same as it is now until a full conversion of our computer systems and data processing occurs. Starting July 1st, 2017, MICU members will become eligible to apply for SAFCU accounts, loans, and other products, providing all members a wider array of services. During the transition period, MICU members will still have access to their accounts at all SAFCU branches and the call center (Virtual Branch). Eventually, all existing MICU accounts will be converted to SAFCU accounts. When we have an exact date, we will notify all former MICU members.

Q. Will the location on Vine Street still be open for MICU members?

The current Musicians' Interguild Credit Union location will officially close July 7st, 2017 at 4:00pm. The new Musicians' Union building located in North Burbank will not be ready for a few months. Existing SAG-AFTRA FCU locations will be available for all transactions during and after this time.

Q: Did the MICU members vote on the merger?

A merger proposal packet was sent to all MICU members on May 22nd, 2017 with the opportunity to vote on the merger. Overwhelmingly the membership voted in favor of merging with SAFCU.

Q: Will my member number/account number change after the merger?

Yes. Once we have completed the conversion of our computer systems, all MICU accounts will become SAFCU accounts and be assigned a new account number. If you prefer not to wait, starting July 1st, 2017, all MICU members have the option of opening SAFCU accounts and immediately enjoy all the benefits the credit union offers. Please note that any SAFCU accounts opened prior to the system conversion will not include any history or other information from your previous MICU account.

Q: I have an account at Musicians' Interguild Credit Union and SAG-AFTRA Federal Credit Union. How will I be affected?

Your MICU account will be combined with your SAFCU account if the ownership on both accounts is the same. Your SAFCU account number will be used to access the combined account. If the account ownership is different, you will have two accounts. If you want to avoid this, please make sure ownership is the same at both institutions immediately.

Q: Will there be any impact on my direct deposit or automatic payment transactions?

There should be no interruptions to your direct deposit or automatic payments before or after the system conversion. However, once you open a new SAFCU or after your previous MICU account is converted, you should contact your direct deposit originators and notify them of your updated account information, including SAFCU's routing and transit number 322076233. This is especially important after you receive your new account number.



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Q: Is my money safe during this process?

Yes. Your money is safe during and after the merger. Your accounts will continue to be insured by the Federal Government through the National Credit Union Administration (NCUA).

Q: May I continue to use my MICU debit cards, credit cards, and checks after the merger?

Yes. During the transition, your MICU cards and checks will still work. Once our core systems merge and MICU accounts are converted to SAFCU accounts, you will receive replacement cards and checks corresponding to your new SAFCU account numbers at no cost to you. Once the conversion is complete and you have received your new cards and/or checks, any old MICU cards and checks should be destroyed. If you use your old checks after the conversion with the MICU routing, transit number and account information, your checks may be returned as "Account Closed". Any future check orders you submit will be filled with SAFCU checks. If you get your checks from a third party company, please contact us so we can provide you with the necessary information.

Q: Will I still be able to use the current MICU location at 817 N Vine St after the merger?

This location will not be available after close of business Friday, July 7th. However, SAFCU has three branches at which you will be able to do any of your financial transactions beginning July 10th, 2017. MICU members can continue accessing their accounts through the Co-Op ATM Network before and after the system conversion. The Shared Branch Network will be available to MICU members up until the system conversion is complete. Once all accounts are converted, the Shared Branch system will no longer be available.

Q: Where are the SAG-AFTRA Federal Credit Union Locations and what are their hours?

Burbank Media District

3820 W Riverside Drive

Burbank, CA 91505

Monday – Friday 9:00am – 5:00pm

Sherman Oaks

14118 Magnolia Blvd

Sherman Oaks, CA 91423

Monday – Friday 9:00am – 5:00pm

SAG-AFTRA Plaza

5757 Wilshire Blvd, Suite 124

Los Angeles, CA 90036

Monday – Friday 9:00am – 5:00pm

Q: How do I contact SAFCU?

You can call SAG-AFTRA Federal Credit Union at 818-562-3400, email them at

Services@sagafracu.org, or visit any of their three branches Monday through Friday from 9am to 5pm Pacific. You can also fax them at 818-260-9495 or send mail to PO Box 11419, Burbank, CA 91510.



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Q: How will the merger affect my loans?

Your loans will automatically transfer to your SAFCU account. Your rate, monthly payment and term will remain the same. You should continue to pay your loans as you normally would. If you make your payments by check, please continue to do so, simply make your check payable to SAG-AFTRA Federal Credit Union or SAFCU. Starting July 7th, 2017, please mail all check payments to PO Box 11419, Burbank, CA 91510. Any automatic deductions will continue.

Q: Will there be any new fees or service charges?

All MICU fees and charges will remain the same until the conversion. Once the conversion is complete, SAFCU fees and charges will apply to all accounts. You can view current SAFCU rates and fees at <http://www.sagafracu.org/home/rates>.

Q: Will I receive a new SAFCU debit card?

Yes. Any members with MICU debit cards will receive new SAFCU cards once the conversion is complete. You can continue to use your MICU cards until you receive your new SAFCU debit card.

Q: When will I receive statements?

MICU members will receive statements up until a full system conversion has been completed. After that if you have a checking account or any electronic activity, you will receive a monthly statement from SAFCU. If you have a savings only and no electronic activity, you will receive quarterly statements. If you are interested in receiving electronic statements (eStatements), you may sign up through SAFCU's online banking platform. If you need access to any account statements or account activity that occurred prior to the merger, please contact MICU as soon as possible.

Q: Will I have access to my account history or past statements after the merger?

Any MICU accounts converted to SAFCU will have the past 24 months of account history available. Unfortunately, past statements will not be available once the conversion is complete. If you will need access to previous information or previous statements, please contact MICU as soon as possible so we may provide the information.

Q: Will my online banking access change?

Yes. Once the two system conversion is complete, you will need to setup your new SAFCU account for online banking. This can be done at www.sagafracu.org. If you have a checking account, you can also use the SAFCU Mobile Banking App available for iOS and Android. If you have any questions about enrolling in online banking or app access, please call SAFCU Monday through Friday from 9am to 5pm at 818-562-3400.

Q: What online and mobile services does SAFCU have?

SAFCU offers online banking, email & text alerts, free online bill pay, eStatements, and a mobile banking app for Android and iOS. Members must have a checking account and be enrolled in SAFCU's online banking to use mobile banking.



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Q: What about the staff at MICU?

All MICU employees will be retained by SAFCU.

Q. How will I be notified if there are any changes to my account?

Members will continue to receive updates via mail, newsletters, statements, email, and website postings. Please be sure to read all material sent to you from the credit union.

Q: What if I have more questions?

We will be providing regular updates via mail, email, and our website once additional information becomes available. If you would like to speak with someone directly about a specific issue or concern, please call SAFCU Monday through Friday from 9am to 5pm at 800-826-6946 or 818-562-3400.