



FAQs for Branding:

1. **What is our new name?** Effective June 30, 2015 our new legal name will be Finex Credit Union.
2. **Why are we changing names?** Your Board of Directors felt that it was time to choose a name that better reflected our relationship with all our sponsor groups and member/owners. The new name demonstrates a different kind of credit union – one that is tailor-made for the 21st century.
3. **Is First New England Federal Credit Union changing ownership?** No. The credit union is not under new ownership; we have NOT been bought out or merged with another financial institution. Our members are still our owners!
4. **Is the staff or Board of Directors changing?** No. We still have the same dedicated volunteer board of directors, and the same friendly staff meeting your needs.
5. **How will this affect my membership status?** This name change has no impact on member status.
6. **Will I have to order new checks when FNEFCU's name changes?** No. You may use your existing checks until your supply is depleted. When you need to reorder checks in the future, your new checks will reflect any changes.
7. **Will I receive a new member number?** No. All of our account numbers, Personal Identification Numbers (PINs), etc. will remain the same.
8. **Will my credit card work the same?** Yes, however you will receive a new Credit Card with the Finex name in July. You will have 90 days upon receipt of your new credit card to begin using it.

9. **Will my debit cards and ATM cards still work as normal?** Yes. The actual processing behind FNEFCU's credit cards, debit cards and ATM cards will remain the same. However, you will receive new cards reflecting the change upon the expiration of your existing cards. In the meantime, your cards will continue to work as always.
10. **If I have direct deposits, automatic transfers or preauthorized debits to my accounts, will any of those be affected?** No. All direct deposits, funds transfers and preauthorized debits will continue to and from members' accounts as set up, with no interruptions or changes.
11. **Will the website change?** Yes. As of June 15, 2015 the new website address will be www.finexcu.com, however if you still use the domain www.firstnewengland.org, you will be redirected to our new site.
12. **Will the credit union be changing phone numbers or email addresses for staff?** All phone numbers will remain the same. We'll have new email addresses @finexcu.com but emails addressed to @firstnewengland.org addresses will be forwarded for a while.
13. **Will my user name and password change for online banking?** No, your user name and password will remain the same.
14. **Will the name change affect my online bill pay accounts?** No. Your bill pay vendor accounts and automatic payments will remain the same.
15. **Can I still use Shared Branch facilities?** Yes. Because all routing and account numbers will remain the same, so will shared branching. You will want to identify yourself as a member of Finex Credit Union. Since some outlets may be slow to update their databases, they may still find us under "First New England" for a little while.
16. **I have an automatic deposit coming from another financial institution to the credit union. Will I need to inform them of the new name?** No, just like shared branching, our routing number and your account numbers remain the same, so there is nothing for you to do. Your deposits will take place as normal.
17. **I have an automatic withdrawal from my credit union account to another financial institution. Will I need to inform the other institution of the name change?** No, it will be seamless to the other financial institution since we are not changing any account numbers, only the credit union's name.