

## Frequently Asked Questions

### **What will happen to the Northeast Family Team?**

The commitment to excellent service, and the people you have come to know and love, will still be here as our entire staff has been retained and now have more opportunities to grow.

### **Who is Self-Help Federal Credit Union?**

Self-Help was founded in 1984 with a mission of creating and protecting ownership and economic opportunity for all. Self-Help Federal Credit Union serves over 120,000 members and offers a full range of financial products and services. You can learn more at [www.self-helpfcu.org](http://www.self-helpfcu.org).

### **Will routing and account numbers change?**

For now, routing and account numbers remain the same. Over the next several months, processes and data systems will slowly be converted, and the operations of Northeast Family will be integrated into those of Self-Help. These conversions and transformations will, for the most part, be transparent to you. Self-Help FCU's primary goal is to make the process as seamless and as "hassle-free" for you as possible. Expect these changes to come sometime in 2026.

### **Will the hours and holidays change?**

Current branch hours and holidays will remain the same for now.

### **Can I continue to use my ATM/Debit, credit cards, and current checks?**

Yes, you can continue to use your ATM/Debit, credit cards, and current checks.

### **Will I continue to have access to online banking?**

Yes, there are no changes at this time. Once we convert our systems to Self-Help's we will transition to Self-Help's online banking. We will notify you well in advance when these changes will occur.

### **Will direct deposit or ACH transactions be affected?**

Current automated transactions will continue to work as normal.