

PRICE CHOPPER EMPLOYEES FEDERAL CREDIT UNION

FREQUENTLY ASKED QUESTIONS

GENERAL:

Question: What is a credit union?

Answer: A credit union is a non-profit financial institution that is owned and operated entirely by its members. Credit unions provide financial services for their members, including savings and lending. All board members and committee members for the credit union are volunteers as opposed to banks who pay all board and committee members.

Question: Who is eligible to join PCEFCU?

Answer: To join Price Chopper Employees Federal Credit Union you must be an employee or retiree of Golub Corporation/Price Chopper or an immediate family member of an existing member. When a person deposits money in a credit union, he/she becomes a member of the credit union because the deposit is considered partial ownership in the credit union.

Question: Can I keep my account open once I leave Golub Corporation/Price Chopper?

Answer: Yes. Once a member joins the credit union, they are always a member of the credit union until the account is closed. Through electronic commerce, payroll from other institutions can be direct deposited to the credit union or ATMs can be utilized.

Question: How do I join the credit union?

Answer: There is a share savings application all members need to complete. This is available online, at the Price Chopper stores, main office, warehouse, or by calling the credit union directly.

Question: Do I have to be a member to cash a check?

Answer: If you fall within our field of membership, you may cash your payroll check with us however there is a fee attached to the transaction. If you are a member, check cashing is free.

Question: Is Price Chopper EFCU affiliated with Golub Corporation?

Answer: The credit union is a completely separate entity from Golub Corporation. Employees of the credit union are not Golub employees. The credit union has a completely separate computer network from Golub Corporation and privacy regulations prohibit any member information from reaching Golub Corporation or any outside entity, without permission.

Question: How do I change my address?

Answer: All address changes must be in writing and sent to the credit union. They may be faxed or mailed and must contain a signature. Address changes can also be made in person at the credit union.

Question: What are the hours of operation?

Answer: Monday – Friday 9am-5pm with Thursdays closing at 5:30pm.

DIRECT DEPOSIT:

Question: How can I direct deposit to the credit union?

Answer: Members who wish to direct deposit their Golub payroll check need to fill out the white payroll deduction card.

Question: Can I direct deposit some of my Golub payroll check to the credit union?

Answer: Yes. You can elect to have all or a portion of your weekly Golub payroll check direct deposited into the credit union. You can also elect where to put the funds and how to allocate the funds (ex. between savings, checking, loan payments).

Question: Can I direct deposit into my wife/husband's account?

Answer: Yes. However, any Golub associate who wants to direct deposit must have his own PCEFCU credit union account. This account is primary for the associate and will allow him to direct deposit to other accounts he is joint on.

Question: How long does my direct deposit stay in effect?

Answer: It stays in effect as long as you want it to. To change it or cancel direct deposit, members need to fill out a new white payroll deduction card.

Question: Can I direct deposit into my credit union account if I don't work for Golub?

Answer: Yes. You can direct deposit into your account through electronic means. Your employer would need your account information and the credit union's routing number. Once they have this information they can initiate direct deposit to the credit union.

Question: Can I direct deposit into my credit union account Social Security or pension checks?

Answer: Yes. In both instances the direct deposit would be initiated by the pension processor or Social Security. They would need your account information and the credit union's routing number.

Question: What is your routing number and what does it mean?

Answer: Routing numbers are used to signify each financial institution as well as the Federal Reserve Bank used by that institution. PCEFCU's routing number is 221382439.

SAVINGS/CHECKING:

Question: Does my share draft checking account have to maintain a certain balance?

Answer: No

Question: Does my share savings account have to maintain a certain balance?

Answer: Yes. Currently it is \$5.00 which constitutes your minimum investment into the credit union as a member.

Question: Do I have to open a savings account if I only want a share draft checking account?

Answer: Yes. The savings account represents your ownership within the credit union and qualifies you as a member. As a member you are entitled to all other services we offer, one of which is a share draft checking account.

Question: How much do checks cost?

Answer: We process our check orders through Harland Clarke. The least expensive checks are approximately \$17.00.

Question: How can I check my balances?

Answer: Members can check balances by accessing our 24 hour phone system, PAL24. Members may sign up to access their accounts online through our website. Members may call the credit union and speak to one of our member service representatives.

Question: How can I make deposits or withdrawals from my account other than coming into the branch?

Answer: Members can mail in deposits or withdrawal requests. Members can also fax withdrawal requests to the credit union and a check will be cut from their account and mailed. Members also have the option of using an ATM machine or Point Of Banking terminal at numerous locations to make deposits or withdrawals. ATM transactions do carry a fee however.

Question: How do I place a stop payment on a check?

Answer: All stop payments must be in writing with a member signature. The request must contain the check number and amount. Stop payments may be mailed, faxed, or submitted in person at the credit union.

LOANS:

Question: Do I have to be a full time employee to apply for a loan?

Answer: No. Loan approval is based upon the member's ability to pay the loan and credit history.

Question: How long do I have to be a member before I can apply for a loan?

Answer: There is no waiting period for a member to apply for a loan. However, only members can apply for a loan.

Question: How do I apply for a loan?

Answer: Loan applications can be completed online or in paper form. Online loan applications can be found on our home page under "Apply for a Loan" under the Member Services section.

Question: What types of loans do you offer?

Answer: We offer all types of loans. Personal loans, Debt consolidation loans, New and Used auto loans, Share Secured loans, Overdraft loans, Home Equity loans, and First mortgages.

Question: What is the longest repayment term I can have for a loan?

Answer: Personal loans have a maximum 3 year repayment term. The repayment term on used auto loans depends upon the age of the vehicle. New auto loans repayment terms have a maximum of 5 years.

Question: Do I have to come to the credit union to sign loan documents?

Answer: No. Loan documents may be faxed to members, signed before a notary and sent back to the credit union.

Question: Do you offer overdraft lines of credit?

Answer: We offer overdraft lines of credit on our checking accounts. We also have automatic overdraft from the member's share savings to checking to cover checks clearing the account.

Question: Do you do mortgages?

Answer: Yes.

ELECTRONIC COMMERCE:

Question: Do you offer electronic statements?

Answer: Yes, however in order to use this service you must have an active account within My Online Teller.

Question: How do I sign up for electronic statements?

Answer: Members must sign up for the eSTATEMENT service through My Online Teller. To do so, go to our site at pricechopperefcu.org and click on "My Online Teller" within our Member Services Section. Log into your account. Once in your account click on the Self Service tab. Under Additional Services is the eSTATEMENT tab. Click on Enroll for eSTATEMENT and enter your account number and email address. This email address is where information of statement availability will be sent. Signing up for this service will result in the elimination of your paper statement.

Question: How will I know the electronic statement is available?

Answer: Each month you will receive an email informing you the statement is ready. To view the statement log into your Online Teller account over the internet. Once you are in your account, click on the Self Service tab. Under Additional Services is the eSTATEMENT tab. When that is clicked on your eSTATEMENT will appear by month and in a pdf format. Click on the month you would like to view.

Question: How do I sign up for online account access?

Answer: Our online account access is known as My Online Teller. Members who did not have a previous Home Financial Services account may sign up online for account access through My Online Teller. Members will enroll through the Enroll Online link. Once enrollment begins, the screens will ask the member for account information. Members will assign themselves a security code (PIN) which is 8-16 characters and must contain at least 2 letters and 2 numbers, no special characters at this time. Once the member confirms the account information, the account is active.

Question: How is My Online Teller different from the old system?

Answer: My Online Teller is a real time account access system whereby Home Financial Services was a batch system. Any transfers done on My Online Teller will be immediately reflected in your account balance at the credit union. Also with My Online Teller, members have the option of scheduling transfers, sending emails, setting up alerts on the account(s) for high or low balances and resetting your security code (PIN). These options, and others, were not available on Home Financial Services.

Question: How do I do transfers online?

Answer: Transfers can be done through My Online Teller. Members can schedule a transfer to occur at a certain time and between certain accounts. Members can also do a quick transfer. Members may access the transfer screen by clicking on Account Access within My Online Teller and then Transfer Funds. Members then have the option of scheduling a transfer or entering an immediate transfer.

Question: Why isn't my account showing up?

Answer: Only the last 4 digits and the suffix of the account are shown on My Online Teller.

Question: I have questions that aren't answered here. Is there a tutorial?

Answer: There is no tutorial for My Online Teller however there is a HELP button on the upper right hand corner that should walk you through any services not mentioned here. If

your question is not answered either here or through the HELP option, please call the credit union.

Question: Is the online account access secure?

Answer: Yes. By regulation, we have multi factor identification. What this means is all members who sign up for My Online Teller not only have their identity verified through the credit union but also have to set up multiple levels of security when they sign into their account.

Question: Do you offer online bill payment and if so, what is the cost?

Answer: Yes we offer online bill payment. The service is free for members.

Question: How do I sign up for online bill payment?

Answer: Members who wish to use our online bill payment service need to complete the Bill Payer application. Once submitted, emails will be sent for the needed information to access the service and your account.

Question: Do you accept and send wires?

Answer: Yes. Wires can be sent to our routing number, 221382439 with credit to the member account. Members can also send wires by completing the Wire Instruction sheet. There is no fee for incoming wires but there is a fee for outgoing wires.

ATM/DEBIT CARD:

Question: How long will it take for me to receive my ATM or Debit card?

Answer: Approximately 5-10 business days. Your card and PIN will come in separate mailings and on different days.

Question: Can I change or choose my PIN for my ATM or Debit card?

Answer: Unfortunately, no. They are assigned when encoded by the card processor.

Question: I forgot my PIN. Can you tell me what it is?

Answer: No. PINs are not retained by the credit union or is the credit union informed of what they are. If a member has forgotten their PIN, they must request a duplicate PIN from the credit union. It will be mailed to your home address.

Question: Do I get charged to check my balance at an ATM?

Answer: Yes there is a fee attached to checking balances at the ATM. There are free alternatives available such as calling the 24 hour phone access, PAL24 or accessing your account online.

Question: How do I find an ATM that doesn't charge me a fee?

Answer: A surcharge occurs when the owner of the ATM charges you a fee to use their machine. There is a link on our home page to sum-atm.com where you can put in a zip code or city and find a surcharge free ATM to use. Members may also incur a fee from PCEFCU if you exceed 2 ATM withdrawals per month.

Question: Does the credit union have any ATMs that do not charge a fee?

Answer: The credit union does not own any ATMs.

Question: Is there a charge to have an ATM or Debit card?

Answer: There is a \$1.00 per month fee attached to ATM capabilities on any card. If a member has a debit only card, there is no monthly fee.

Question: Why do transactions I perform with my ATM or Debit card not show up on my account activity immediately?

Answer: Debit transactions are processed by the merchants and are usually batched at the end of the day or the next day. The credit union will then receive the files from our processor and the transactions are posted to the members' accounts. ATM transactions are also batched and not real time so they are processed during the day and posted to the member's account the next business day.

Question: Are there limits on the amount of money I can withdraw with my ATM or Debit card?

Answer: There is currently a \$300 per day limit on ATM withdrawals. Debit card transactions have a maximum of either 10 transactions or \$1,000 per day.

CONTACT INFORMATION:

Email Address: pcefcu@logical.net

Web Page: pricechopperefcu.org

PAL24 lines: 518.377.6703, 518.355.6755

Telephone: 518.355.8280

Toll Free: 1.800.727.7423 ext. 1426

Fax: 518.355.4901