

Frequently Asked Questions

Why is Human Services ECU merging with Atlanta Postal Credit Union?

Our Board of Directors has taken an in-depth look at the future of financial services and how Human Services ECU will provide the upcoming innovations in products and services to our members. After extensive research, review, planning, and discussions, our Board elected to seek a credit union merger partner who can successfully carry our members into the future and who shares our deep-rooted service commitment as well. The Board evaluated a number of merger partner possibilities and determined that Atlanta Postal Credit Union (APCU) would be an excellent partner. Like Human Services ECU, APCU has a long history of safety and soundness. APCU has served its members and their families since 1925. APCU was the first credit union chartered in Georgia. APCU's primary focus has been on serving members employed in the public sector so APCU's staff understands and appreciates the unique needs of these members. While serving over 99,000 members worldwide, APCU has been able to successfully maintain their "member service excellence commitment".

There have been unsettling reports recently about the viability of the US Postal Service. How will the Post Office challenges impact APCU?

As we all have heard, the USPS has been undergoing changes to help reduce operating costs and improve efficiencies. This has resulted in some postal facilities being targeted for consolidation and/or closure. At this point none of the facilities that house APCU branches are scheduled to be closed. While the PO is reducing the number of employees, much of this activity will occur through attrition. Despite the USPS workforce downsizing, the postal service will continue to be one of the largest employers in the United States.

Thanks to APCU's "once a member, always a member" policy, postal employees can remain members regardless of where they work or live. Further, APCU's membership base is almost equally divided between active postal employees, postal employees' family members, and retirees. The family members' livelihoods come from thousands of industries not impacted by USPS downsizing. Therefore, the actions being taken by the USPS will only have a very minor impact on APCU.

Are accounts at APCU insured up to \$250,000?

Yes. Just as your money was insured at Human Services ECU, deposits at APCU are federally insured by the NCUA, up to \$250,000. APCU also combines the deposit insurance coverage provided by NCUA with that of the Excess Share Insurance Corporation to protect IRA deposits up to \$500,000. The additional insurance coverage premiums are paid for by APCU and provided to IRA accountholders at no cost.

If the merger is approved, when will I become a member of APCU?

Following approval, the last day of business for Human Services ECU will be June 30, 2012.

Will I still be able to get personal loans, automobile loans, and other types of loans at APCU?

Yes. APCU offers practically any loan a member may desire including home mortgage and home equity loans. APCU's friendly and courteous lending staff is available 24-hours a day, 7 days a week to provide information and take applications. Or, members may go online to www.apcu.com to review APCU's loan rates, and complete a loan application online.

I am the only person in my family with an account at Human Services ECU. Can my family members open an account at APCU?

Yes. APCU can provide you with the necessary applications so that your relatives can join and take advantage of APCU's great services and products, too. All of your family members are eligible whether or not they live with or near you. This includes mothers, fathers, brothers, sisters, grandparents, grandchildren, aunt, uncles, cousins, and in-laws. In addition, anyone who is living in your household is eligible.

Will APCU provide me with the same friendly and courteous experience and help that I have received at Human Services ECU?

Absolutely! APCU has a "real person" answering their telephone lines and there is always a friendly, professional staff member standing by to help members with all their financial needs during normal business hours.

I don't live near any of APCU's branches. How difficult will it be for me to transact financial business as a member of APCU?

Once approved, Human Services ECU will become a branch of APCU. Our downtown Atlanta office will remain open to serve you. Our staff will be on board, as new APCU employees, after the merger and we will be more than happy to answer questions and/or help you with any situations you may have. In addition, there are several other convenient options. Transactions may be performed by telephone, by mail, by the Internet, or through CU Service Center and Outlet locations. Members can check APCU's website at www.apcu.com for the CU Service Centers and Outlets and surcharge-free ATMs nearest them.

FAQ's #2

Are "we" (Human Services ECU) in trouble?

Good question and pertinent to today's newspaper stories of bank failures. The answer is: NO! We are healthy and have consistently received high ratings from our regulator and auditors. We are well capitalized and are a fully functioning "Good/Well-run" credit union.

Having said the above, we see that the future is full of more regulatory challenges with additional costs. We have always focused on providing services desired by our members but added costs and narrowing margins will force us to consider adding more fees rather than new services; we do NOT see this as an advantage to YOU, our member.

What will happen to our staff?....we love doing business with our "family" and don't want to see anything happen to them.

Our staff will remain! One of the advantages of negotiating while we are strong and healthy is that we can request more than if we were in trouble. ALL STAFF will remain as will our office at 101 Marietta Street. Some staff may choose to relocate to an office nearer their home or retire, but ALL will be retained WITHOUT any negative impact to their salary.

Good...What about our Board Members?

All have been asked to be a part of APCU's committees and/or field representatives and six have accepted: Kate Pfirman, Jim Bricker, Robert Riddle, David Martin, Dandy Richardson, Doug Tierney as well as Elaine Robbins. BOTH credit unions believe that a continuation of services and communication is important, and BOTH believe that member-ownership is a large part of our credit unions' strength.

WHY APCU?

We looked at many other credit unions and focused on these five things: Philosophy, Services, Return of earnings to members, Financial Soundness, and last but certainly not least: Leadership! We believe in our focus on government employees (as does APCU) because we have an understanding of their specific needs, nuisances and often difficult workload. We BOTH believe that the credit union belongs to the membership and therefore return as much as we can...in fact, APCU has consistently paid higher savings rates over the years than other financial institutions while offering low loan rates on automobiles and VISA cards.

What's In It For Me?

- Higher dividends
- Same member-ownership philosophy focused on government employees
- Mobile banking coming in 2012...and more services after that
- More branches
- SAME friendly faces PLUS more!

For 61 years we've served you proudly...and look forward to this new phase of serving you. Dr. Martin Luther King said: "it does not matter how long you live, but how well you do it". We hope you continue to consider us your primary financial institution for another 61 years so we can continue to serve you well!