

Frequently Asked Questions

The following Frequently Asked Questions (FAQs) are intended to address many of the questions you may have about the pending transfer of your deposit accounts and/or any loan you may have with Mid-Southern Savings Bank, FSB (MSSB) to Beacon Credit Union (BCU). If you have any further questions after you read the following, please contact BCU's Member Contact Center toll free at (800) 762-3136.

In the following FAQs, we refer to the consummation of BCU's purchase and assumption of MSSB's assets and liabilities, including its deposits, as the "closing," and we refer to the integration of MSSB's data processing system into BCU's system as the "conversion."

When will the closing and conversion take place?

We anticipate that the closing will occur on April 25, 2025 and the conversion is tentatively planned for July 2025. While access to some services may transition at different intervals leading up to and through the conversion, there should be no impact to your ability to use your accounts during that time.

Will my account number or account names change with the conversion?

We expect that nearly all account holders will keep their existing account numbers following the conversion. We anticipate that a limited number of MSSB customers (those whose MSSB account number duplicates the account number of an existing BCU member) will be assigned new account numbers. In those limited instances, we will notify affected customers individually and provide them with their new account numbers as we get closer to the conversion date. We are focused on making the transition as smooth as possible for you and providing you with uninterrupted access to your accounts.

Will I need to update my ACH (Automated Clearing House) transactions (Social Security, payroll, etc.) to refer to BCU's routing number?

Yes. Following the conversion, you will need to notify any business or governmental agency with which you conduct ACH payments or deposits and provide them with our routing number. We'll provide you with more information as we get closer to the conversion date. BCU's routing and transit number is 274976151.

Will fees change?

A chart comparing the fees charged by MSSB and BCU is attached. It is difficult to compare some fees because of differences in the terminology used by MSSB and BCU and the different intervals over which we charge certain fees as compared to MSSB. It is our goal to keep our fees competitive in the market.

Will my products and services change?

Your MSSB checking and savings accounts will convert to BCU checking and savings accounts. BCU does not offer a Christmas Club savings product, however, so if you maintain a Christmas Club account with MSSB, it will convert to a regular BCU savings account. Any loan you have with MSSB will transfer to BCU and will be subject to the same terms and conditions as before. BCU offers several additional products and services that will be made available to you upon the conversion, including: Shared Branching, Investment Services, Medallion Stamp Services, Money Orders, Zelle, Increased Debit Card Limits, Debit Card Controls (Card Smart), First Time Home Buyers Program, Account Aggregation within Online Banking, and Credit Sense (online credit report monitoring and resource tools) just to name a few.

Can I obtain additional products and services from BCU before the conversion date?

If you would like to start utilizing additional products and services offered by BCU before the conversion date, you may do so. You can open new accounts via online opening at <http://www.beaconcu.org>. Please be aware that any new account you establish with BCU will run on BCU's platform (with online and mobile banking access) and will be accessed separately from your current MSSB accounts until the conversion is completed.

Will new debit cards be issued as part of the conversion?

Yes, new debit cards will be sent to replace existing MSSB-branded debit cards, and you will be sent a new personal identification number (PIN). You will receive detailed information as we get closer to the conversion date.

Will my MSSB checks still work, or do I need to order new ones?

MSSB checks will continue to be accepted after closing and for an undetermined amount of time following the conversion. We will notify you at least 30 days in advance before we stop accepting MSSB checks, after which time you will need to use BCU checks instead.

Will my consumer loan(s) remain the same following the conversion?

Yes, your existing consumer loans will transfer to BCU with the same terms.

Will my mortgage remain the same?

Yes, your existing mortgage loan will transfer to BCU with the same terms.

How will this affect my loan payments?

Prior to the conversion, you will continue to make loan payments as you currently make them, whether you pay online or by mail. Following conversion, you will also be able to make loan payments at any BCU branch location, online by using the BCU Online Banking app, or by phone by calling (800) 762-3136 . BCU will reach out individually to MSSB borrowers who currently pay online with information on how they can continue to make online payments after the conversion is completed.

Will I still be able to access my MSSB safe deposit box?

Yes, your safe deposit box and your safe deposit box contract with MSSB will transfer to BCU. You will continue to have access to, and will pay for, your safe deposit box after the transaction closes in the same manner, and subject to the same terms and conditions, as before.

When will I receive my account statement from BCU?

You will receive your first integrated BCU account statement within 30 days following the conversion. You should verify the information on that first statement, including the account balance, by matching it to the final statement you receive from MSSB.

Will my certificate rates change?

BCU will honor all of the terms and conditions of any certificate account you hold with MSSB. We will provide you with additional information before your MSSB certificate account matures on how it may be renewed as a BCU certificate account.

Will beneficiaries transfer with account(s)?

Any previously designated beneficiaries will follow the account when integrated with BCU's system.

When will I be able to use a BCU ATM?

After the closing, you will be able to use your ATM card with no fees at any former MSSB branch and at any BCU-owned ATM. Following the conversion, you will be able to use any branch or ATM within BCU's network, including any ATM that was formerly in the MSSB network. You may also use an ATM at any credit union that participates in the CO-OP Shared Branch network. The CO-OP Shared Branch network allows BCU members to access their account and conduct transactions at more than 5,000 credit union locations nationwide. For a full list of BCU branch locations, ATMs, and nationwide CO-OP Shared Branch locations, visit www.beaconcu.org/branch-atm-locations.

Does BCU offer account access by phone and when will it be available to me?

Yes, BCU offers an audio response system that allows access to account balances, history and more. This service is accessible when calling our toll-free number (800) 267-0286, and will be available after the conversion.

When will online/mobile access be available?

MSSB's current online and mobile banking will continue to be accessible through the conversion date. Online services will be available via BCU's online banking and mobile banking platforms after the conversion. We will provide you with additional information as the conversion date gets closer.

Does BCU support mobile wallet transactions?

Yes, BCU supports Apple Pay, Google Pay and Samsung Pay.

Apple Pay is a registered trademark of Apple, Inc. Google Pay is a trademark of Google LLC. Samsung Pay is a registered trademark of Samsung Electronics Co., Ltd.

How can I connect and learn more about BCU?

To learn more about BCU or if you have any further questions, go to any full-service member center, visit www.beaconcu.org or call our Contact Center toll free at (800) 762-3136. Also, follow us on Facebook, Instagram, LinkedIn and Twitter.

What are BCU's hours?

To learn more about lobby and drive thru hours at BCU locations, please visit www.beaconcu.org/branch-atm-locations or call our Member Service Center at (800) 762-3136.

Who can join BCU?

BCU is a mutually owned cooperative that requires members to have a \$5 share to access the many accounts, services and benefits we offer.

Who is eligible to Join?

For more information on membership eligibility, please visit www.beaconcu.org/become-a-member.