

# Welcome Credit Union of the Berkshires Members

On behalf of Greylock Federal Credit Union's board of directors, management and staff, we welcome you!

We know you have questions related to how your accounts and services will change and what impact the merger will have on you.

To help you, we've created this handy Frequently Asked Questions to answer any possible questions. Some we have highlighted as **(Very Important)**

## Additional questions?

Call: CUB at 413-443-1313, or Greylock at 413-236-4000 or 1-800-207-5555

## Key Dates / Timeline

Month	Day	What is Happening
OCT	15	Your new account number(s) should have arrived by this date. You can start using your new account number(s) on Nov 1.
OCT	26	Last day CUB Bill Pay will be available.
		If you have a CUB Debit or ATM card, your new Greylock Visa Debit Card should have arrived by this date.
OCT	29	Last day CUB Online Banking will be active (through 4:00 pm).
		Last day CUB Automated Phone Service will be active (through 4:00 pm).
		CUB branch closes at 5:00 pm.
OCT	30	<b>BRANCH CLOSED – PLAN AHEAD</b> You can activate and begin using your Greylock Debit Card on Saturday afternoon. Please call 413-997-6330 or visit <a href="http://www.greyllock.org/cubwelcome">www.greyllock.org/cubwelcome</a> to confirm <b>PLEASE PLAN AHEAD:</b> Your CUB Debit or ATM Card access will be limited through the weekend. We encourage you to activate and begin using your Greylock Debit Card and then discontinue using the CUB Debit or ATM Card as early as Saturday afternoon.
NOV	1	CUB members can use any Greylock location. Our Elm Street branch is the closest.
		Start using your new Greylock account number(s).
		Start using Greylock's Online Banking service.
		Start using Greylock's Nice Touch Plus, Greylock's automated phone banking service.
NOV	5	If you have a CUB checking account, your new Greylock checks should have arrived by this time. You may begin using them as soon as they arrive. You may use your CUB checks until the new checks arrive.

## FREQUENTLY ASKED QUESTIONS

### What are the merger details?

Following the successful Credit Union of the Berkshires member vote on September 16, we received final regulatory approval and the merger will be effective on October 1. Over the weekend of October 29-31, a system conversion will be completed allowing all CUB members to begin using any of the Greylock branches and on-line banking services. Until the conversion is completed, CUB members will continue to use the CUB location and services for all of their banking needs.

### During the conversion weekend, what changes should I anticipate?

Over the weekend of October 29-31, the CUB member accounts will be converted to Greylock through a system conversion. Beginning that weekend, CUB's electronic services such as Home Banking and Bill Pay, will no longer be available. After the conversion process is completed, members will be able to access these services by using Greylock's Home Banking platform on November 1 and Greylock ATM/Debit Cards beginning Saturday afternoon, October 30.

## Online Banking & Bill Pay

### How will I access my online banking or Bill Pay after the transition to Greylock?

#### PLAN AHEAD:

**(Very Important)** You will no longer be able to access your CUB online banking after **4:00 pm on October 29**.

If you currently use CUB Bill Pay, you will no longer be able to schedule payments through Bill Pay, access your Payees, or Bill Pay History after 4pm on October 26. **We strongly encourage you to print out your Bill Pay history and Payee details prior to October 26 for your records.**

If you are a current Greylock member with Online Banking or Bill Pay, your CUB accounts will display when you log in on November 1 or after. To sign up for Online Banking or Bill Pay with Greylock, please visit [www.greylock.org](http://www.greylock.org) and click Log In and then Enroll on or after November 1. Greylock's Bill Pay service is **FREE** for all members.

## Branch Locations

### Will the current CUB branch location remain open after the merger conversion date?

No, the CUB branch will close on October 29th, but the nearest Greylock branch is located just 1.8 miles up the road at 71 Elm Street in Pittsfield, MA.

For a full list of Greylock's locations and hours visit: [www.greylock.org/locations-and-atms](http://www.greylock.org/locations-and-atms)

### Will CUB Employees still be employed?

Yes, and it's good news! The CUB staff have all been offered employment at Greylock and are excited to join their new team.

### Will I be able to use the other Greylock branches?

Yes. Effective November 1, existing CUB members will be able to use any Greylock location.

## Account Numbers and Member Numbers

### Will my account number(s) change?

Yes, **(Very Important)** your member number and account number(s) will change. Greylock uses 1 member number per member and a unique account number for each account you have. You will be notified of your new numbers prior to the conversion.

- If you are a current member of Greylock, your CUB accounts will come over to Greylock as separate accounts with new account numbers, but they will all be listed under your current Greylock member number.

## Direct Deposits, Automatic Withdrawals and Payroll Deduction

### Will my direct deposit and automatic payment continue after the conversion?

**(Very Important)** You can start using your new account numbers on November 1. For any automatic deposits or automatic withdrawals that were coming into or out of your CUB account, you will need to contact the provider (employer, Social Security Administration, etc.) and give them your new account number and routing number in order for the direct deposit or automatic withdrawal to continue. The routing number for all Greylock accounts is 211885250. You will have 90 days after the conversion to notify your provider with your new account and routing numbers.

## Checking Accounts

### Will I receive new checks?

Yes. **(Very important)** Existing CUB members who have a checking account, will receive new checks around November 5.

### How long can I use my CUB checks?

We encourage you to stop using your CUB checks once your new Greylock checks arrive. Outstanding checks you have written will continue to be honored for 90 days after the conversion.

### When can I begin using my Greylock checks?

You can begin using your Greylock checks when they arrive, but not before November 1.

## Debit Cards

### How long can I use my CUB Debit Card?

**(Very Important)** Your CUB Debit Card access will be limited through the weekend. We encourage you to activate and begin using your Greylock Debit Card and then discontinue using the CUB Debit Card as early as Saturday afternoon, October 30.

### Will I receive a new Debit Card?

Yes. **(Very Important)** If you have a CUB Debit Card or a CUB ATM Card now, you will receive a new Greylock Debit Card around October 25.

### When can I begin using my Greylock Debit Card?

**(Very Important)** You can activate and begin using your Greylock Debit Card on Saturday afternoon, October 30. While we know this may be inconvenient, we hope that with enough notice you can be prepared to plan around these dates. We will be working diligently over the conversion weekend to minimize the outage. We will update our website [www.greyllock.org/cubwelcome](http://www.greyllock.org/cubwelcome) to let you know when your new Debit Card can be used.

## ATM CARDS

### How long can I use my CUB ATM card?

**(Very Important)** Your CUB ATM Card access will be limited through the weekend. We encourage you to activate and begin using your Greylock Debit Card and then discontinue using the CUB ATM Card as early as Saturday afternoon, October 30.

### Will I receive a new ATM card?

No. If you currently have a CUB ATM Card, you will receive a new Greylock VISA Debit Card around October 25. Greylock offers a Debit Card to members who wish to use an ATM. A Visa Debit Card will work the same way as your ATM Card did, allowing you to withdraw money and make transactions at an ATM, but with the added benefit of being able to make purchases anyplace that accepts VISA when you have it connected to a Checking account.

## Certificates of Deposit (CD)

### Will the terms and rates of my certificates of deposit (CD) change? What happens when my CDs mature?

Your current CD rate and maturity date will remain the same. Prior to all maturity dates, a reminder notice will be mailed to you. Greylock's Terms and Conditions for CDs are different than CUB's.

**Specifically, the minimum balance amount, penalty amount for early withdrawal and the grace period at the time of renewal.** If any CUB member with a CD would like to Opt-out of the new Terms and Condition, they may do so by closing their CD, without penalty, within 60 days of the account transferring to Greylock. For more information, visit:  
<https://www.greylock.org/save/savings/certificates.html>.

## Money Markets

### Will anything change with my Money Market account?

If you currently have a Money Market account it will be transferred into an Advantage Money Market account at Greylock. The rates and minimum balance requirements are different than CUB's. Please visit <https://www.greylock.org/save/savings/money-market-accounts.html> for the current rates and minimum balance requirements.

## Club Accounts

### **I have a Holiday Club account. Does Greylock offer a Holiday Club?**

Yes, Greylock offers a Holiday Club. You can make deposits throughout the year and it pays out by transferring to one of your Greylock accounts on October 1st every year. Withdrawals are not allowed on Holiday Club accounts.

Learn more at: <https://www.greylock.org/save/savings/savings-accounts.html>

### **I have a Vacation Club account. Does Greylock offer a Vacation Club?**

At this time Greylock does not have a Vacation Club account. What this means is during the conversion, your Vacation Club account will be moved into a Greylock Share Savings Account, which will be labeled "Vacation Share." A Share Savings account is very similar to a club account. The main difference is that you may access the funds anytime.

## Transfers

### **What do I need to know if I have set up automatic transfers?**

Automatic transfers and loan payments that were from one CUB account to another will continue when your accounts move to Greylock. **However, your automatic transfers will now occur at the end of the business day.**

If you have a transfer to or from your CUB account from another institution, please refer to the "Direct Deposit" questions.

## Statements

### **When will my last Credit Union of the Berkshires statement be mailed?**

Your last CUB statement will be produced on October 31, 2021.

## When will my first Greylock Federal Credit Union statement be mailed?

- If you currently receive a monthly statement, your first Greylock Federal Credit Union statement will be produced on November 30, 2021.
- If you currently receive a quarterly statement, your first quarterly statement from Greylock Federal Credit Union will be produced on December 31, 2021.

Greylock also offers an E-Statement option. If you would like to set up E-Statements please register through online banking, click on your primary share account and then “online statements.” You may also visit us at any of our branches or call our Contact Center at (413) 236-4000.

## Loans

### Will my current CUB loans convert to Greylock loans?

Yes. The terms and conditions expressed in your current loan documents, including the interest rate and payment due date, will remain the same.

### How do I make my loan payments?

- If your payment is on autopay from your CUB account, this will continue.
- If you have a CUB loan with a “coupon book,” a new coupon book will be mailed to you.
- If you pay your loan automatically through another financial institution, you will need to notify them of your new Greylock Account Number and Routing Number. Greylock’s routing number is 211885250

You may also pay your loan by:

- using Debit Cards from another institution outside of Greylock, by visiting: <https://paybill.com/consumer/?ClientId=Greylock>
- mailing to: Greylock Federal Credit Union, 150 West Street, Pittsfield, MA 01201
- using Greylock’s online banking, once you are enrolled and complete the transfer. To enroll, please visit Greylock’s website, [www.greylock.org](http://www.greylock.org) and click the login button and then Enroll. Greylock’s Online Banking and Bill pay services are FREE for all members.
- You may also make your loan payment at any one of Greylock’s Branches. Visit: <https://www.greylock.org/locations-and-atms.html> for locations.

## Other Services

### What is Greylock's routing number?

211885250

### As a member of Greylock, will I have access to insurance discounts with the Greylock Insurance Agency?

Yes. Please call (888) 200-4445 for details or to request a quote. <https://www.greylockinsurance.com/>

### Does Greylock offer investment services?

Yes! Please call (413) 236-4869 for help with your investment strategy or visit: <https://www.greylock.org/invest-and-protect/investment-services/greylock-investment-group.html>

### Where can I find Greylock branch and ATM locations?

For a complete listing of our branch hours and locations, please visit our website at <http://www.greylock.org/branches-and-atms.html> or call 413-236-4000 or 800-207-5555.

## Additional Questions

### Can I still call to obtain my balance and request transfers?

If you currently use CUB's automated phone service, you can begin using Greylock's Nice Touch Plus telephone banking service on November 1. To access this service, please call 413-236-4007 or 413-499-7233, or toll-free 866-575-6423 using your member number and last 4 digits of your social security number. If you do not already have CUB's automated phone service, you can sign up for Greylock's Nice Touch Plus telephone banking service by visiting any of our branch locations or calling the Contact Center at 413-236-4000 or 800-207-5555.

Also, please keep an eye on our website [www.greylock.org/cubwelcome](http://www.greylock.org/cubwelcome), where we will continuously provide the most up to date information.