



Augusta VAH Federal Credit Union

Merger Q & A

Why look to merge with another credit union?

Many smaller credit unions, including ourselves, are finding it difficult to compete in today's market. We are experiencing stagnant member growth which is a strong indicator that Augusta VAH is not offering the products and services necessary to attract new members. Additionally, financial indicators are trending in the wrong direction. While our Assets & Net Worth Ratio is very strong, Asset Growth, Share Growth, and Loan Growth are trending negatively. Because of this, we are unable to fund the additional products and services that would keep us competitive and meet your financial needs.

Why did you select SRP?

Even though our credit union is financially healthy, as we looked toward the future we knew the best way to stay true to our goal was to partner with another credit union. It is for this reason we chose SRP, a **local** credit union with whom we've enjoyed a special relationship for many years. SRP cares about the communities they serve and they put their caring in action. SRP budgets and contributes over half a million dollars to local organizations and charities. In addition to SRP's ten county community charter, they also offer membership eligibility through the Greater Augusta-Fort Gordon Chapter of the Association of the United States Army (AUSA). SRP is looking forward to supporting Augusta VAH veteran initiatives in the future. Harry Gunsallus is the President and CEO of SRP and a retired veteran. Together we can serve the influx of military families and others in our community.

Did you consider credit unions other than SRP?

Yes, we considered other credit unions. At one time, there were at least 14 credit unions based in the Augusta market. Today there are only four. Many of those merged with other credit unions, but they were not local. SRP will provide our members all the right advantages and has served the CSRA for almost sixty years. SRP is, and will remain, a local credit union because they are "not going away." There is no better way to receive excellent service and accessibility than a neighborhood financial institution. This also means SRP has a clear understanding of our members' needs and that of our community. This was very important to us.

Where can I learn more about the merger details?

Please refer to your member meeting notification. This includes the purpose of our merger, a current Augusta VAH and SRP financial statement, a list of SRP branches and locations, a notification of the 3% bonus dividend that will be based on your savings and checking account balances as of December 31, 2018, a mail-in ballot, and a list of merger-related financial agreements with long-term Augusta VAH staff. The merger-related financial arrangements, which include years of service and leave accrual payout, is consistent with mergers conducted by other credit unions.

What will happen to the Augusta VAH staff I do business with?

SRP values the Augusta VAH staff and wants them to continue providing our members with the best personal service possible. Our members will see the same faces and receive the same great service they do today. SRP's executive leadership team and their employees look forward to also serving our members in the same personal manner.

Are you planning to close any branch locations?

We do not have any plans to close branches. The combined entity will have 20 branches, with 10 in Georgia and 10 in South Carolina.

How will this merger impact my accounts at Augusta VAH Federal Credit Union?

There will be no changes to any accounts upon approval of the merger. After we have merger approval, our teams will work together to schedule systems integrations. Currently, systems integration is scheduled to start second quarter of 2019. You will be provided a minimum of 30 days prior notice before any scheduled account changes, but there will be no immediate changes.

Will there be an interruption in service?

No, there should be no interruption in service upon merger approval. You will continue to use your current checks, debit cards and online banking. Your direct deposit will continue to work as well.

After our system integration, scheduled to start the second quarter in 2019, we will notify you a minimum of 30 days in advance regarding any required changes to your current services. We understand that this type of change may cause disruption, so our commitment will be to make any transition as seamless as possible to minimize any challenges with accessing your account information.

Will I have access to new products and services?

Yes! Upon merger approval, you can immediately open accounts with SRP or you can wait until the system integration. You will also have access to surcharge free transactions at all SRP ATMs upon the approval of the merger.

We reviewed the variety of products and services offered by SRP and found them to be competitive and attractive for potential members as well as relevant and vibrant for our current members.

Which members are allowed to cast a ballot at the membership meeting?

Any Augusta VAH member in good standing may cast a vote. As long as your Primary Savings Balance has the required \$5 Minimum Par Value balance you are eligible to mail in or cast your ballot. Please refer to your member meeting notification mailing for important details regarding the balloting process.