



NCUA
National Credit Union Administration

Your credit union has closed. The NCUA is already working to return your insured funds to you and is available to answer your questions.

How Do I Get My Money Back?

Follow the steps outlined in this brochure to ensure your insured funds are returned to you as quickly as possible and to minimize any inconvenience.

What Is the NCUA?

The National Credit Union Administration (NCUA) is an independent agency of the U.S. government that regulates, charters, and supervises federal credit unions. NCUA also operates and manages the National Credit Union Share Insurance Fund, which insures the accounts of millions of account holders in all federal credit unions and the vast majority of state-chartered credit unions.

How Does Share Insurance Protect Me?

Because your credit union was insured by the NCUA, your accounts are protected up to at least \$250,000. The \$250,000 in coverage is per share owner, per insured credit union, for each account ownership category. **No credit union member has ever lost a penny of insured savings.**

Contact NCUA

Loan Payments

Statebridge Company, LLC
Attn: Payment Processing Dept
P.O. Box 173313
Denver, CO 80217-3313

Inquiries

NCUA-AMAC
10910 Domain Drive, Suite 200
Austin, TX 78758

AMACMAIL@ncua.gov
877-715-0777 or 512-231-7900

Office Hours

Monday to Friday
8:00 am - 5:00 pm CT

Your Rights Under the Privacy Act

The Privacy Act of 1974 protects the personal information the federal government keeps on individuals in Systems of Records. Please note that the Privacy Act does not cover all information collected. You can find more detailed information about the Privacy Act at ncua.gov/privacy. A listing of the NCUA Systems of Records Notice, "NCUA – 10: Liquidating Credit Union Records" can be found at: ncua.gov/privacy/systems-records-notices/current-sorns.

For more information visit
MyCreditUnion.gov

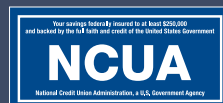


NCUA 7201-S – May 2023

Your Credit Union
Has Closed:
What Happens
Next?

A Guide for Managing Your
Accounts and Services

National Credit Union Administration
Asset Management Assistance Center
www.ncua.gov



Step 1: Review the Information Provided to You

NCUA's Asset Management & Assistance Center (AMAC) will send you a letter with specific information about your credit union's closure. Please follow the instructions in the letter so we can send your insured funds as quickly as possible.

If you had an IRA or Keogh account, AMAC will send you a separate letter and form that you will need to complete and return to us as soon as possible.

Step 2: Find a New Financial Institution

You need to find another financial institution as quickly as possible. NCUA's Credit Union Locator at mapping.ncua.gov can help you find a new federally insured credit union.

Step 3: Stop Using Your Debit Card, ATM Card, and Checking Account

If you have a debit card or ATM card issued by this credit union, stop using it and destroy the card. NCUA will issue you a check for the remaining insured funds in these accounts.

Checks you've written, currently in process, may not clear. Notify any payees of the situation and arrange alternate payment methods for checks which have not already cleared. Destroy any remaining blank checks in your possession.

Step 4: Stop Direct Deposits and Automatic Withdrawals

If you have automatic direct deposit sent to your account at this credit union, they need to be changed **immediately** to your new financial institution. Direct deposits sent after the date of the credit union's closure will be returned to the sender, delaying your access to your funds.

In addition, the credit union's bill pay or automatic draft system will end on the date of closure. If you used these services, you will need to arrange an alternative method of payment.

U.S. Government Direct Deposits

Redirect your Social Security or Social Security Insurance automatic deposits immediately by contacting the Social Security Administration at ssa.gov/manage-benefits/update-direct-deposit or by calling 1-800-772-1213 (TTY 1-800-325-0778).

Step 5: Stop Using Your Credit Card and Continue to Make Credit Card Payments

If you have a credit card issued by this credit union, stop using it and destroy the card.

Continue to make timely credit card payments. Send payments to the address provided on your credit card statement until AMAC notifies you in writing of a change.

Step 6: Continue to Pay Your Loans

If you have a loan outstanding through this credit union, **you must continue to make payments when they are normally due in order to avoid delinquency.**

- Send a check or money order to the "Loan Payments" address on the back cover of this brochure.
- The check should be payable to the credit union.
- Write your account number on the check or money order.

Pledged Shares – If your shares are pledged as collateral on your loan, NCUA will hold your shares in a non-interest bearing account.

Loan Insurance – If you currently have loan insurance through the credit union, and it is paid monthly, it will be discontinued. However, if you prepaid the insurance (referred to as single premium), this insurance will continue.