

AAA FCU & Credit Union 1 Merger – What Members Need to Know

Welcome to our informational session on the upcoming transition from AAA FCU to Credit Union 1. Our goal is to ensure a smooth and seamless experience as we make this exciting move together.

CU1

Agenda

- Important Conversion Dates
- Debit Card Information
- Manage Credit Card
- Locate New Routing Number
- Locate New Account Number
- How CU1 is Here to Help You!
- Education Video Resources
- Post-Conversion Member Webinar

Important Conversion Dates

Friday, November 14

- Final Visa Payment Share process at 3 PM ET
- AAA Branches Closing at 3 PM ET
- Last Day to Access AAA Digital Banking at 5 PM ET

Saturday, November 15

- System Conversion Date
- AAA Branches Closed due to System Conversion

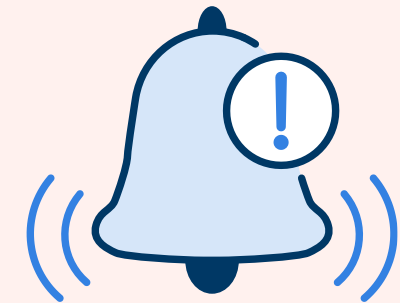
Monday, November 17

- Branches Open as CU1 at 9 AM ET
- Begin using your new CU1 Account
- Log into CU1 Digital Banking and Bill Pay in A

Upcoming Important Dates:

- Post-Conversion Webinars will be held starting November 17th at 9 AM ET
- New Branch Hours effective November 17th

Note: Register for this webinar by visiting cu1.com/aaafcu



Debit Card Information

Start Using Your New Debit Card Starting Tuesday, November 11th

Activate Debit Card Prior to Usage on November 11th

This can prevent being without a debit card in case you run into issues.

Follow these steps to activate card:

1. Call number located on the debit card
2. Enter card number
3. Enter last 4 digits of social security
4. Debit card will then be activated

Continue using your AAA FCU Debit Card until November 11th. You will begin using your new CU1 Debit Card beginning Tuesday, November 11th.



Manage Your Credit Card

The final Visa Payment Shares processing for credit card payments will occur on November 14 at 3:00 p.m. After this time, Visa Payment Shares will no longer be available for payments.

Members will manage their credit cards and make all future payments through the [AAAFCU Credit Card Portal](#).

Ways to Manage Your Credit Card:

- Link within CU1 digital banking to AAAFCU Credit Card Portal
- Online Credit Card Portal Link: [AAAFCU Credit Card Portal](#)

Locate Your New Routing Number

Routing Number

Routing #271188081

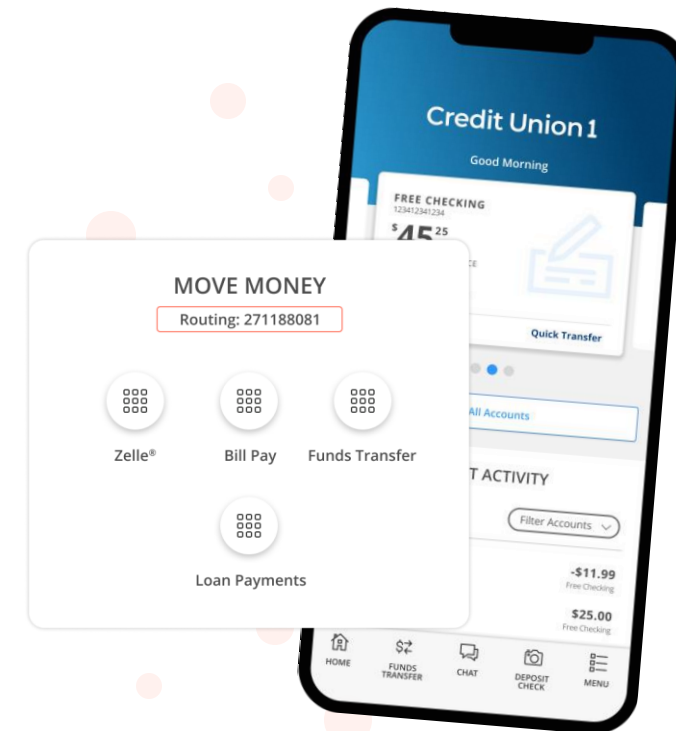
You can locate the routing number within digital banking by scrolling to the Move Money tile. Also, can be found at the bottom of cu1.com website.

Not Registered for Digital Banking? [Register for Digital Banking now.](#)

Download the CU1 Mobile Banking App



★★★★ 4.45 | 1,270 Ratings



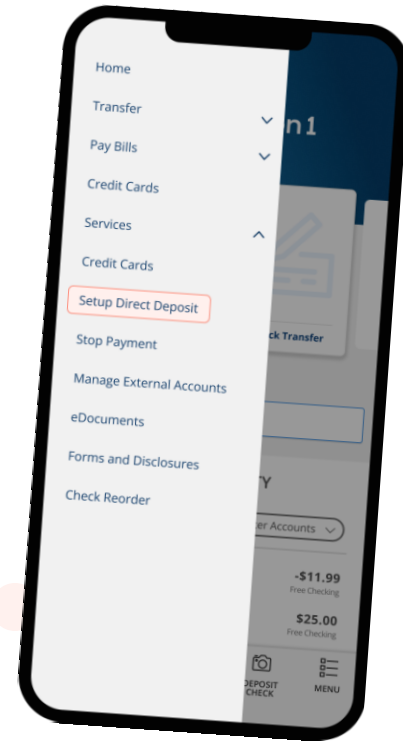
Locate Your New Account Number

Account Number

Your Account Number will change on November 17, 2025. Please update any external parties to use your new CU1 routing and account number for payroll deposits, ACH transactions, and loan payments.

Locate Your Account Number within Digital Banking:

- Login to Digital Banking
- Select 'Services' from the 'Menu'
- Then select 'Setup Direct Deposits'. On this screen you will have the option to use ClickSwitch to switch your Direct Deposit and ACH Transactions. Or scroll down to download the PDF.



How CU1 is Here to Help You!

Online Submission Form

Have a general question that's not urgent? Use the contact form on our merger landing page any time—it's a simple way to reach out, and we'll get back to you as soon as possible.

Submission Form: cu1.com/aaafcu-questions

Chat with Luna

For quick answers, Luna is available through our website chat. For more personalized help, log in to digital banking and chat with Luna while you're signed in—this helps us verify your identity and provide support tailored to your account.

Luna Voice (Phone Support)

Call our updated telephone banking line ([800-252-6950](tel:800-252-6950)) to interact with Luna by voice! She can guide you through self-service steps (and even send a helpful text) or connect you with the right team member for more in-depth help.

Learn More about Luna Voice: cu1.com/telephone-banking

Education Video Resources

- How to Register for Digital Banking
- How to Enroll in Online Bill Pay
- How to use CU1 ATMs

You can begin enrolling in CU1 Digital Banking, Bill Pay, and products, starting November 17.

Visit cu1.com/how-to-videos to watch How-To Videos.



Post – Conversion Member Webinar

November 17 at 9 am ET

Registration can be found on the merger landing page,
cu1.com/aaafcu.

What the webinar will cover:

- Accessing Landing Page
- Online Banking Log In
- Internal Payments in Online Banking
- Transfers in Online Banking
- Quickbooks
- Bill Pay
- Statement Location
- Activate Debit Card



Thank You!

If you have any additional questions or concerns related to your account and the conversion, please feel free to request a callback by filling out the form on our merger landing page at **cu1.com/aaafcu**.