




MERGER FAQs

 Indicates action is required

• **When is the merger?** The official merger date is Monday, June 30th after the close of business. Your account will be transferred to PCCU by July 2, 2025.


• **What will my new account number be?** You can calculate your new PCCU account number by adding 600,000 to your existing Wood County Employees CU (WCECU) account number (e.g. if your account number is 8475, your new number is 608475).

• **Do I have to do anything to activate my Park City Credit Union membership?** Your membership will automatically transfer from WCECU and you will become a member of Park City Credit Union, commonly referred to as "PCCU." You will want to activate your online banking to verify and have access to convenient services.

 • **How do I take advantage of online banking?** Your account will be transferred to PCCU by July 2, 2025. Download our PCCU Mobile App or access online banking on your PC from our website at parkcitycu.org (at the upper right top of the website). Follow these steps to create an online account: **#1.** Click Online Banking **#2.** Click First Time User **#3.** Follow the Prompts. **Username** - Upon your initial log-in, your username will be your account number. After your initial sign-on you will be required to enter a new username.

The app on the app store will have the following icon:



 • **When can I access my account(s)?** The Wood County Courthouse location will be closed the first week of July, opening for business on Tuesday, July 8th. Please use online/mobile banking or text or call 715-536-8351 during normal business hours for assistance during this time.

• **How do I stay updated?** You can stay up to date by visiting <https://www.parkcitycu.org/welcome-to-pccu/>. Watch your email for additional offers! Updates will also be available in our branches and via our Member Services Representatives.

Please make sure your contact information and address are current on your account so that we can stay connected with you.

• **Will my payroll from Wood County direct deposit to Park City Credit Union?** Yes, all direct deposits set up with the Wood County Payroll department will move to Park City Credit Union unless you sign and return the included Payroll Deduction opt-out form to Wood County Payroll before June 30th.

• **Will my loan payments and Christmas Club payments still be posted automatically with my direct deposit?** Yes. You can make changes to this in your online/mobile banking.

• **Where can I get more information about Park City Credit Union?** Please visit the credit union website at parkcitycu.org.




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• **When did the merger become official?** The merger vote was on 05/20/2025, and the merger will be official on **06/30/2025**. You will conduct your banking in the same manner as you do today through the official merger date of 06/30/2025. Updated changes can be found in your welcome packet, via the merger update page: parkcitycu.org/welcome-to-pccu/, and through communication available in the branch located at the Wood County Courthouse.

• **What will happen to the employees?** Karen decided that she wanted to retire and enjoy the next chapter. You will still see Teri's welcoming smile at the Wood County Courthouse branch of PCCU.


• **Will this merger affect my service?** **Yes.** You will have access to **more!** The merger will provide WCECU members greater financial resources, along with enhanced products and services. Easier, more convenient access to your money, from almost anywhere. Park City Credit Union belongs to a network of ATMs that gives you access to over 5,000 ATMS across 42 US States, plus DC and Puerto Rico. We offer top technology services that allow you to access your accounts on-the-go, like remote video banking, online banking, bill pay, remote deposit, and mobile banking.

 • **Who do I contact if I have more questions?** You may text or call us at 715-536-8351, or email us at supportcenter@parkcitycu.org

• **Where will I mail deposits or payments?** Checks can be mailed to Park City Credit Union 501 S. Pine Ridge Ave. Merrill, WI 54452 or brought into the branch located in the Wood County Courthouse.

• **How many full-service branches does PCCU have?** Five. Our Headquarters and physical branch in Merrill, WI. As well as a physical branch in Tomahawk, WI; Minocqua, WI; and Rhinelander, WI. We also have a digital branch for convenient service anywhere.

• **Are membership requirements changing?** Our field of membership is open to anyone who lives or works or has a family member who lives or works in the following counties: Wood, Portage, Lincoln, Marathon, Oneida, Iron, Price, Vilas, Taylor, Forest, Rusk or Langlade. A person also qualifies for membership if they are a member of the Park City Cares Foundation. For more information on who can join please visit our website at: parkcitycu.org/about-us/become-a-member/ or text or call us at 715-536-8351.

 • **What happens with any ACH and direct deposits I have set up other than my Wood County payroll?** Please contact us for the digital account numbers and provide the other company with your new routing and digital account number for ACH and other direct deposits. You can text or call 715-536-8351 or stop by our branch in the Wood County Courthouse. Remember, we have you covered on your current Wood County payroll direct deposit.



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• **When can I start using Park City Credit Union's products and services?** All memberships and accounts should be activated with Park City Credit Union by 7/3/2025. You will be able to take full advantage of the product and service offerings as soon as your membership is activated.

• **Will my accounts be federally insured with Park City Credit Union? Yes.** Each account holder is federally insured up to \$250,000, which is backed by the full faith and credit of the federal government through the National Credit Union Administration. For addition protection, contact one of our New Account Specialists by emailing SupportCenter@parkcitycu.org or calling 715-536-8351.

• **What about joint owners and beneficiaries on my accounts?**

Joint account owners and beneficiaries will remain the same as previously designated for your accounts. You are encouraged to review your accounts and ownership within your online banking. Select the suffix/account, choose Account Details then click on More Account Details. You may also text or call us 715-536-8351, or email us at supportcenter@parkcitycu.org if you have any concerns.

• **Where do I review the loan rates for Park City Credit Union?** You can view our loan rates online at parkcitycu.org/loan-rates/.

You can also scan the barcode to view loan rates.



• **What options do I have to make my loan payment(s) after the merger is complete?** You may continue to make your payments as you always have or you may take advantage of one of these payment options below. **(Effective 07/01/2025)**

Payment through Direct Deposit: Unless you complete and return the opt-out form to Payroll before 06/30/2025, your existing Wood County Direct Deposit you had to WCECU will automatically move to PCCU. If you would like to start additional deposits, please contact Wood County Payroll office.

Payment from another account: Park City's Account to Account (A2A) Transfers gives you even more carefree access. A2A allows you to initiate a funds transfer to or from another financial institution electronically. Make deposits, withdrawals or even loan payments. Contact PCCU to set-up a new A2A Transfer.

Reoccurring payment from another account: Loan payments can be debited from your checking or savings account at any financial of your choice. All payments are applied directly to your loan account on the posting date selected and will automatically be credited towards your loan balance. Please contact us so we can provide you the electronic account number and suffix to set this up with the other financial.



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Mail: You can mail payments to Park City Credit Union 501 S. Pine Ridge Ave., Merrill, WI 54452. Make checks payable to PCCU and indicate the account number and suffix on the memo line.

Phone: PCCU accepts credit card payment over the phone once the merger is complete – fees may apply. Visit payments.mwamplifi.com/v2/c/212/ or text or call 715-536-8351.

- **How do I apply for a new loan?** Apply online at **Parkcitycu.org**, call 715-536-8351, make an appointment for a remote video session at securetext.parkcitycu.org/appointments/ or stop into a branch to apply in-person.
- **Does Park City Credit Union offer mortgage loans?** Park City Credit Union believes in expanding the dreams of home ownership to as many of our members as possible. We offer a wide variety of products and excellent rates. We promise a personal touch. We'll guide you through the entire process and counsel you on the best product to fit your situation. Book an appointment or apply online by visiting our website at parkcitycu.org or call our office today at 715-536-8351.
- **Will there be any changes to branch locations or hours?** The branch inside the Wood County Courthouse will keep the same days and hours. Tuesday – Friday 10:00 am – 3:00 pm. For a list of branch locations and hours, visit us online at parkcitycu.org/about-us/locations-hours/
- **What ATM locations can I use after the merger?** You will have access to thousands of surcharge FREE ATM locations nationwide. You can find a location closest to you by visiting allianceone.coop/a1atm/find
- **What remote services does PCCU offer for me to access my account?** PCCU doesn't make you jump over unnecessary hurdles to get to your money. There are a variety of ways to access your funds in addition to visiting us in person. Access services like:

Online Banking & Mobile Banking
Bill Pay
Mobile Deposit
Pay Anyone (P2P) Payments
Account to Account (A2A) Transfers
Text Banking
eAlerts/eNotices

ACCESS & CONTACTS

How do I contact the credit union? You may contact us by using the following methods:

Text or Call: 715-536-8351

Email: info@parkcitycu.org

Mailing Address:

Park City Credit Union
501 S. Pine Ridge Ave.
Merrill, WI 54452