

Helpful information about this upcoming change



Q: When will the name change take effect?

We will officially change our name on April 20, 2021.

Q: Is the name change a result of a merger or acquisition?

No. The name change is not the result of a merger or acquisition of any kind. We will continue to be owned by you, our members, just as we are today.

Q: Is the credit union ending its relationship with federal employees and the government?

Recently, USAgencies has been granted a new charter that allows us to serve anyone who lives or works in Multnomah, Clackamas, Washington or Marion counties. With this new charter we hope to expand and grow while still ensuring that we are caring for our original membership base.

Q: Why are you changing the name?

We know that our current name is a cause for confusion over membership eligibility, therefore an obstacle for some in joining our credit union and experiencing everything we have to offer. The volunteer Board of Directors made a unanimous decision to change the credit union's name in order to lower that barrier of confusion and welcome more members into our unique credit union ahead.

Q: How will you select the new name?

We spent many months working with a team of board members and management under the guidance of an experienced and respected branding firm. We expect to announce the new name in March.

Q: Will this name change be expensive?

We consider the costs associated with changing our name to be a smart investment in the future of our credit union, and will help us serve more families and businesses in our communities with our purpose of helping to build their financial strength.

Q: What will change with the new name?

There will be no impact to your existing relationship with us, or any changes to your day-to-day banking. You will see changes to our exterior signage, brochures, stationery, and website beginning April 2021.

Q: Will the ownership of the credit union remain the same?

Yes. The credit union will remain 100% owned by you, the members.

Q: Will the employees change?

The employees that you've grown accustomed to serving you will be here ready to provide the same personalized service that you expect.

Q: Will my account numbers change?

No. Your account number will remain the same.

Q: If I have automatic payments taken from my account or receive direct deposit, will I need to do anything?

No. Everything will stay the same. Our routing number will not change and your account number will remain the same. Therefore, it is not necessary to take any steps to update automatic payments or direct deposit.

Q: How will fees, loan rates and deposit rates be impacted by the name change?

Rates and fees will not be affected by the name change. We will continue to monitor our rates and fees as we always have to ensure high value and return to our members. Rates and fees do fluctuate, as they adjust in response to market conditions.

Q: Will my debit and/or credit card still work?

Yes. Your credit card will still work as it always has. Your debit card and PIN will continue to work as they always have. After the name change, credit and debit cards will carry the new name when they are issued as new cards or when existing cards expire and are updated on their regular schedule.

Q: Will I still be able to use my checks?

Yes. You can continue using your existing checks until they run out. Upon reorder you will see the credit union's new name and logo on your checks.

Q: Who should I contact with additional questions?

Please stop by our branch during business hours Monday through Friday, or call us at (800) 452- 0915.