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## General Information

1. **Why are you changing the credit union name?** We are changing our name to be inclusive of all the communities we serve and to grow with our members. This new name is the beginning of our future.
2. **What is the new credit union name?** The new name is Corazo Credit Union.
3. **When will you begin to operate as Corazo Credit Union?** September 8, 2025.
4. **What inspired the new logo design?** The new logo features heart elements arranged symmetrically, with their pointed ends converging toward a center dot, symbolizing the credit union's commitment to placing members at the core of everything it does.
5. **What does the new slogan "People are the Pulse" mean?** Our slogan reflects our belief that our members are the heartbeat of everything we do. It's a reminder that every service, decision, and innovation is driven by the needs and dreams of the people we serve.

## Credit Union Operations

6. **Is the credit union being sold or merged with another institution?** No, the credit union is not being sold, nor are we entering a merger. We remain the same trusted, member-owned institution you know and rely on.
7. **Will the credit union's days of operation and hours change?** No, our hours and days of operation will remain the same, ensuring continued convenience and accessibility for our members.
8. **Will the Routing Number change?** No, our Routing Number will remain: 322276305

## Membership & Eligibility

9. **Who is eligible to join the credit union?** The same membership eligibility requirements will apply. Membership can be open to those who meet at least one of the following:
  - a. **Live, work, or worship in the Imperial County**
  - b. **Live, work, or worship in the following cities of Riverside County:** Banning, Beaumont, Blythe, Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs, Rancho Mirage, Thermal, or Thousand Palms.
  - c. **Relative of a person within our field of membership.**
    - i. Must be be: Spouse, mother, mother-in-law, father, father-in-law, son, son-in-law, daughter, daughter-in-law, stepchildren, adopted children, sister, sister-in-law, brother, brother-in-law, grandfather, grandmother, grandson, granddaughter.

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- 10. How does this change benefit me as a member?** The rebranding effort is designed to enhance our visibility and commitment to strengthening our presence in the communities we proudly serve. As we grow and welcome more members, we gain greater resources and opportunities to expand our offerings. This means more services, enhanced technology, and continued investment in the tools and support that help you thrive financially.

### Accounts and Services

- 11. How does the new name affect my accounts or membership?** There will be no changes to your accounts or membership. Your member number, account details, and access to services, including online banking, will stay the same.
- 12. Do I need to do anything because of the name change?** Other than updating website links, no action is required on your part. Your accounts and services will continue to operate as usual. Your account numbers will remain the same, and any automatic payments or direct deposits will proceed without interruption.
- 13. Will my Debit/Credit/ATM card and checks work even if it has FICU branding?** Existing cards and checks will remain valid with the FICU branding. New cards with the updated branding and name will be issued if ordered after September 8, 2025. If your cards expire before the rebranding date, they will be issued with FICU and when they naturally expire, you'll receive the new card with the new branding.
- 14. Will my deposits remain federally insured by the NCUA?** Yes, we want to assure you that your deposits will continue to be federally insured by the NCUA, with coverage of up to \$250,000, ensuring the safety and security of your funds.

### Digital Banking & Communication

- 15. Will the credit union's website change?** Yes, the website link will be updated effective September 8, 2025. The new website link will be [www.corazocu.com](http://www.corazocu.com). While we continue with our rebranding transition, [ficu.com](http://ficu.com) will be redirected to the new site, but we encourage members to update bookmarks effective September 8.
- 16. Will the credit union's online banking change?** Yes, the direct website link will change to [mycu.corazocu.com](http://mycu.corazocu.com). While we continue with our rebranding transition, [mycu.ficu.com](http://mycu.ficu.com) will be redirected to the new site, but we encourage members to update bookmarks effective September 8.
- 17. Will the credit union's mobile app change?** Branding and the name will change, but you will not need to download a new application. If you have not downloaded the mobile app, you may find it in the App and Play Store as Corazo Credit Union effective September 8.

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**18. Will I need to re-enroll in online or mobile banking?** No, your login credentials and access will remain the same. Only the branding and website address will change.

**19. Will my statements and tax documents reflect the new name?** Yes, beginning with the September 2025 statement cycle, all official documents will reflect the Corazo Credit Union name.

### Support & Contact

**20. Will the credit union's phone number change?** No, our current number 760-352-1540 will remain the same.

**21. Where can I find additional information?** For additional information, please visit [ficu.com/namechange](https://ficu.com/namechange).