



Frequently Asked Questions (FAQ) as Oxford Bank & Trust becomes GreenState Credit Union

What is happening? It was recently announced that Oxford Bank & Trust will become part of GreenState Credit Union.

What does this mean? GreenState Credit Union of North Liberty, Iowa will be acquiring all of Oxford Bank's assets, loans, and deposits.

What about Oxford employees? The employees who have been with you every step of the way at all of Oxford's locations will continue to be there for you when we become GreenState Credit Union.

Why is this happening? GreenState and Oxford share very similar values. These two employee-driven and customer-driven organizations seized the opportunity to become even greater by combining forces.

How will this happen? The transition to GreenState will start with the acquisition of Oxford Bank & Trust later this year after regulatory approval. That is when the Oxford Bank name will become GreenState Credit Union. The transition of Oxford's products and services to GreenState products and services will occur in early 2022. We will be sure to share more information with you when the dates are finalized.

How big will the combined organization be? Together we will have \$8 billion in assets and be the 2nd largest credit union in the Chicago area.

Sometimes big isn't better - I have always loved Oxford's great customer service. Will I still get that? Absolutely! Both organizations are laser-focused with employees on a mission to deliver only the highest level of service to their customers/members.

Does GreenState have a good reputation? Organized in 1938, GreenState Credit Union has a great reputation. It has been recognized for its business practices and for being an outstanding place to work. It is one of the largest and fastest growing credit unions. Oxford Bank would only have chosen to join an organization that has such a sterling reputation.

I've heard credit unions have better rates, is this true with GreenState? Yes! As a GreenState member you will enjoy better rates on loans and deposit accounts compared to commercial banks.

What else does this change to GreenState do for me? There are almost too many benefits to list but here's a good start. GreenState has a wider array of great financial products and services for its members than we are able to offer. This includes numerous types of personal and auto loans, credit cards, home mortgages, home equity loans, business loans, commercial real estate loans, checking accounts, savings accounts, money market accounts, certificates of deposit, insurance products & services, and wealth management & trust services. Green State also has state-of-the art online and mobile banking services. GreenState debit cards are part of the Allpoint ATM Network with 55,000 ATMs.

Is my branch staying open? Yes, all six Oxford branch locations will remain open when they become branches of GreenState Credit Union.

What about the Oak Brook corporate office? Yes, the employees in Oak Brook will continue to take great care of you.

What about the Oxford call center? Yes, that will still be there for you with the same employees.

How does this affect my accounts at Oxford Bank? There will be no changes to your account(s) for the next several months. The transition of Oxford loans and deposit accounts to GreenState will occur in early 2022. We will be sharing more information with you in the months ahead including details about any changes to your accounts.

Will my mobile and online banking be the same? There are no changes now. Down the road we will share details about all product and service changes which won't be finalized until early 2022.

Are my accounts still going to be federally insured? Yes! When we become GreenState Credit Union your accounts will be federally protected by the National Credit Union Association's Share Insurance Fund, with deposits insured up to at least \$250,000 per individual depositor. Credit union members/customers have never lost a penny of insured savings at a federally insured credit union.

How does this deposit insurance compare to FDIC insurance? It's very similar. The structure of the National Credit Union Association's Share Insurance Fund is virtually the same as FDIC Insurance. Customer deposits will continue to be federally insured to the current maximum amount available, which is at least \$250,000 per depositor, and backed by the full faith and credit of the United States Government. See NCUA's website at www.ncua.gov and FDIC's website at www.fdic.gov for more detailed information about deposit insurance.

Will I become a member of GreenState Credit Union? Yes, that's how a credit union works, its customers are its members. This is a simple process that will occur later.

How do I become a member of GreenState Credit Union? There's nothing to do now. Membership will be part of the easy process of bringing your accounts from Oxford to GreenState.

Is there a cost to join? No. GreenState will pay your nominal membership fee as part of the process of bringing your Oxford loans and deposit accounts to GreenState. This will be fully explained when that process begins in several months.

Don't you have to work for a certain company to become a member of a credit union? Credit unions have rules about who can join but the rules can be as simple as living in a specific geographical area. Membership is not always tied to specific employers. Oxford customers will be eligible to become GreenState members.

Are there any negatives about becoming a credit union member? Some very small credit unions may not offer the range of products and services of larger credit unions. However, GreenState is a large and successful credit union with a wide menu of great products and services.

What makes a credit union different from a bank? Credit unions are not-for-profit organizations which means instead of focusing on profits like most banks - credit unions thrive on serving their members.

Where can I get more information about GreenState? Check out GreenState's website at www.greenstate.org.

How will I stay up-to-date on Oxford becoming GreenState? You will receive information from us over the next several months and prior to the acquisition date scheduled for later this year. You will also continue to hear from us about any changes when they are made in early 2022.

Where can I go to make sure I don't miss anything? Our website www.oxford.bank will be a source for this information and we will keep it updated throughout this process.

Will GreenState support the charities of our local community just has Oxford has? Yes. Even to a greater degree as we grow.