



Frequently Asked **QUESTIONS**

Q: Why did the credit union change its name?

A: This actually isn't our first time changing the credit union name! In 1970 we changed to Central W. Va. Telephone Federal Credit Union, and in 1998 we changed to CWV TEL Federal Credit Union. At that time, we had added additional employee groups to our field of membership outside of the telephone company; we had also relocated to our new building on Pike Street where we remain today. We have since expanded our field of membership to anyone who lives, works, worships, or attends school in Harrison County, WV. While we will always have lots of love for our telephone company roots, we were routinely asked if we only served that employee group due to our name. The name also prevented many community members from finding our website, social media sites, etc. Our goal in changing the name is to make it easier for people to find us so the community can know we are truly here to serve them. We pride ourselves in serving Harrison County, in being family to our members, and in being a place you can call home. That is why we chose our new name, Home Federal Credit Union. We want you to feel like you're an extended part of our credit union family; to feel welcomed, supported, and comfortable.

Q: Will my account number change?

A: No, your account number will remain the same and you will not need to make any changes to any company that may have your account information on file.

Q: Will the credit union routing number change?

A: No, the credit union routing number will remain the same.

Q: Will my debit or credit card still work?

A: Yes. Your MasterCard debit and credit cards (including any PIN numbers you currently use with your card[s]) will continue to function as normal until their expiration date(s), prior to which, we will send you a replacement card with our new name and logo.

Q: Will my direct deposit change?

A: No, there is nothing you will need to change with your employer regarding direct deposit.

Q: Will any checks I write still work?

A: Yes. Please continue to use your existing checks until you need to re-order.

Q: Will I have to change the way I pay my loan at the credit union?

A: Only if you write checks payable to the credit union from another financial institution. If so, please make your loan payment payable to "Home Federal Credit Union."

Q: What credit union contact information has changed?

A: As of January 1, 2019 our new website address is www.homefcu.org. Our email address has changed to info@homefcu.org. Our phone number will remain the same. You can find us on social media by searching for "Home Federal Credit Union."

Q: Have you changed your name because you merged with another credit union?

A: No, the decision to change our name was made to better reflect those we serve. No merger took place during this process.

Q: Are you changing any credit union products or services?

A: We routinely evaluate adding new products and services as our membership requests them and our staff/leadership perform the due diligence required to ensure new products/services are feasible from a financial, security, and service delivery standpoint.

Q: What will this change look like in the community?

A: Our name change will allow us to be more present in the community we serve. Look to see us at more community events and come say hello / spread the word to your friends and family about us!