



Frequently Asked Questions About Families First FCU Proposed Merger with Pathfinder FCU

We are pleased to provide you additional information about the proposed merger between Families First FCU and Pathfinder FCU along with some of the increased opportunities and enhanced benefits it will offer our members.

Who is Pathfinder Federal Credit Union?

Originally chartered as Burlington Employees Federal Credit Union to serve railroad employees and their families and headquartered in Casper, WY Pathfinder Federal Credit Union has been serving its members since 1954. The credit union is a community-based financial institution serving people living, working or worshipping in five Wyoming counties.

Like Families First, Pathfinder is a trusted, long-time member of our community, with 64 years of providing excellent, personalized service to its members. Today, Pathfinder is one of Casper's most financially healthy credit unions with exciting plans to expand the credit union's community partnership and capabilities.

Are both credit unions in favor of this partnership?

Yes. Both Boards of Directors, who are elected by each membership, have unanimously approved the merger of the two credit unions into a new organization. Planning for the merger has been ongoing over the course of many months and represents the best opportunity to thrive in our new economy.

Will the employees I know and appreciate still be part of the combined credit union?

Yes. CEO Michelle Sisneros will be retained by the continuing credit union in a new role created for her. Other employees will stay on to ensure a smooth transition. Additionally, Families First employees in good standing will be offered one month's salary for each year of employment should the ELECT to VOLUNTARILY terminate employment post-merger.





Why are credit unions merging?

We are confident that a combined credit union will bring much greater strength and competitive advantages that will better serve our members and communities in terms of lower loan rates, higher dividend (savings) rates, and an increased branch network and cutting edge technology. This partnership will ensure continued stability for both credit unions and better position the combined credit union for future growth. It would take Families First and Pathfinder many decades to grow to the point where we could provide you with added-value that this partnership provides.

Who will the CEO of the new organization be?

Michelle will report directly to CEO Tyler Disburg who will strategically lead the continuing credit union.

Will the credit union's name change?

Yes. The credit union will become Pathfinder FCU.

Will the merger affect the membership eligibility?

Not for you personally. As an existing member, you and your family are eligible for membership. With that said, Pathfinder's charter is substantially larger than the Families First charter and will allow for anyone that lives, works or worships within 5 Wyoming Counties to join our credit union.

How will my accounts be impacted?

Your account number will be changing to have a set of numbers prior to it. We will work tirelessly to make sure the transition is as painless and smooth as is possible.

If you have a checking account, you will receive new checks via US Postal Service mail in the month of November.

If you currently use a debit card, it should not be affected by the merger.

Is my money safe?

Yes. Your account remains safe, sound and federally insured by the National Credit Union Administration.





Are both credit unions financially sound?

As discussed, Families First FCU has had difficulty generating income consistently from its assets in the “new” economy. However, Pathfinder has been able to outperform peers in the Casper market throughout our economic downturn. It is our goal to make the new organization stronger by capitalizing on economies of scale. With that said, both credit unions have capital that is in excess of what is required by federal regulatory agencies.

When will the merger be complete? What is next?

The merger will be completed the last weekend of November. Family’s First members will access the new credit union beginning Monday, December 3rd.

We expect the integration process to take significant time as we integrate core systems from the two credit unions into one. During this transition there will be no changes to your account or the services that you are currently provided.

Once the transition is completed, you will have access to all branch locations.

What if I have additional questions?

We are here to serve you and happy to answer the questions that you may have. You may call us anytime if you would like to learn more about this exciting new partnership and future for both credit unions.

