

## GLCU ANNUAL MEETING (April 15, 2025)

### Questions From Our Membership

**Question #1:** Since I am handicapped, it is very difficult and sometimes impossible to walk into my nearest location in Naperville, which has no drive-up facility. There must be other members who also are seriously handicapped. When will you move the Naperville office to a location with drive-up services? Driving to Bolingbrook is just too far, especially given high gas prices.

**Response:** We apologize for the inconvenience you're experiencing. As leases for locations expire, we take member and employee feedback into consideration with either renewing locations and / or reviewing alternative options for branch locations that can better serve our members. Your comment is welcomed and will be taken into consideration when the lease in Naperville expires. We do prefer locations that have a drive-up lane and / or a drive-up ATM.

Great Lakes CU is a participant in Shared Branching, which means our members may visit other credit unions participating in Shared Branching to conduct their GLCU business. There are two shared branches within 3 miles of our Naperville branch: DuPage CU branch at 790 Royal St. George Dr in Naperville, and NuMark CU branch at 3 S 555 Winfield Rd in Warrenville. <https://co-opcreditunions.org/locator/?loctype=S>

**Question #2:** Unfortunately, I started a joint account last summer. It is a joint account with my daughter. She has taken the original monies, the replenished funds and she still is not agreeing to what I asked her to do. Now I want and need to keep that account as is. I'd like to make her the beneficiary, only! Will I be penalized?

**Response:** GLCU follows standard account ownership procedures. Members may add beneficiaries to their accounts with no penalties or fees. Also, as the Primary member on your account, you can choose to have the joint owner removed from the account. Please visit your closest branch for account ownership or beneficiary change.

**Question #3:** I want to learn more about investing.

**Response:** GLCU directly offers a variety of investment products like share certificates, money market accounts, and IRAs through our online account option, in branch and by calling our Member Contact Center. GLCU also offers investment and financial planning solutions under the GLCU Financial Advisory Center by financial advisors that can meet you at any location. <https://www.glcu.org/investment/glcus-financial-advising-center/>

**Question #4:** Do we have high yielding accounts? Do we have other investments to grow my money in substantial ways?

**Response:** GLCU offers a high yielding checking account where you can earn a great rate on balances up to \$10,000 while also taking care of your daily checking needs. Earn reward points on debit card purchases, manage your accounts online and with your mobile device, and schedule automated bill payments to ensure your bills are always paid on time. Earn even greater rates when you combine the high yield checking account with a money market account.

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**Question #5:** Why was top interest rate on checking accounts changed to require so many purchases? Will the required purchases be decreased?

**Response:** The top tier for our checking account was changed to allow us to pay an even higher rate to members who fully utilize GLCU's products and services. While the number of transactions required to earn the top rate did increase, we also increased the scope of which transactions qualified under the top tier. Previously, only debit card transactions qualified. With the change, now debit card transactions AND ATM transactions, whether in person or card not present, are included in the transaction count.

**Question #6:** What is GLCU doing to combat the fact that Musk has stolen all of our banking and personal data?

**Response:** At Great Lakes Credit Union (GLCU), keeping your personal and financial information safe is one of our top priorities. We understand how important your data privacy is, and we've built a strong security program to protect every step of the way.

**We Follow Strict Security Standards** - We follow federal regulations and best practices, including those from the National Credit Union Administration (NCUA), IDFP (Illinois Department of Financial & Professional Regulation) and the Gramm-Leach-Bliley Act.

**We Control Who Has Access** - Only authorized and trained employees can access member information—and only when it's necessary to serve you. We use secure login systems, dual

Your trust matters to us. At GLCU, we don't take that lightly. If you ever have questions or concerns about how your data is handled, we're here to help.

**Question #7:** Will you open other locations in Wisconsin?

**Response:** GLCU is always looking for growth opportunities through mergers and acquisitions, as well as new branch opportunities. We balance those growth opportunities with the other GLCU initiatives. We take member and employee feedback when determining potential areas for new locations. Thank you for the comment regarding locations in WI. We continually review these opportunities for growth.

**Question #8:** How have you assisted with the west side of Chicago beyond offering them bank accounts?

**Response:** In June of 2024, GLCU became the first credit union to deploy a brick-and-mortar branch in the Austin neighborhood to open accounts and provide financial products, services and capital to the Westside community. Additionally, since the branch opening we've:

- Held three First Time Homebuyer Seminars in Austin with another scheduled for later this year. We have also hosted two workshops on Financial Management and Credit with Greater St John Bible Church.
- Participated in several community events with UCAN, Grip Youth, the Austin Chamber of Commerce, and the Austin Town Hall, where the team has shared information on the Mortgage and Rental Assistance, as well as programming for Financing Your Education and our First Time Homebuyer Program.
- Volunteered at Community Cupboard, through the Loretto Hospital Foundation for 72 hours in 2024 across 5 sessions, preparing 2,000 ready to go meals per session. GLCU also sponsored and participated in the Loretto Hospital Foundation Golf Fundraiser.
- Volunteered in career day with Christ the King Jesuit College Prep Business Training Day.
- Attended the Austin Town Hall Farmers Market to provide resources to the community, and participated in the Austin P.O.W.E.R. 5k.
- Facilitated a youth financial education for adolescents with the Austin Chamber of Commerce, and participated in resources fairs in the neighborhood in partnership with City Key Card and One Summer Chicago.

If you have further suggestions for how we can aid the westside community please reach out to our branch team in Austin.

**Question #9:** Do you plan on opening more offices or installing more full-service ATMs on the south and west sides of Chicago?

**Response:** GLCU continues to explore opportunities for adding more full-service ATMs off-premises in the community. Our priority has been to upgrade our fleet of ATMs at all locations that are operated by GLCU, including branch locations that have been recently acquired through a merger or acquisition. If you have exact locations where you feel an ATM would be beneficial please communicate that to our branch leadership team in Austin.

**Question #10:** How is the transition from Vibrant to GLCU going to affect my mortgage?

**Response:** The transition from Vibrant to GLCU included approximately 137 member mortgage loans. If you were paying your mortgage via an automatic payment, this will need to be updated. You will receive information from GLCU's servicer, Dovenmuehle Mortgage (DMI), which will include instructions on how to make your payment via mail or online. We do understand that there were some members impacted by delays in transitioning their mortgage from Vibrant to GLCU, rest assured, we will not be assessing late fees or impacting credit for those members. Vibrant did retain some mortgages and if yours is still at Vibrant, your mortgage will be handled in the same manner as before the acquisition.

**Question #11:** The company the credit union sends us to for ordering duplicate checks is sending inferior duplicate checks. No matter how hard we press, the duplicate copy doesn't come through. This has been going on for at least my last two or three orders. I complained and they sent me some new checks and they are just as bad. Please insist that the company improve its product or find another company and we can go to order a duplicate check.

**Response:** We're sorry for the issues you've had with duplicate checks. We have escalated your concern with our check printing vendor in an effort to improve the quality of the duplicate checks. We strive to provide excellent experience with all of our products and services, and we thank you for bringing attention to an area of improvement.