

Important Member Service Update

October 13, 2026

Dear Valued Member,

At **Aeroquip Credit Union**, our members are at the heart of everything we do. As part of our ongoing commitment to providing exceptional service and improving the financial quality of our members' lives, we regularly evaluate how members use our locations and service channels to ensure we are meeting your needs today and into the future.

After careful review of member usage trends, operational efficiency, and our long-term service strategy, we have made the decision to consolidate our member-facing operations into one primary location. Effective **December 7, 2026**, member-facing transactions and regular lobby services currently offered at our **901 Plymouth St.** location will be relocated to our **501 Laurence Ave.** office.

While the **901 Plymouth St.** facility will remain open and fully operational for administrative and back-office functions, it will no longer be available for in-person member transactions.

This decision was not made lightly. By consolidating member services into one location, we can better align our staff resources, enhance employee training and expertise, and strengthen the level of service we provide across the organization. This change also allows us to focus our resources on the services and investments that matter most to our members, including lending, technology, personalized member service, and future growth. By streamlining our operations, we can continue to improve convenience, enhance your banking experience, and invest in solutions that better support your financial needs.

Members will continue to have convenient access to all of their accounts and services through:

- **501 Laurence Ave.**
- **ATM services at both 501 Laurence Ave. and 901 Plymouth St.**
- **Shared branch location: Blue Ox/Ignite Credit Union 408 East Ganson St.**
- **Online/Mobile/Audio Banking**
- **Digital service channels**

We understand that changes to a familiar banking routine can bring questions and concerns, particularly for members who have visited the Plymouth location for many years. We sincerely appreciate your patience and understanding during this transition and are committed to making the process as smooth as possible. Our team is available to answer questions, discuss alternative service options, and assist with any banking needs before and after the transition.

While things may look a little different, **our commitment to you remains the same.** We remain dedicated to providing personal service, building lasting relationships, and helping you achieve your financial goals. Thank you for your continued membership, loyalty, and trust. We are proud to serve this community and look forward to continuing to support you and help improve the financial quality of your life for years to come.

Sincerely,

Chief Executive Officer
Aeroquip Credit Union