

Northside Federal Credit Union Transition Resource Guide

What you Need to Know

You can continue to be a member of Northside Federal Credit Union even after your last day of employment with NSH. You can manage your accounts and take advantage of services via online banking. See “Contacts & Resources” below for resources that help you manage your account(s) after you leave NSH.

What you Need to Do

Unless you have a loan with the Credit Union, no action on your part is required. See “FAQ” for information regarding loans.

Contacts & Resources

Member Services	404-851-8740 inside Atlanta 770-844-3800 Forsyth 404-845-5033 Fax inside Atlanta 770-844-3801 Fax Forsyth
Credit Union Email	Creditunion@northsidefcu.com
Online Banking Login	Creditunion@northsidefcu.com
Membership Application	Creditunion@northsidefcu.com

FAQ's

Q. I'm a current member of Northside Federal Credit Union and will be separating from NSH. Am I still able to be a member even though I'm leaving?

Yes! Northside Federal Credit Union Membership is a lifetime benefit. Even if you retire, move or will be separating from NSH, we will continue to be your personal, responsive and trusted financial advisor. And remember, you can still pass on the benefits of membership to a family member by encouraging them to join. This includes your parents, spouse, domestic partner, children, grandchildren and grandparents. To apply for membership, select the appropriate form from the Forms box.

Also, you will need to make at least one transaction in a 12 month period to keep your account active. If your account goes inactive, there is a \$5 monthly fee.

Q. Do I have to pay off all of my Credit Union loans if I leave the Company?

No. You can arrange for automatic payments from you account with another financial institution via Bill payment or cash payment options of biweekly or monthly. Loan payments can be made online at www.Northsidefcu.com. There is a \$10 fee for making payments using a debit card. Contact us at 404-851-8740 with assistance in making arrangements.

Q. I was recently pre-approved for a car loan but will be separating from the company. Do I still qualify for the loan?

As long as the approval was granted in the last sixty (60) days, the approval is still good. The loan officer may require updated information prior to disbursement of the loan.

Q. How do I access my accounts outside of Northside?

You can access your accounts online via www.Northsidefcu.com. You can request a check withdrawal be mailed to you at the address on the system. Request for pickup can only be at Atlanta campus. Online limit for check request is \$2,500.

Q. What are some other services at the Credit Union that I still have access to?

As a Northside Federal Credit Union member, you can still use any of the following Partner Services of the Credit Union:

- **CU Car Buying Service:** CU Auto Assistance – 770-476-9770
- **Auto and Home Insurance:** TruStage Insurance Agency – 1-855-483-2149
- **Mortgage:** Member First Mortgage 470-412-5558



WHERE TO GO GUIDE

WHAT I NEED:	WHERE TO GO:
Money Withdrawal	Visit the Atlanta or Forsyth branch Online withdrawal for mail or pickup in Atlanta
Check Deposit	Mail or visit the Atlanta or Forsyth branch
Cash Deposit	Visit the Atlanta or Forsyth branch
Consumer loan application	Online at Northsidefcu.com
Skip-A-Pay	Online at Northsidefcu.com
Loan Payment	Online at Northsidefcu.com
Membership Application	Online at Northsidefcu.com
General Questions	creditunion@northsidefcu.com or 404-851-8740

For up-to-date information, please check our website

Northsidefcu.com