

# Merger Update



## Growing together to better serve you

While we officially merged with Ent Credit Union in January, you won't notice much of a change to the way you bank with us right now, and that's by design. At this time, your member experience will remain largely the same, and you will begin to see a refreshed Wings logo and color palette in the next few months.

Bringing two organizations together requires careful planning, thorough testing and significant expertise, especially when it comes to combining operating systems. For organizations of our size, this process typically takes a couple of years.

As we move through this work, our goal is to continue providing exceptional service for you today while building a stronger foundation for tomorrow. While the systems work takes time, it will allow us to unite and enhance systems. Your transactions will happen even faster, with added security. And we'll be able to more quickly roll out new products and the latest digital banking tools. Upgrading systems also builds upon our already strong technical foundation so we can keep up with and anticipate your future banking needs.

While our teams and leaders (with decades of systems upgrade experience) have started this work, it will take about two years to complete. Until then, how you bank with us will remain the same.

We appreciate your patience as we work to enhance your banking experience.

## You Asked, We Answered

In our You Asked, We Answered series, we address your questions and concerns about the merger as part of our commitment to keeping you informed every step of the way.

### Will my routing or account numbers change with the merger?

Right now, you can continue to bank as usual. Our routing number will remain the same. We are testing account numbers to determine if they will change and will keep you informed every step of the way should a change be needed.

### Can Wings members do business at service centers in Colorado?

Not yet, but we will keep you updated as the timeline is finalized. You can find all of the Wings service centers and ATMs available to you at [wingscu.com/locations](https://wingscu.com/locations).

**Still have questions?** Learn more at [Wings.CUtogether.com](https://Wings.CUtogether.com)

## Upgrades to our phone system

Next time you call Wings, you might notice a few changes that enhance your call experience. Our phone system has been upgraded with a brand-new voice for Skye, our virtual assistant, and expanded voice verification options. If you previously used voice verification, you'll be asked to enroll again to enjoy the new features.

## Upcoming document shred events

Protect yourself from identity theft and fraud by shredding sensitive documents at Wings. Each member is allowed two grocery-size bags of paper to be securely shredded for free. Proof of membership is required (such as a Wings credit or debit card).

**Mark your calendar for the upcoming Shred & Share events at the following service centers:**



**Chaska:** May 16 from 9 a.m. to Noon (CT)



**Woodbury:** July 11 from 9 a.m. to Noon (CT)



**Edina:** June 13 from 9 a.m. to Noon (CT)



**Apple Valley:** September 12 from 9 a.m. to Noon (CT)



**Windsor:** June 13 from 9 a.m. to Noon (CT)

Find more details at [wingscu.com/events](https://wingscu.com/events)

## Progress through partnership

### A partnership that wins for Minnesotans

Our partnership with the Minnesota Timberwolves is centered around a shared focus on community. Through our Hoops with Hunger program for every 3-point basket made at Timberwolves games, Wings donated \$15 to Every Meal to support their mission to help fight child hunger. During the Wolves regular season, our program raised **\$16,545**.



### Music making a difference in Wisconsin

Earlier this month, the community came together in Madison, Wisconsin for the Q106 Storytellers Jam concert, presented by Wings Credit Union. Through the power of music and collective generosity, a record-breaking amount was raised for the American Family Children's Hospital.

### Proud partners on and off the court

We're excited to cheer on the Minnesota Lynx this season as we begin our very first season as the Official Credit Union and a Mortgage Partner. The regular season tips off on May 10, and we're proud to be part of the action from the start.

