



Frequently Asked Questions

Transfer of Engagement (TOE) Proposal – May 2021

New Zealand Firefighters Credit Union (NZFCU) – and Credit Union Baywide (CUB)

Q: What is a Transfer of Engagement?

A: A Transfer of Engagement is a legal process whereby all assets, liabilities, and undertakings of one or more credit unions are transferred to another credit union, similar to a merger.

Q: Why are you proposing to merge with CUB?

A: Credit Union Baywide is the largest credit union in New Zealand based on assets, and as such, gives the board a lot of comfort about the future of financial services for firefighters. It has the resource capacity and expertise that best suits our organisation and significant assets to back that up. It has recently completed transfer of engagements with NZCU South, NZCU Central, and Aotearoa Credit Union. It has branches in 19 locations throughout New Zealand and a comprehensive remote channel offering internet, mobile and telephone banking.

Q: What does this mean to me as a firefighter and NZFCU member?

A:

- Improved internet and mobile banking.
- Retaining our identity on our cards and statements alongside the new entity's brand.
- Our branch in Petone will stay open for at least the next year and then be reviewed along with all of the new merged entity's branch locations.
- Staff will be able to focus far more on you the customer with the majority of compliance and audit requirements being handled by the main entity's management team.

Q: If the members pass a resolution to support the TOE what will happen next?

A: If the Special Resolution is passed by the members of the NZFCU approving the transfer of engagements and approved by the Board of CUB, then the resolution will be filed with the Registrar of Friendly Societies and Credit Unions (**Registrar**). A period of six weeks is then allowed for objections. If a member feels that they would be adversely affected to a substantial extent by the transfer or is otherwise aggrieved by the terms or process of the transfer then they may object in writing to the Registrar, Private Bag 92061, Victoria Street West, Auckland 1142. Any objection should be clearly stated and should describe what remedy is being sought.

Q: If the members do not pass a resolution to support the TOE to CUB what will happen?

A: The Board of the NZFCU will then seek a TOE with other credit unions.

Q: What percentage of members are needed to agree with the proposal for it to be accepted?



A: The Special Resolution regarding the transfer of engagements, will be passed if it is approved by not less than 75% of those members that are for the time being entitled to vote and who vote on the matter.

Q: Will the vote on this be exclusively only for those physically attending the special meeting?

A: All members will be afforded the ability to vote, be it in person or by completing the voting form included with this communication and returning it to the Credit Union office in the accompanying envelope. Members can also nominate a proxy to vote on their behalf. Where a member appoints a proxy, that proxy is entitled to attend and be heard at a meeting of members as if the proxy were the member. A proxy need not be a member.

Q: What will happen to the interest rates on my loan?

A: Fixed rates agreed with members (including term deposits and loans) will not be affected, however our products will align with CUB's products over a period of time.

Q: What are the advertised interest rates of CUB?

A: These can be viewed on the CUB website at <https://nzcubaywide.co.nz/about-us/interest-rates/>

Q: What will happen with fees?

A: There will be no immediate changes with your day-to-day dealings with us and our products and services, however our products will align with NZCUB's products over a period of time.

Q: What are the advertised fees of CUB?

A: These can be viewed on the CUB website at <https://nzcubaywide.co.nz/about-us/fees/>

Q: Will my money be safe if the TOE is passed?

A: If the TOE is passed, you will be part of the largest credit union in New Zealand based on assets. As a credit union, CUB maintains capital ratios required by the Reserve Bank of New Zealand and has a credit rating of BB.

Q: Will firefighters funds still be used exclusively for other firefighters?

A: No. If the transfer is accepted you will be among approximately 60,000 other members that CUB currently has, and member funds will collectively be used to support deposit and lending activity to its members.

Q: Will the Petone office be retained?

A: Yes. The NZFCU branch at Petone is to be retained until at least June 2022 but will be reviewed as part of the CUB annual review in February / March 2022.

Q: What will be happening to the current staff if the TOE is passed?

A: All current staff will be offered employment with CUB.



Q: Will I still be able to deal with the same NZFCU staff that I normally deal with?

A: Yes, your local team in Petone will still be available to help, with the NZFCU branch retained until at least June 2022 but will be reviewed as part of the CUB annual review in February / March 2022.

Q: What happens to my Gold Star card and my Access Debit Card with the fire engine on it?

A: It is intended that the appropriate New Zealand Firefighters “badging” will be applied to the CUB branded debit cards and statements for those members associated with the New Zealand Fire Service.

Q: If I am sending in a postal vote when do I need to get it back to you?

A: A vote placed via a postal vote is permitted and valid if it is returned to the Credit Union no later than 4.00pm on Tuesday, 1 June 2021. Members may return postal votes either:

- by mail, if posted to the Credit Union to ensure that it reaches the Credit Union not later than 4:00pm on Tuesday, 1 June 2021: or
- by hand, to a suitable voting box at the branch no later than 4.00pm on Tuesday, 1 June 2021.

Q: I have a number of accounts with the NZFCU. Do I get a vote for each account?

A: No. Each member gets only one vote and in the instance of a joint account, the person eligible to vote is the first named person on the joint account. In addition, only valid members aged 16 or older as of Tuesday 1 June 2021 may vote.

Q: I get my shift calendar and other branded merchandise from you; will that still be available?

A: No. The current identity and brand will be retained on our cards and statements alongside the new entity’s brand. This will not be extended to any other current products available from our Petone office.

Q: I am “all of pay” to the NZFCU, and we have a shift mess account, will these still be fee free if we merge?

A: There will be no immediate changes with your day-to-day dealings with us and our products and services. However, our products will align with CUB’s products over a period of time.

Q: We have a mess account, and can we still have multiple cards for the account?

A: There will be no immediate changes with your day-to-day dealings with us and our products and services. However, our products will align with CUB’s products over a period of time.

Q: Can I still deposit cash at the branch?

A: Yes, you can. Over a period of time our products and services will align with CUB’s.



Q: How do I request more information?

A: You can contact me directly (Craig Gold) on 027 599 9992 or ring the office directly on 04 5687860