

# Better Together.



## FAQs for the Vanderbilt Credit Union & Fortera Credit Union Merger

### *Why are Vanderbilt Credit Union and Fortera Credit Union partnering together?*

Partnering with Fortera Credit Union gives our members the strength and resources of a larger financial institution while staying true to our “people helping people” mission. Together, we’ll be better equipped to support our members, employees, and the growing Vanderbilt University and Vanderbilt Health communities.

### *How will Vanderbilt members benefit from this partnership?*

As part of the Fortera family of credit unions, we will be able to give you access to a broader range of products, from specialized lending options for healthcare and academic professionals to tuition-friendly savings products and tailored financial wellness programs. With access to local branches in Nashville, TN, Clarksville, TN and Hopkinsville, KY and a nationwide Shared Branch Network, you can conduct your banking at thousands of branch and ATM locations. This partnership will also provide Vanderbilt members with the added convenience of enhanced member support services including a Contact Center that is available to serve you 24 hours a day, 7 days a week.

### *Will Vanderbilt Credit Union change their name?*

Pending approval, Vanderbilt Credit Union will continue to keep our name and our promise of maximizing the economic benefit of the people who make up both the Vanderbilt University and VUMC Communities!

### *Who is Fortera Credit Union?*

Headquartered in Clarksville, TN, Fortera has more than 83,000 members worldwide with over \$925 million in assets and has been named a Great Place to Work® for four consecutive years. Established in 1954, Fortera has expanded from serving the United States Army Base at Fort Campbell, Kentucky, to a full-service financial cooperative with branches in Nashville, TN, Clarksville, TN, Fort Campbell, KY and Hopkinsville, KY. Credit Union membership is available to anyone who lives, works, worships, or attends school in one of their service regions; by joining an affiliated partner; or if one of your immediate family members is a Fortera member. Fortera’s service regions include Montgomery, Stewart, Chester, Decatur, Lewis, McNairy, and Perry counties in Tennessee or Christian, Trigg, Todd, McLean, and Webster counties in Kentucky. Residents of other counties in Tennessee, Kentucky, Alabama and Arkansas may also be eligible.

### *What will happen to the employees at Vanderbilt Credit Union? Will the staff change?*

The same familiar Vanderbilt employees will continue to serve our members. Upon joining the Fortera family, Vanderbilt CU staff will receive the same benefits and career advancement opportunities as offered to Fortera team members.

### *Will the current Vanderbilt Credit Union branches remain open?*

Yes, the same branches that currently exist will remain open at their current locations. As our credit union grows, we may explore adding additional branch locations to serve our membership.

### ***Will there be more branches available to Vanderbilt CU members?***

Yes! Fortera has eight branches in Clarksville, TN, Nashville, TN, Hopkinsville, KY and Fort Campbell, KY, as well as a nationwide Shared Branch Network.

### ***What is the merger process and timeline?***

The merger is expected to be finalized in the third quarter of 2026 following regulatory review and approval by the Vanderbilt Credit Union membership. You will soon see announcements on the date and process for the member vote. This could come as soon as July 2026. More information about the time frame for both of these steps will be announced soon.

### ***Do I get a say about the merger?***

Yes! Vanderbilt Credit Union, and all credit unions, are member owned. If you are a member of Vanderbilt Credit Union, you are one of the owners and absolutely have a say in the future of the Credit Union. You will be receiving information detailing important dates and resources to help guide you throughout the process. Please continue to share your input.

### ***How will Vanderbilt members be informed about the voting process?***

Vanderbilt Credit Union members will receive email and/or direct mail communication announcing any updates on our merger plan. As we progress, Vanderbilt members will be receiving information detailing important dates and resources to help guide them throughout the process. You may also keep up with the latest updates by visiting our website at [vanderbiltcu.org](http://vanderbiltcu.org).

### ***Will any of my accounts or direct deposits be changing?***

All products, services, account numbers as well as your direct deposits will continue without changes for the foreseeable future. Access to new products and services will be available after the merger process has been completed. We are committed to providing you a seamless service experience.

### ***Can I still open new accounts during the merger process?***

Yes, you can still apply for any new loan or deposit product like you previously would have during this merger process.

### ***Do I need to do anything at this time?***

You do not need to do anything at this time. You will be receiving information detailing important dates, how you can cast your vote and other resources that will help guide you throughout the process.

### ***Is this a good move or a bad move?***

This is a strong step forward. Partnering with Fortera would bring meaningful benefits, including an enhanced member experience, new products and tools and more opportunities to grow in the future. Our focus will remain the same: building a stronger credit union so members can get the most out of life, while ensuring we continue to grow and succeed in a rapidly changing financial services industry.