

WELCOME

We are very excited to announce that membership with First Federal Credit Union provides you and your family with great value, service and convenience. Our combined team will offer you a great variety of financial solutions, innovative access to your accounts, and competitive savings and loan rates. Ultimately, we will be able to serve you in more ways, and in ways that enhance our commitment to our local communities.

We understand that you may have some questions related to the acquisition, so we're providing answers to some of these questions. Please review these helpful FAQs, and let us know if you have other questions we can help answer.

ABOUT THE ACQUISITION

Why is First Federal acquiring the Urbana branch of NSB?

NSB began assessing its strategic options for its branch network, and contacted First Federal. There are many reasons NSB selected First Federal as being the best fit for its Urbana customers. As the state's second-oldest credit union, First Federal exists to create lasting value for those we serve, and has been taking great care of our members since 1926. Adding the Urbana branch – and Benton County – to our existing branch footprint allows us to provide outstanding service and convenience to our members, and provides a net benefit to both new and existing members.

What's the benefit to me related to this acquisition?

A chart under "Products and Services Offered by First Federal Credit Union" contains a comparison of the products First Federal and NSB offer. As you can see, nearly all customers will continue to have access to the existing products and services offered to them today, and you will gain access to an expanded suite of consumer financial services, including mortgage and personal loans, credit cards, and robust online and mobile services. As a member-owned, not-for-profit financial cooperative where profits cycle back to the members, First Federal is able to offer competitive savings and loan rates, and return excess capital to members when the credit union performs well.

How large is First Federal, and where are they located?

First Federal's original location was in Cedar Rapids, Iowa. First Federal has full service offices with drive up services and ATM's in Cedar Rapids (two offices), Hiawatha, Marion, and Spencer, Iowa. First Federal serves over 11,000 members, and has assets in excess of \$185 million. First Federal also belongs to the Shazam Network as a Privileged Status member, and the MoneyPass ATM network. This means First Federal members have access to over 30,000 surcharge-free ATMs. Branch locations are listed under the "Who do I contact" section at the end of these FAQ's, and you can obtain additional information regarding locations and hours by visiting www.firstfedcu.com/locations.

Who can join First Federal Credit Union?

Legal entities or natural persons that reside, work, or worship in the following Iowa counties: Linn, Benton, Clay, Dickinson, and Buena Vista. First Federal believes that all current customers of the Urbana branch of NSB qualify to be members of First Federal. However, a representative of NSB or First Federal will contact all customers whose mailing address on file with NSB is not in Linn, Benton, Clay, Dickinson, or Buena Vista county to confirm eligibility for membership. Any customer who for some reason is not eligible for membership with First Federal, or who opts out of membership with First Federal, will have the option to either remain a customer of NSB (serviced through another NSB branch), or to close their accounts prior to First Federal acquiring NSB's Urbana branch.

Will my deposits continue to be federally insured?

Yes. First Federal is insured by the NCUA (National Credit Union Administration) through the NCUSIF (National Credit Union Share Insurance Fund). Your deposits will continue to be federally insured to the maximum amount available, currently at least \$250,000 per depositor, and backed by the full faith and credit of the U.S. Government. Not one penny of insured savings has ever been lost by a member of a federally insured credit union like First Federal. Please see the following comparison guide for reviewing differences between NCUA and FDIC insurance.

Insurer	Single Account one owner	Joint Account more than one owner	Retirement Accounts includes IRAs	Revocable Trust Accounts	Corporation, Partnership, and Unincorporated Ass. Accounts	Government Accounts
NCUA	\$250,000 per owner	\$250,000 per co-owner	\$250,000 aggregate for Roth and Traditional; \$250,000 for Keough. All IRA coverage is separate and in addition to coverage for other credit union accounts	\$250,000 per owner per beneficiary up to 5 beneficiaries (Coverdell Education Savings Accounts insured in this category).	\$250,000 per corporation, partnership or unincorporated association	\$250,000 per official custodian
FDIC	\$250,000 per owner	\$250,000 per co-owner	\$250,000 per owner	\$250,000 per owner per beneficiary up to 5 beneficiaries	\$250,000 per corporation, partnership or unincorporated	\$250,000 per official custodian

See NCUA's website at www.ncua.gov and FDIC's website at www.fdic.gov for more detailed information about deposit insurance.

PRODUCTS & SERVICES OFFERED BY FIRST FEDERAL CREDIT UNION

We want the current customers of NSB to be assured that they will have access to most of the same products and services provided by NSB. In some cases, like e-services, First Federal members have additional services that are immediately available to NSB customers once the acquisition is complete. There are some services, such as agricultural loans and Health Savings Accounts (HSAs) that First Federal does not offer, and that will, therefore, no longer be offered at the Urbana branch after the transaction. Those services will be available at the NSB branch located at 231 1st St. E., Independence, IA (phone: 319.334.7035). Please review the following tables that provide a comparison of the product offerings.

LOAN SERVICES	FFCU	NSB	E-SERVICES	FFCU	NSB
MORTGAGE LOANS	YES	YES	ONLINE BANKING	YES	YES
AUTO LOANS	YES	YES	BILL PAYMENT	YES	YES
HOME EQUITY (CLOSED-END)	YES	YES	E-STATEMENTS	YES	YES
HOME EQUITY LINE OF CREDIT	YES	YES	MOBILE APP	YES	YES
MOBILE HOME	YES	YES	MOBILE DEPOSIT	YES	YES
MOTORCYCLE	YES	YES	TEXT BALANCE ALERTS	YES	YES
RECREATIONAL VEHICLES	YES	YES	APPLE PAY / GOOGLE PAY	YES	NO
BOATS	YES	YES	ONLINE ACCOUNT OPENING	YES	NO
COMMERCIAL REAL ESTATE	YES	YES	ONLINE LOAN APPLICATIONS	YES	NO
CREDIT CARDS	YES	NO	ONLINE CHAT / TEXT	YES	NO
COMMERCIAL OPERATING	YES	YES	CREDIT CARDS	YES	NO
AGRICULTURAL REAL ESTATE	NO	YES	TELEPHONE BANKING	YES	NO
AGRICULTURAL OPERATING	NO	YES			
SMALL BUSINESS ADMINISTRATION LOANS (SBA)	NO	YES			

DEPOSIT PRODUCTS	FFCU	NSB	MISCELLANEOUS	FFCU	NSB
CHECKING ACCOUNT WITH REWARDS	YES	NO	DEBIT CARDS	YES	YES
CHECKING ACCOUNT WITH INTEREST	YES	YES	SAFE DEPOSIT BOXES	YES	YES
SAVINGS ACCOUNT	YES	YES			
CERTIFICATE OF DEPOSITS	YES	YES			
INDIVIDUAL RETIREMENT ACCOUNT (IRA)	YES	YES			
HEALTH SAVINGS ACCOUNT (HSA)	NO	YES			
MONEY MARKET ACCOUNT	YES	YES			

ABOUT MY ACCOUNTS

Will my account number change?

We will attempt to retain your account numbers. We understand that this type of change may cause disruption, so our commitment is to make any transition as smooth as possible so that you experience no difficulties accessing your accounts. If for some reason it is necessary to change your account number, a representative of First Federal will contact you separately.

How will I access my online banking?

NSB account holders will need to enroll in First Federal Credit Union's Online Banking in order to view their First Federal account history. The First Federal website is www.FirstFedCU.com. Once you have enrolled and logged in to the First Federal Online Banking portal, you will be able to:

- View real real-time account balances
- Make real-time transfers between accounts
- Pay bills online
- Set up account alerts
- View check copies
- Make real-time payments on First Federal loans
- View credit card activity

First Federal Credit Union will be able to fulfill requests for account history information for activity after December 31, 2021. NSB customers that need access to history information prior to December 31, 2021 will need to contact any NSB office for history information. Information on NSB office locations can be found at www.banknsb.com/locations.

ABOUT MY ACCOUNTS *(continued)*

Will my debit card or checks be replaced?

Upon closing of the transaction, your NSB debit card, and your NSB checks, will no longer be effective. If you have an NSB checking account in the Urbana branch, you will receive a new First Federal debit card shortly. You will receive additional information with that debit card on how you can obtain a free set of starter checks if you would like to use physical checks. A new debit card and/or checks will be mailed to you closer to the effective date of the transition. **Please discontinue using your NSB debit card and your NSB checks after April 6, 2022.** Your NSB debit card will no longer work effective immediately upon closing the transaction, but there will be a period of time following the transaction when checks you may have written before the transaction will continue to process and clear.

Does First Federal Credit Union have mobile banking and mobile deposit?

Definitely! The First Federal Credit Union mobile app is easy, secure and reliable. It brings a fresh new look, and easy navigation to First Federal services. Free mobile deposit is an easy, safe and secure way to deposit checks. You will have access to the same features as Online Banking, including balance, balance transfers, history, free ATM locator, Bill Pay, and much more. The mobile app is available for download in Google Play or through Apple iTunes.

Will my direct deposit still work?

Your direct deposit and automated regular withdrawals will continue to work without interruption. We will work with you to confirm there is no interruption to your electronic direct deposit or automated regular withdrawals.

Will I need to update my ACH (Automated Clearing House) transactions (social security, payroll, etc.)?

ACH transactions (credits and debits) will continue to post without interruption and without any need to update on your part.

Will my consumer loans (home equity, auto, home equity lines of credit, etc.) remain the same?

Your existing loans will transfer to First Federal, and will retain the same terms and payment calculations.

Will my mortgage loan remain the same?

If you currently make your mortgage payments to NSB, your mortgage loan will move to First Federal, but will retain the same contractual terms (such as payment amount and due date, interest rate, maturity, etc.). Mortgage statements are processed and delivered by mail each month.

When and how will I receive my account statement from First Federal?

Your monthly and quarterly statements and notices will have a new look with First Federal. First Federal will generate and deliver your account statement at the end of each month using your chosen delivery method (paper or online). If your account has not had any activity in the current month, you will receive a statement quarterly (January, April, July, October) until you have activity, which will then be produced monthly.

Will my certificate rates change?

All certificate products will retain their rate structure and term when converted to First Federal.

Will my safety deposit box change?

All safety deposit boxes will remain and retain their rate structure when converted to First Federal.

OTHER IMPORTANT INFORMATION

Will there be changes to the branch hours?

Currently there are no plans to change the hours of operation. We continually review our hours of operations in order to best serve our members.

Will other NSB branches be sold or closed?

No other branches of NSB are affected by the sale of the Urbana branch to First Federal, and no branches will close as part of this transaction. Information on NSB office and ATM locations can be found at www.banknsb.com/locations.

Will there be any changes to my account notices and statements?

Your monthly and quarterly statements and notices will have a new look with First Federal Credit Union. If you currently receive e-statements, you will also have a First Federal e-statement.

When will I see signage begin to change at branch locations?

Branch signage will change as close to the transition date as possible. We currently anticipate changing the signs on April 7, 2022, pending regulatory approval of the transaction.

How will I receive additional information about this acquisition?

You can visit www.FirstFedCU.com/Urbana for updates and information on the transition. We also send periodic emails with all of our updates and important notices, so please take this opportunity to update your email address on file.

Who do I contact if I have additional questions?

We want to hear from you to help answer any additional questions you might have about our announcement and acquisition. Please call NSB at 319-334-7035 or call or text First Federal Credit Union at 319-743-7806. You may also email us at customerservice@firstfedcu.com, or you may stop by any branch office at the following locations:

Cedar Rapids

425 1st Avenue SW
Cedar Rapids, IA 52404
319.743.7806

Cedar Rapids

3810 Westdale Parkway SW
Cedar Rapids, IA 52404
319.743.7806

Hiawatha

1035 North Center Pt. Rd.
Hiawatha, IA 52233
319.743.7806

Marion

2590 6th Ave.
Suite 105
319.743.7806

Spencer

901 11th Street SW
Suite 27
319.743.7806