



Frequently Asked Questions (FAQs) for Members

Q: Why is the credit union changing its name?

A: We are changing our name to better represent our mission, vision, and the diverse communities we serve. This change marks our commitment to innovation, growth and inclusion.

Q: When will the new name be in use?

A: The new name will be officially unveiled in the Fall of 2024.

Q: Will my account numbers change?

A: No, your account numbers and the services you receive will not change. There will be no disruption to branch operations. All branches will continue to serve you as usual.

Q: Is LCU being acquired or merging with another organization?

A: No, we are changing our name to better represent our mission, vision, and the diverse communities we serve and are not being acquired or merging with another organization.

Q: Do I need to do anything because of the name change?

A: No action is required on your part. Your accounts and services will continue to operate as usual. Your account numbers will remain the same.

Q: What about my checks and debit/credit cards?

A: Existing checks and debit/credit cards will remain valid. New checks and cards with the updated branding will be issued upon renewal.

Q: Will our Routing Number change?

A: No, our Routing Number will remain: 211383736

Q: How will this affect online banking and the mobile app?

A: Our online banking and mobile app will be updated with the new branding, but your login details and the functionality will remain unchanged.

Q: How does this change benefit me as a member?

A: The rebranding effort is designed to enhance our visibility and commitment to growth and inclusion while supporting our members' diverse needs.

Q: Will there be any layoffs due to this change?

A: This change would not initiate any layoffs.

Q: Where can I find more information about the name change?

A: You can visit our website, contact our Member Service Center, or stop by any of our branches for more details and/or questions.