



TopLine Financial Credit Union and Anoka Hennepin Credit Union Merger Frequently Asked Questions (FAQ's)

Q: Why did Anoka Hennepin Credit Union Choose TopLine Financial Credit Union as a merger partner?

A: Culturally, TopLine Financial Credit Union and Anoka Hennepin Credit Union share similar membership histories. Both credit unions' history is comprised of serving employees of the telecommunications and education sectors, with both being state-chartered credit unions focusing on financial access. TopLine and Anoka Hennepin share a common focus on member advocacy and a strong member-focused culture. In addition, both credit unions have strong social responsibility outreach programs and maintain high levels of involvement in their community. The shared dedication to meeting members' needs, providing financial education, and focusing on member-centric staff training exemplify a common culture, which TopLine will continue to leverage and build upon. The shared vision and passion of helping members financially succeed and supporting the betterment of communities will remain a key focus, driven by their comparable core values and purpose of supporting financial well-being for all.

Q: Will the new combined credit union's name change?

A: Anoka Hennepin Credit Union will be branded as "A division of TopLine Financial Credit Union" for one-year after legal merger date to assist with the proper transition of systems and culture. Thereafter, the new combined credit union will take on TopLine's brand, TopLine Financial Credit Union, come August 1, 2025.

Q: What does "effective legal merger date" mean?

Approval has been granted by state regulator, Minnesota Department of Commerce and federal regulator, National Credit Union Administration (NCUA), based on a positive Anoka Hennepin Credit Union membership vote, to merge the credit unions with effective legal date of August 1, 2024, with TopLine Financial Credit Union being the surviving credit union. This means we are officially one entity; however, Anoka Hennepin Credit Union will be branded as "A Division of TopLine Financial Credit Union" for one-year after the legal merger date to assist with the proper transition of systems and culture. Thereafter, the new combined credit union will take on TopLine's brand, TopLine Financial Credit Union, come August 1, 2025.

All assets, liabilities and capital are combined, and we will begin filing a single NCUA Call Report. Though, we will continue to operate many of our systems separately, including our core technology platform and online/mobile banking. This means, there will be very few changes to way members conduct their financial business, access their accounts in the short-term. Anoka Hennepin and TopLine



teams are working together to identify the best-in-class product and services suite, technology platforms and online/mobile banking providers. The credit unions will operate separately on their current core technology and online/mobile banking platforms through Summer of 2025. Thereafter, data will be migrated to one consolidated system, and we have yet to determine all that will be impacted. There are many moving parts with integration of our credit unions, and many details and timelines are still being worked on. We will communicate with you well in advance of any changes.

Q: What are the benefits to me as a TopLine member?

TopLine members and potential new members will benefit from additional locations, increased market presence and social responsibility efforts.

Some of the key benefits include:

TopLine's five existing branches will remain open, and ready to serve all your needs. Additionally, you'll have access to 5 more Anoka Hennepin branch locations and ATMs. An expanded branch network includes a total of 10 branches, plus ATMs/ITMs, as well as Shared Branching Services that will allow you to enjoy convenient access to your credit union account at over 5,100 credit union locations nationwide all for free; simply identify yourself as a TopLine Financial Credit Union member, provide your member account number and present a valid photo I.D. to cash checks, make withdrawals, transfer money and more. We will continue to look for opportunities to expand into more communities.

Moreover, the merger links service areas in the northern suburbs, representing 15 contiguous counties in Minnesota, which include: Anoka, Benton, Carver, Chisago, Dakota, Hennepin, Isanti, Kanabec, Mille Lacs, Pine, Ramsey, Scott, Sherburne, Washington, and Wright.

Members will continue to experience more value, by combining our resources and financial strength; the credit union will continue to offer competitive rates on deposits and loans, and other free and low-cost services to continue to support financial well-being for all.

The credit union will continue to focus on personalized service, along with investing in enhancements to technology platforms to better serve all of your financial needs, in-person, over the phone and online.

The merger provides TopLine and Anoka Hennepin a greater competitive advantage than achieved as separate credit unions. Combining the resources of both credit unions significantly enhances market presence, broaden our reach in more communities, serve more individuals, families and small business owners, act as a resource to advocate for financial well-being, along with expanding social responsibility efforts through their combined 501(c)(3) non-profit foundation to continue to make a positive impact by supporting growing community demands and needs through donation drives, financial support, volunteerism and scholarships. This expansion also helps us diversify our membership base to drive long-term growth and success as a competitive credit union to better withstand future economic changes.



Q: Will there be any changes to member service and the TopLine and Anoka Hennepin teams?

A: Since the founding of both credit unions, TopLine and Anoka Hennepin have existed to serve our members. We will continue to offer the same great products and the exceptional service that our members expect. Our branch locations, branch teams, call center and all other member-facing and back-office teams will stay consistent so you can expect to see, and continue to work with, the same employees you have come to know and trust.

Q: Will member numbers and account numbers change?

A: TopLine and Anoka Hennepin teams are working together to identify the best-in-class technology platforms, online/mobile banking providers, and credit and debit card carriers. The credit unions will operate separately on their current core technology, online/mobile banking platforms and credit card carriers through Summer of 2025. Member numbers and account numbers will not be impacted at this time.

Q: What if I currently have accounts at both TopLine and Anoka Hennepin with a combined balance of more than \$250,000? Are my deposit accounts still insured?

A: Your shares with TopLine branches or facilities are combined with any shares you have now or in the future with Anoka Hennepin branches or facilities and are federally insured up to at least \$250,000 by the National Credit Union Share Insurance Fund (NCUSIF). Shares held at differently named branches or facilities are not separately insured. You can obtain information regarding NCUSIF insurance and a calculator to help determine your coverage in the combined credit union at www.mycreditunion.gov/estimator. If you have more than \$250,000 combined, please call TopLine at 763-391-9494 so that we can provide you with information to help you decide how to structure your accounts so they remain fully insured.



Q: Are TopLine members able to conduct transactions at Anoka Hennepin branches or vice versa?

A: TopLine members and Anoka Hennepin members should continue conducting transactions separately in their current respective branch locations as Shared Branching services are currently not available.

In the coming months, Shared Branching services will become available in all Anoka Hennepin branches and can be used by both TopLine and Anoka Hennepin members. We will communicate when more expanded access becomes available.

Additionally, outside of the Share Branch Network, the credit unions will operate separately on their current technology platforms through Summer of 2025. We will be working to provide additional capabilities in 2025.

Q: When will members be able to use the entire branch network?

A: Once Shared Branching has been implemented at Anoka Hennepin, TopLine members may use Anoka Hennepin branches for basic teller transactions through the Shared Branching Network. TopLine members should identify themselves as a TopLine Financial Credit Union member, provide their member account number and present a valid photo I.D. to cash checks, make withdrawals, transfer money and more.

Anoka Hennepin members may also use TopLine branches for basic teller transactions through the Shared Branching Network once implemented at Anoka Hennepin. Anoka Hennepin members will follow the same identification procedures as listed above.

Please note: for more complex needs such as loans, new accounts, and account changes, both TopLine and Anoka Hennepin members should continue to visit their respective branches and/or utilize other existing electronic service capabilities, including mobile, online, and remote services for their respective credit union.



Q: Will the existing TopLine and Anoka Hennepin branch locations remain open?

Yes, all existing branches of both credit unions will remain open.

Combined branch locations include:

Bloomington – 900 American Boulevard West, Bloomington, MN 55420
Brooklyn Park – 9790 Schreiber Terrace North, Brooklyn Park, MN 55445
Champlin – 11681 Theatre Dr. N., Champlin, MN 55316
Circle Pines – 4 South Pine Drive, Circle Pines, MN 55014
Como Park / St. Paul – 976 North Lexington Parkway, St. Paul, MN 55103
Coon Rapids – 3505 Northdale Blvd. NW, Coon Rapids, MN 55448
Forest Lake – 1452 Lake St. South, Forest Lake, MN 55025
Maple Grove – 9353 Jefferson Highway, Maple Grove, MN 55369
Plymouth – 4190 Vinewood Lane, Plymouth, MN 55442
St. Francis – 23280 St. Francis Blvd. NW, St. Francis, MN 55070
Coming in 2025... West Maple Grove

[Click here](#) for a list of TopLine Branch Locations/Hours.

[Click here](#) for a list of Anoka Hennepin Branch Locations/Hours.

Q: What will branch hours be?

Branches will keep their existing hours, which do vary by branch. Please refer to the websites for the latest information on branch hours.

[Click here](#) for a list of TopLine Branch Locations/Hours.

[Click here](#) for a list of Anoka Hennepin Branch Locations/Hours.

We will communicate with you well in advance of any changes.

Q: Will there be any changes to ATMs/ITMs network?

All ATMs/ITMs will remain the same and will continue to offer 24/7 access.



Q: What will happen to the current product and service offerings?

Both TopLine and Anoka Hennepin offer great products and services, and the Anoka Hennepin and TopLine teams are working together to combine our products and services to offer you the best-in-class. The credit unions will operate separately through Summer of 2025. Thereafter, data will be migrated to one consolidated system. There are many moving parts with the integration of our credit unions, and many details and timelines are still being worked on. Please watch for more details. We will communicate with you well in advance of any changes.

Q: Will interest rates or terms & conditions on products I have be impacted by the merger?

Members will continue to experience more value, by combining our resources and financial strength, the credit union will continue to offer competitive rates on deposits and loans, and other free and low-cost services to continue to support financial well-being for all. If there are any changes to specific products going forward, we will notify you well in advance of the changes.

Q: What is the field of membership eligibility for the combined credit union?

A: The great news is eligibility will be expanded with a service area represented in 15 contiguous counties in Minnesota, which will include persons who live, work, worship, attend school or volunteer in Anoka, Benton, Carver, Chisago, Dakota, Hennepin, Isanti, Kanabec, Mille Lacs, Pine, Ramsey, Scott, Sherburne, Washington and Wright counties and their immediate family members, as well as employees and retirees of Anoka Hennepin School District #11, Anoka Technical College, Federal Premium Ammunition, Hoffman Enclosures, Inc., GRACO, Inc., and their subsidiaries, are eligible to join the credit union. Collectively, the branch locations of Anoka Hennepin (5) and TopLine (5) truly complement each other, allowing them to serve a broader community with the ability to provide financial services access to more consumers. And remember, once a member, always a member!



Q: What is the size of the combined credit union?

A: The combined credit union:

- Has over \$1.1 billion in assets
- Has over 180 employees
- Serves nearly 70,000 members
- Has 10 branch locations
- Has an expanded footprint into 15 counties
- Has expanded ATM/ITM locations
- Will have access to the Shared Branching Network

The merger is a very exciting opportunity and partnership, as there are a variety of reasons and benefits that make combining our entities a great business decision. Our larger and growing combined credit union may offer additional potential for career advancement, is able to serve more members with more significant benefits, and expand our reach into additional new market areas serving more diverse, equitable and inclusive communities. Anoka Hennepin's branch footprint truly complements TopLine's branch locations, allowing us to expand our visibility and awareness in several new counties.

Additionally, we will experience operating efficiencies and economies of scale by spreading our expenses over a larger asset and member base, thereby ensuring members continue to enjoy some of the lowest loan rates, higher-than-average deposit rates and many free and low-cost services. We will also be in a better position to continue our technology and product advancements to remain competitive in the financial services marketplace. Together, we will continue growing and helping more members with their financial needs.

Q: What are the benefits of the combined credit unions to our communities?

A: Both TopLine and Anoka Hennepin have a shared a vision to support our communities' needs. Both credit unions have established 501(c)(3) foundations that will continue to operate separately for two years after the effective merger date and will continue to sustain charitable giving, sponsoring community events and awarding scholarships. Both will continue to identify financial education and counseling needs for both adults and youth and continue to offer in-person workshops, virtual sessions, classroom presentations and other volunteer opportunities.



Q: Who will manage the combined credit union, TopLine Financial Credit Union?

A: Mick Olson, current President and CEO of TopLine will serve as President and CEO of TopLine Financial Credit Union. Jeff Claussen, current President and CEO of Anoka Hennepin Credit Union, will serve as President of Anoka Hennepin Credit Union, a division of TopLine Financial Credit Union until his retirement. Thereafter, Mick Olson will serve as President and CEO of the continuing credit union. The two executive teams will also be combined.

Q: Will there be any changes to the Board of Directors and Supervisory Committees?

A: The Board of Directors and Supervisory Committee of the combined credit unions will be structured as follows:

- Board of Directors: The new Board of Directors will consist of 13 members. The number of directors of the combined credit union shall be reduced from 13 to 9 over 3 years starting with annual meeting 2025. The Board of the continuing credit union shall initially be composed of 9 members from TopLine's Board and 4 members from Anoka Hennepin's Board. One of the Anoka Hennepin board seat terms will expire in 2025, one will expire in 2026, and two will expire in 2027. The combined credit union board terms will remain as three Board seats expiring in 2024, three in 2025 and three in 2026.
- Supervisory Committee: The Supervisory Committee of the combined credit union will be composed of five members.



Q: Will the mailing address, phone numbers, website address, email addresses and routing number change?

No, TopLine's will remain the same.

TopLine Financial Credit Union

Mailing Address: 9353 Jefferson Highway, Maple Grove, MN 55369

Phone: 763.391.9494 / Toll Free: (800) 626-1448

Website: <https://www.toplinecu.com>

Email: Ask@TopLinecu.com

Routing Number: 291074696

Anoka Hennepin will maintain their own website, phone numbers, mailing address and emails addresses through June 30, 2025.

Anoka Hennepin Credit Union, A Division of TopLine Financial Credit Union

Mailing Address: 3505 Northdale Blvd. NW, Coon Rapids, MN 55448

Phone: 763.422.0290

Website: <https://www.ahcu.coop>

Send a Message: feedback@ahcu.coop

Chat Now

Routing Number: 291073231

Starting August 1, 2025, the primary address and headquarters of the new combined credit union will be 9353 Jefferson Highway, Maple Grove, MN 55369, main phone number will be 763-391-9494, website will be www.TopLinecu.com (Anoka Hennepin's website will redirect) and Anoka Hennepin email addresses will change.



Q: How do I contact my credit union after the legal effective merge date on August 1, 2024?

It's business as usual! You can continue to use the same address, phone numbers, email addresses and websites you currently use. See references below.

TopLine Financial Credit Union

Mailing Address: 9353 Jefferson Highway, Maple Grove, MN 55369

Phone: 763.391.9494 / Toll Free: (800) 626-1448

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Website: <https://www.ahcu.coop>

Send a Message: feedback@ahcu.coop

Chat Now

Routing Number: 291073231

Q: When will the credit union systems be combined, meaning migrating data into one system?

The credit unions will operate separately on their current core technology and online/mobile banking platforms through Summer of 2025. Thereafter, data will be migrated to one consolidated system, and we have yet to determine all that will be impacted. There are many moving parts with the integration of our credit unions, and many details and timelines are still being worked on. We will communicate with you well in advance of any changes.

Q: Will Anoka Hennepin and TopLine have the same holiday schedule?

Yes. The 2024 holiday schedule is:

Memorial Day – Monday, May 27

Juneteenth – Wednesday, June 19

Independence Day – Thursday, July 4

Labor Day – Monday, September 2

Veterans Day – Monday, November 11

Thanksgiving – Thursday, November 28

Christmas Eve – Tuesday, December 24 - closed at 1p.m.

Christmas Day – Wednesday, December 25

New Year's Eve – Tuesday, December 31 - closed at 1p.m.