

July 2023

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GALE
CREDIT UNION
THE RIGHT CHOICE!

Conversion of Kemba Member Data to Gale CU

First, let me thank everyone for their understanding and patience as we convert your data to the Gale Credit Union systems. We relied on the technical staff of 11 different vendors from Kemba and Gale systems to all work together to make this happen.

Second, let me apologize if you were or are affected by an issue from converting. This is the 4th conversion in my career. Due to the complexities of different computer systems and vendors, some things simply did not convert as we prepared. My staff and I personally will continue to work to resolve every issue and train you for the new systems.

Third, I encourage you to seize the moment and investigate a new service that we may now offer our Members—some things just may make your life easier.

Finally, one unseen benefit of this conversion is that your personal financial information is now stored in a dedicated, very high security, service bureau environment with full time experts employing the latest technology to protect your personal information. This information is

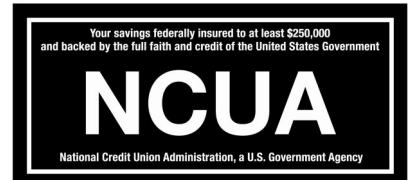
KEY CONVERSION DATES COMING UP:

- **July 3, 2023**—Conversion is complete. Amazing Member Service is available to iron out questions and issues. Call 309-343-1777 or 309-693-6000.
- **July 31, 2023**—This is the last day Kemba Members who use online banking will be able to retrieve their June 30 (and before) statements from the Kemba Online and Mobile Banking system.
- **July 31, 2023**—This is the last day the Kemba website will be active. In the future go to: www.galecu.net

redundantly backed up so that in the case of a disaster at one of our offices or at one of our service bureaus, we do not lose any of your data and can continue to serve your needs.

If you have any questions, please call me personally at 309-343-1777.

Sincerely,
Randy McElwee
President/CEO



Divisions of Gale Credit Union

Recently, I was asked why we are setting up divisions of Gale Credit Union and not just renaming our new offices all the same, Gale Credit Union. This strikes right at the core of our focus on our Members! You see, in Galesburg, everyone knows of Gale Credit Union. In Peoria, everyone knows of Kemba Peoria Credit Union and in Pekin, they recognize it as Tazewell Government Employees Credit Union, or Tazewell for short. So, in tribute to the Members in those markets, we choose to allow them to retain the name ownership feeling...retain the identity of who they are and where they do their finances.

From there, we all come together to one business, one set of financial statements, one set of products and services, one set of online and e-services, and ultimately one group of Members. As long as the logo shows a Division of Gale Credit Union, you have made the Right Choice for your financial success.



Tazewell County area Members...we have news for you!

As you know, we have been renting a small space on Valle Vista Blvd for some time now and have had limited office hours. We think you deserve more!



We are in the process of purchasing a new office in Pekin and expanding our hours to become full service to your community. That is right—no kidding! Where some thought we would close the Pekin office, we have had plans all along to do the opposite—and that is what we are doing.

Our timeline for making this move was sped up a bit due to other circumstances, so here we come now. We have hired and are training a full-time Loan Officer/ Branch Manager and other Pekin staff now in preparation. We hope to open in mid-early August at a new location.

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Super Duper Excited!

We are all very excited to provide you with Amazing Member Service and we intend to get to know you better. Rest assured, our Peoria, Pekin, and Galesburg staff have all been working together to ensure we can all answer your questions and resolve any issues—and if you stump us, we will find an answer and get back to you.

Our Galesburg Staff have been working with our systems for many years and we are proud of how fast Peoria / Pekin staff have learned. Since we are retaining some Peoria systems, like Shazam Debit Cards, we will lean on Peoria staff for those answers as well.

Randy, Joy and many other staff will be there to support you as we bring Kemba / Peoria Members onboard with Gale Credit Union systems.



Membership is OPEN!

Help us spread the word—invite your friends, relatives, neighbors, co-workers, and more to join.

Membership is OPEN to all who live or work in our 10 counties

