

Change of Broker/Dealer Q & A

Why is Financial Center making this change?

The Investment Services program is growing, and we were looking for a broker/dealer that has the capacity to grow with it. Our Investment Services program is growing, and we wanted a provider that works exclusively with credit unions to offer a wide array of products and services to our members.

What will happen to my accounts?

All accounts will move directly over to CUNA Brokerage Services. If updated paperwork is required, your Advisor will be contacting you.

What do I do with this letter I received from CUSO Financial (CFS)?

No action is necessary. By not responding to CFS, you are giving us your consent to move your relationship to CUNA Brokerage Services, and you will continue to work with your Advisor as usual.

When will this change take place?

Effective January 1, 2021, your accounts will move from CFS to CUNA Brokerage Services.

Who is CUNA Brokerage Services?

CUNA Brokerage Services is a broker/dealer. Broker/dealers are used to process your investment account transactions that you have with the Financial Advisor(s) located at Financial Center First CU. They also maintain records for those accounts and provide your Advisor with top-of-the-line technology and research materials.

Why should I want my accounts at CUNA Brokerage Services?

CUNA Brokerage Services is the premier broker dealer serving the credit union market. For more than 32 years, CUNA Brokerage Services has partnered solely with credit unions to provide investment, insurance and retirement planning services. CUNA Brokerage Services is backed by the strength of CUNA Mutual Group, the largest provider of financial services to credit unions.

Will I still work with my current advisor?

Yes. Matthew and April will continue to service your account.

Will my account value change?

No, the value of your account will not change as a result of this transfer.

Are there any fees that I will pay during this transfer?

All transfer fees for both Retail and Retirement accounts will be reimbursed by CUNA Brokerage Services. If the account has a debit balance or fee charge for any miscellaneous maintenance, such as copies of statements, this will be the expense of the member.

Will I still be able to view my investment account within online banking?

Financial Center is currently working closely with CUNA Brokerage Services to work out online banking integration and will provide more details in December.

Any specific questions related to the members account should be directed to:

April Wood	317.916.6155
Matthew Tielker	317.916.6141

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