



Finalizing our conversion to **SELF-HELP CREDIT UNION**

August 7, 2026

Dear Valued Member,

I am excited to announce that in early November of this year, Winston-Salem Credit Union - A Division of Self-Help Credit Union will fully convert to Self-Help Credit Union. This next step represents the final stage of our merger with Self-Help Credit Union, which took effect 18+ months ago - in January of 2025.

Since January 2025, we've adopted some, but not all, of Self-Help CU's policies, procedures, products and services. With this upcoming system conversion, all Winston-Salem CU members will be fully connected to Self-Help Credit Union.

We call this next step a **SYSTEM CONVERSION**. We will start the upcoming system conversion in a few months - on Friday, October 30. We will complete the conversion on Monday, November 2. Over that weekend, your current membership and accounts will be converted from Winston-Salem CU to Self-Help CU.

WHAT YOU CAN EXPECT:

MODIFIED MEMBER NUMBER

You will be assigned a Self-Help CU member number to replace your current Winston-Salem CU member number. We will make every effort to preserve your current member number as part of your new member number. You must start using your new Self-Help CU member number on Monday, November 2. Detailed information regarding your new member number will be mailed to you in the coming weeks.

ONLINE SERVICES

Beginning on Monday, November 2, you may start accessing Self-Help CU's online services including online banking, mobile banking, and audio banking. Online banking enrollment (including e-statements, etc.) will need to be done through Self-Help CU's website and online banking platform. Access instructions will be included in future mailings. Note: The Self-Help CU website (self-help.org) will permanently replace the Winston-Salem CU website (mywsfcu.org) beginning on Friday, October 30.

CARDS

If you hold an active Winston-Salem CU ATM card and/or debit card, then you will be issued a new Self-Help CU card to replace your current card(s).

As we prepare to send out additional mailings in the coming weeks, I ask that you please provide the Credit Union with your current contact information - mailing address, daytime phone number, email address, etc. Additionally, you may contact the Credit Union for answers to questions regarding the upcoming system conversion. That's it for now. Thank you for your membership.

Sincerely,

Shelby Powell

Branch Manager

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