



Merger FAQ's (Frequently Asked Questions)

Should the membership approve the merger, and what can I expect?

The merger will bring more convenience, branch locations, product offerings, and digital services to Plumbers 55 Federal Credit Union members!

On Friday, November 28, 2025, the Plumbers 55 FCU Branch will be closed to prepare for the data processing system integration. This branch will re-open on Tuesday, December 2, 2025 with limited service to help members with their account transition to Best Reward FCU. From that time forward, you will also have access to the Brook Park, Highland Heights, and Walton Hills Branch locations! Look for future updates should these dates change.

How will my Account Number be affected?

There will be a slight modification to your existing account number. Your new account number will begin with 55 and pre-fill with zeroes to make it 6 digits in length, so for example if your account number is 123, then it will be 550123. If your account number is 1234, then it will be 551234.

How will the merger affect my dividends?

Best Reward pays dividends monthly while Plumbers 55 FCU pays dividends quarterly. A final Plumbers 55 dividend will be paid on 10/31/2025 and then your account(s) will assume monthly dividends based on the Best Reward FCU rate schedule. Any required tax statement will be sent by Best Reward FCU in January 2026.

How will my Direct Deposit and/or Payroll Deductions be affected?

Your existing Direct Deposit (Social Security, Pension, etc.) and Payroll Deductions WILL continue as usual BUT you will want to update those vendors, FOR POSTINGS AFTER THE MERGER DATE, with the Best Reward FCU Routing Number and NEW Account Number AFTER December 1, 2025. The NEW Routing Number is 241073951 and your NEW Account Number will begin with 55 and prefill with zeroes to make it 6 digits in length. If you have questions or need assistance with updating your information, please call Bill at the office at 216-459-2432.

How will my loans be affected?

Your loans will continue with their existing terms and conditions; however, we ask that whenever you renew your collateral insurance that you list Best Reward FCU as the loss payee, since Plumbers 55 FCU will no longer be the lien holder.

Are my accounts still federally-insured?

Yes, member accounts remain safe and fully insured up to the maximums established in federal law. The National Credit Union Share Insurance Fund insures individual accounts up to \$250,000 and joint accounts up to \$250,000 per member. The Share Insurance Fund also separately protects IRA Retirement Accounts up to \$250,000.

When can I access my accounts at other Best Reward FCU Branch offices?

Beginning Tuesday, December 2, 2025 you may use all Best Reward FCU branch offices in Brook Park, Highland Heights, and Walton Hills.

How will my Credit Report be affected after the merger?

When your data is integrated into the Best Reward FCU data system, your accounts will report as "Transferred to Another Lender" (Best Reward FCU) with the open date and payment history.

Who may I contact if I have more questions?

Please call Bill at the office at 216-459-2432.