



Member FAQ: Benchmark Federal Credit Union's (BFCU) Planned Merger with Franklin Mint Federal Credit Union (FMFCU)

1. Why is BFCU merging with FMFCU?

This merger is a strategic decision to ensure long-term strength, stability, and growth. By combining resources with FMFCU, we'll be able to offer our members expanded services, enhanced digital tools, a broader branch network, and access to a wider range of financial products, and financial wellness—all while remaining true to the member-first philosophy that defines us.

2. Who is FMFCU?

FMFCU is a well-established, financially strong credit union with a long history of serving members throughout the region. Like BFCU, FMFCU is committed to delivering exceptional service, community support, and competitive financial solutions. The merger is a natural fit based on shared values and missions.

3. What are the benefits to me as a member?

You can expect access to:

- More branches and ATMs
- Enhanced digital banking tools
- A broader suite of loan and deposit products
- Continued commitment to personalized service
- Full service member contact center
- Long-term financial strength and sustainability

4. Will my account number, checks, or debit card change?

For now, there will be no immediate changes to your account number, checks, or debit card. As we move through the transition, any changes will be communicated well in advance, and we will ensure a smooth process with minimal disruption.

5. Will BFCU branches remain open?

Yes. All current BFCU branches will remain open for now. You will have access to an additional 17 FMFCU branches throughout the Delaware Valley following the merger. Over time, we will evaluate branch operations to ensure they meet the needs of members efficiently and effectively.

6. What will happen to the BFCU staff that I've come to know?

BFCU staff will have the opportunity to remain with FMFCU.

7. Will rates and fees change?

Our goal is to continue offering competitive rates and low fees. FMFCU shares this commitment. If any changes occur, they will be communicated transparently, and members will benefit from a broader selection of products and services.

8. Do I need to do anything now?

No action is needed at this time. Your accounts, services, and access remain unchanged. We will keep you informed every step of the way.

9. Is my money still safe and insured?

Absolutely. Your funds will continue to be federally insured by the National Credit Union Administration (NCUA) up to the standard limits. The merger strengthens our combined financial position and your peace of mind.

10. When will the merger be finalized?

The merger is pending regulatory and member approvals; we expect the merger to be finalized in early 2026. We will communicate updates regularly.

11. Will Benchmark Federal Credit Union's name change?

Following the merger, the Benchmark Federal Credit Union name will be retired, and operations will continue under the Franklin Mint Federal Credit Union brand. While the name changes, our commitment to personalized member service remains unchanged.

12. Where can I get more information?

We will keep you informed through direct mail, email updates, our website, and in-branch materials. If you have additional questions, please feel free to visit our website or contact Daniel J. Machon, Jr., President & CEO at machond@benchmarkfcu.net or 610-918-3680.