

Piedmont Advantage Credit Union

Member FAQs

Piedmont Advantage & Truiliant Federal Credit Union Merger

What's next for Piedmont Advantage Credit Union?

Piedmont Advantage Credit Union (PACU) and Truiliant Federal Credit Union have signed a definitive agreement to merge, pending regulatory approval and a vote by Piedmont Advantage members.

This proposed merger is a strategic, people-first partnership to strengthen how we serve members, support employees, and expand our community impact. Until the merger is completed, both credit unions will continue operating independently.

Why is this merger happening?

This merger brings together two strong credit unions to better serve members in a changing financial services landscape. Together, we'll have more resources to:

- Invest in technology.
- Expand products and services.
- Strengthen long-term stability.

Both organizations have served their communities for more than 70 years and share cooperative roots focused on people helping people, making this a strong values fit.

Why Truiliant Federal Credit Union?

Truiliant was selected for its alignment with Piedmont Advantage's member-first values, community roots, financial strength, and commitment to employees. This is a true partnership grounded in shared values and a long-term commitment to members and communities. Truiliant is a federally chartered credit union based in Winston-Salem, North Carolina, serving more than 330,000 members with \$5.4 billion in assets and 37 branches across North Carolina, South Carolina, and Virginia.

Do both organizations support this merger?

Yes. The Boards of Directors of both Piedmont Advantage Credit Union and Truiliant Federal Credit Union unanimously support the proposed merger and believe it is in the best interests of members, employees, and the communities we serve.

What would this partnership mean for the credit unions?

The merger would create a combined credit union with nearly \$6 billion in assets, more than 1,000 employees, and 40+ branches across North Carolina, South Carolina, and Virginia, serving more than 356,000 members.

This scale allows for greater efficiency, stability, and more resources to invest in products, services, and technology.

Does this merger mean we will operate like a big bank?

No. Piedmont Advantage and Truiliant will remain member-owned, not-for-profit financial cooperatives. The goal is to grow in a way that strengthens service to members and communities, not to operate like a traditional bank.

What changes will members experience?

For now, it's business as usual. You can continue to access your accounts, use your existing products and services, and receive the same service you do today. Over time, improvements will be introduced gradually, and any changes that affect you will be shared in advance with clear guidance.

Would my rates change?

Rates on fixed-rate loans and certificates would remain the same until the end of their existing terms. Other rates may continue to adjust over time based on market conditions, as they do today. If any merger-related changes affect your accounts or services, you'll be notified well in advance.

Would my accounts remain federally insured?

Yes. Your deposits will continue to be federally insured by the National Credit Union Share Insurance Fund (NCUSIF) within applicable limits. Coverage details and an insurance estimator are available at mycreditunion.gov/estimator.

What if I already have an account at both credit unions?

We're glad you're a member of both credit unions. For now, it's business as usual. Please continue using your accounts as you always have. As we approach key milestones, we'll provide clear, timely updates to support you through the transition.

What does this mean for employees?

This merger strengthens our ability to invest in our people and continue delivering strong service to you. Our focus is to grow stronger together, not to reduce staff, and maintain the level of service you expect.

Who will lead the combined credit union?

Todd Hall, President and CEO of Truiliant Federal Credit Union, will serve as President and CEO of the combined organization following completion of the legal merger. Piedmont Advantage leaders will continue supporting employees and operations throughout the transition. Dion Williams will assist with integration and remain involved through the transition period. As the combined organization takes shape, leadership roles may evolve, and any changes affecting teams will be communicated clearly and thoughtfully.

What will the name of the combined credit union be?

The combined credit union will be called Truiliant Federal Credit Union. Piedmont Advantage will retain its name during the transition until the system conversion is completed.

Will Piedmont Advantage lose its identity as a result?

No. This is a strategic merger, and we'll take a best-practices approach to bring together the best of both organizations. While the name will change over time, the service and commitment you've come to expect will remain strong.

When will this happen?

The merger process includes regulatory approvals and a vote by Piedmont Advantage members. We'll share timing as it's finalized, but two milestones will guide the transition: when the merger is expected to close (currently anticipated around September) and when integration is expected to be largely complete (currently anticipated around March 2027). Members should expect business as usual unless and until we communicate changes, and any updates will be phased in with advance notice and support.

How will I be kept informed?

We're committed to keeping you informed. As the process continues, Piedmont Advantage and Truiliant will share important notices, dates, and updates.

Will my member or account numbers or routing number change?

No changes are required on your part right now. If any updates to your member number, account numbers, or routing information are needed as part of a future system conversion, you'll receive clear instructions and plenty of advance notice.

How long can I use my current checks and deposit slips?

You can continue using your current Piedmont Advantage checks and deposit slips for now. If anything changes later, we'll let you know well in advance and provide clear next steps.

Can I still use my current debit card / ATM card / credit card? Will I receive new cards?

Yes—please continue using your current cards as you do today. If new cards are issued as part of the transition, you'll receive clear timelines, mailing details, and activation instructions in advance.

Will I need to enroll in new online banking and mobile banking?

Please continue using Piedmont Advantage online and mobile banking as you do today. If a future system conversion requires any changes to how you sign in or enroll, we'll provide step-by-step instructions and plenty of advance notice.

What do I need to do to continue direct deposit?

Nothing right now—direct deposit should continue as it does today. If any updates are needed later, we'll provide the exact information and timing so you can update your payroll provider without interruption.

What happens to my current loans? Will the mail address change for my loan payments?

Your existing loan terms do not change as a result of the merger announcement. Please continue making payments the same way you do today unless you're notified of a change. If any payment addresses or instructions change in the future, you'll receive clear guidance in advance.