**Piedmont Advantage Credit Union**

**Pending Merger with Truliant Federal Credit Union**

## Recently Added FAQs

**Will I still be able to use the same shared branching locations on Legal Day One (September 1, 2026)?**

Yes, while Truliant branches do not participate in shared branching, Truliant is part of the Co-op Shared Branch Network. This means you'll continue to have access to thousands of participating shared branching locations at other credit unions across the country.

**Why are you referring mortgage applications to Truliant before the member voting process is complete?**

Mortgage financing is different from most other financial products. From application to closing, the process often takes several weeks, and sometimes longer. To provide members with the smoothest possible experience, we've made the decision to begin referring new mortgage inquiries to Truliant now. This helps avoid the possibility of a member starting the mortgage process with one credit union and, if the proposed merger is approved, having that process transition to another before closing.

Our goal is to provide one consistent experience from application through closing, with as little disruption as possible. The proposed merger remains subject to member approval, and voting continues through the Special Meeting on August 25.

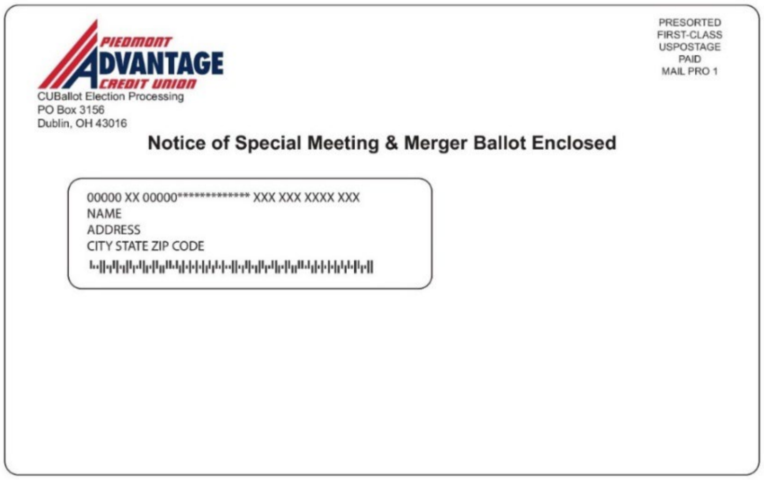
## Voting-Related FAQs

**Why am I being asked to vote?**

As a member-owner of Piedmont Advantage, you have the opportunity to vote on the proposed merger with Truliant Federal Credit Union. Your vote is an important part of the process.

**When will I receive my voting materials?**

Voting materials were mailed on July 6, 2026. Your packet includes information about the proposed merger and instructions for casting your vote. Look for this envelope in the mail:




**How can I vote?**

You may vote by mail using the ballot included in your voting packet or vote in person at the special meeting of members on August 25, 2026, at 5 p.m. at Maple Chase Golf & Country Club, located at 5475 Germanton Road in Winston-Salem, North Carolina.

**When is the deadline for voting?**

Mail-in ballots must be received by 5 p.m. on August 25, 2026, to be counted, or turned in at the special meeting of members on that date.

**How is the voting process managed?**

To ensure a fair and impartial election, ballot distribution, collection, custody, and tabulation are handled by an independent third-party election company.

**What happens if the proposed merger is approved?**

If members approve the proposed merger, it will become effective on September 1, 2026. The member transition is expected to be completed by the end of the first quarter of 2027.

**Why is my vote important?**

Every eligible member has a voice in the future of Piedmont Advantage. Voting by mail or in person ensures your voice is heard.

**What if I don't receive my ballot in the mail?**

Voting packets were sent to eligible members via first-class mail to the mailing address on record. Mail delivery times may vary based on your address. If you have not received your voting packet within three weeks of its July 6, 2026, mailing, you can visit one of our branches to obtain a replacement.

**Do I need to write my member number on my ballot?**

**If you're voting with the original ballot mailed to you, no.** Each original ballot includes a unique Election ID that allows the independent third-party election company to verify your eligibility and count your vote. You should still sign and date your ballot, as instructed.

**If you're using a replacement or generic ballot obtained from a branch because you no longer have your original ballot, yes.** Please write your member number on the ballot so the independent third-party election company can verify your eligibility. Be sure to sign and date the ballot before returning it.

## General FAQs

**What's next for Piedmont Advantage?**
Piedmont Advantage and Truliant signed a definitive agreement to merge. Regulatory approval to move forward with presenting this proposal to membership for a vote has been received.

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 in Q1 of 2027, 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 Truliant Federal Credit Union?**
Truliant 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. Truliant 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 and Truliant support without dissent 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 Truliant 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 if I have an account at both credit unions, and the combined amount exceeds the standard $250,000 insurance limit?**
When two federally insured credit unions merge, your deposits remain fully insured under NCUA guidelines. If you have funds at both credit unions that, when combined, exceed the standard $250,000 insurance limit, those balances are typically insured separately for at least six months after the merger, according to the NCUA.

**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 Truliant, 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 Truliant 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.

**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. 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. 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.

**How will I be kept informed?**
We're committed to keeping you informed. As the process continues, Piedmont Advantage and Truliant will share important notices, dates, and updates.