



July 1, 2024

Dear Valued Member,

As we recently shared, your credit union is propelling you forward on your journey toward financial independence. Our commitment to members strengthens as we elevate from BFCU to Propell Credit Union. This evolution in our name and brand reflects our vision to not just meet but exceed your financial needs and expectations. It symbolizes our dedication to moving forward together, offering tailored financial solutions catered to your personal and business aspirations.

To ensure a seamless transition, enclosed is an Important Notice and Change in Terms in addition to your new Membership and Account Agreement that updates the terms of your relationship with Propell Credit Union, effective September 1, 2024.

Should you have any questions or need further clarification regarding this notice or any aspect of the revised Membership Agreement, please do not hesitate to reach out. Our team is at your service over the phone at 610-595-2929 or in-person at any of our branch locations.

We thank you for allowing us to serve your financial needs and being a valued member of our growing community. **The future is bright and together we'll help Propell you to new heights.**

Sincerely,

Gary Golden  
CEO

**Propell Credit Union**

[askfin@propellcu.org](mailto:askfin@propellcu.org)

Federally Insured by

**NCUA**

**Locations**

Ridley Park, Glen Mills, Havertown  
West Chester Coming Soon

# IMPORTANT NOTICE AND CHANGE IN TERMS

Enclosed is your new Membership and Account Agreement that Changes the Terms of your relationship with BHCU, now Propell Credit Union, ( the "Credit Union"), effective September 1, 2024. Please review the enclosed information and keep a copy with your other important records. The updated Disclosures are also available for your review at [www.propellcu.org](http://www.propellcu.org).

The Membership and Account Agreement updates policies and procedures, as well as provides for a mandatory agreement to arbitrate any claims between you and Propell Credit Union and a waiver of class action claims. This will impact your rights in the event you have a dispute with the Credit Union. Unless you specifically reject the mandatory arbitration provision in the Membership and Account Agreement prior to September 1, 2024, you and the Credit Union agree to resolve disputes or claims arising out of or relating to your Membership and Account Agreement by arbitration on an individual basis, as described below. If you reject the agreement to arbitrate, all other parts of the Membership and Account Agreement as amended will continue to apply to your account, and you acknowledge and agree that you will be bound by the provisions of the Section of the Membership Agreement titled **Governing Law/Jurisdiction/Venue**. Rejecting the mandatory arbitration provision has no effect on any previous or future arbitration agreements that you may have with the Credit Union. If you do not reject the agreement to arbitrate as provided in this Notice, you will be deemed to accept and agree to the mandatory arbitration and class action waiver provisions. The only way you can opt out of the agreement to arbitrate and waive class action claims is to provide written notice to the Credit Union at the following address:

501 Industrial Highway, Ridley Park, PA 19078

ATTN: Kevin Pyle, EVP and Chief Operating Officer

The written notice you send to the Credit Union must:

- State that you do not agree to the Change in Terms providing for mandatory arbitration and or class action waiver;
- Be postmarked no later than September 1, 2024;
- Include your name, address, and account number(s) to which the rejection applies; and
- Be signed by the account owner.

Questions regarding this Notice or any portion of the revised Membership and Account Agreement may be directed to our Member Service Contact Center at 610-595-2929 or toll free at 888-595-2920.

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