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# Kentucky Federal

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*is now a division of*  
**Cincinnati Federal**

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*It takes both sides to build a bridge.*  
– Fredrik Nael  
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Dear Valued Customer,

Kentucky Federal Savings and Loan is now a division of Cincinnati Federal but the best is yet to come!

Effective Monday, April 29th, 2019, you will have access to a larger menu of products and services, more convenient ways to bank, and an extended branch and ATM network. In addition to all of that, you will be greeted by all of the same friendly faces that you're used to seeing and be met with the same level of personal service and commitment to the community you have come to know.



Everything you need to know about this transition, and your accounts, is enclosed in this Welcome Guide. Please read through it and let us know right away if you have any questions or concerns. You may visit us at any of our branch locations or contact our customer service team at 513-598-2299.

Welcome to the Cincinnati Federal family! We look forward to continuing to serve you.

Sincerely,

Joseph V. Bunke  
President  
Cincinnati Federal



## Important Dates and Things to Know

We know that transitioning your accounts may seem challenging, so we've created this Welcome Guide to help you navigate every step of the way. And don't worry! We're here to help, if you have any questions or concerns, you can visit us at any branch location or call us at 513-598-2299.

### March 28th, 2019

Review this Welcome Guide for important information on the transition of your accounts. Be sure to keep this guide for reference throughout the conversion process.

### April 15th, 2019

Your new debit card will be mailed to you and should arrive in 7-10 days. Keep a close eye out for your card, it will come in a plain white envelope without any logos or distinctions on it for your protection. **Please note: This card will not be able to be activated until Monday, April 29th. You may continue to use your existing card until then.** Your current debit card will be disabled on Monday, April 29th. You'll want to update your card information with any vendor or merchant who retains your card information for regular purchases.

### April 26th, 2019

At the close of business on Friday, April 26th, our Kentucky Federal branches will begin switching to the new computer system so you will be able to visit any office in Cincinnati or Kentucky.

### April 27th and 28th, 2019

Kentucky Federal branches will be closed while we update our system. You will still be able to use your current checks and debit card as normal. You will not be able to make online payments or transfers over this weekend. You will be able to view and transact on the new online banking system on Monday, April 29th.

### April 29th, 2019

All branches will reopen on Monday, April 29th as normal. You may access the updated online banking system at [KentuckyFederal.com](http://KentuckyFederal.com). You can also now visit us at any of our Cincinnati or Kentucky branch locations.

You will now need to activate your new debit card by calling 1-866-642-0450 and following the prompts. Your PIN will not change. If a PIN has not been set-up you will choose a PIN during activation. Please note: Your existing Kentucky Federal card will no longer work. Bonus! You now have access to all Cincinnati Federal and MoneyPass® ATMs nationwide. Visit [www.MoneyPass.com](http://www.MoneyPass.com) to find surcharge free ATMs near you.

What's Changing:	What's Not Changing:	What's New:
<p><b>Routing Number:</b> The routing number is now 242071017, however, you do not need to update this at this time.</p> <p><b>Debit Cards:</b> You will receive a new debit card that will be able to be used on Monday, April 29th.</p> <p><b>Online Banking &amp; Bill Pay:</b> Our system will look a little different but you'll be able to do all of the same things and more, like transfer to another bank. A customer service representative will be in contact with you to help you get up and going on our new system.</p> <p><b>Loan:</b> There will not be any changes to your current loan terms. Your loan passbook will no longer be used after May 1st, you will now receive a statement in the mail every month and receive a paper receipt if you make your loan payment in person. You will receive your first statement in May for your June 1st payment.</p>	<p><b>Bank Name:</b> The name will remain Kentucky Federal, we are now simply "A division of Cincinnati Federal".</p> <p><b>Account Number:</b> Your account numbers will not change from what they are currently.</p> <p><b>Savings Passbooks:</b> We will continue to service all existing passbook accounts. You are welcome to switch to a statement or eStatement at any time, just let us know if you're ready.</p> <p><b>Checks:</b> You will be able to use your existing checks. We will update them when you place your next order.</p> <p><b>Website:</b> KentuckyFederal.com will still be a valid web address and will transfer you to our updated site.</p> <p><b>Our Team:</b> You will continue to see all of the same friendly faces and receive the same level of impeccable service you've received in the past.</p> <p><b>Phone Numbers:</b> None of our branch phone numbers have changed.</p> <p><b>FDIC Insurance:</b> You can rest assured that your deposits will continue to be insured by the FDIC up to the standard maximum amount for each account ownership category. For more information visit <a href="http://www.FDIC.gov">www.FDIC.gov</a>.</p>	<p><b>Mobile Banking:</b> As of April 29th, 2019, you will be able to view and access your accounts through Mobile Banking. Simply visit <a href="http://KentuckyFederal.com">KentuckyFederal.com</a> and click "Enroll Now" to create your Online Banking profile. Then, follow the prompts and download the Cincinnati Federal App in your Google® Play or Apple® App Store.</p> <p><b>Mobile Check Deposit:</b> You will also be able to make check deposits using the app by simply taking a picture of the front and back of the check.</p> <p><b>Overdraft Coverage Options:</b> Life happens! Cincinnati Federal understand that unexpected overdrafts can occur from time to time - overdraft coverage can help.</p> <p><b>Branch Locations:</b> You will now have access to all of our Cincinnati Federal branches.</p> <p><b>ATM Network:</b> With your new Kentucky Federal MasterCard® Debit Card, you will be able to access any Cincinnati Federal or MoneyPass® ATM surcharge-free, giving you access to over 30,000 free ATMs in the United States alone. Find a surcharge-free ATM near you by visiting <a href="http://www.MoneyPass.com">www.MoneyPass.com</a>.</p>

## Questions and Answers:

### **Are there going to be changes to my account?**

While there are some differences in our products, we have worked very hard to ensure that we continue to meet all of your banking needs. There may be some changes to your accounts but most changes are minor and many of them are a benefit to you. You can review more information specific to your accounts throughout this Welcome Guide.

### **What if I prefer a different account type?**

As always, we are here to serve you and your satisfaction is our main priority. We worked very hard to ensure your new account features most closely match your existing account but if at any point you feel a different account is better for you, please visit us and we'll help you find the best option that fits your needs.

### **Can I continue to use my checks?**

Yes! You can use up your existing supply of checks after the conversion. When it's time to reorder, we will be sure to update your checks for you.

### **What happens to my Direct Deposits or Automatic Payments?**

No action on your part is required. Your direct deposits and/or automatic payments will continue as they normally do. After April 29th, you should begin using the new routing number, 242071017, for all new transactions you are setting up.

### **When will I get my new debit card?**

Your new debit card will be mailed on April 15th. If you have not received your card by April 22nd, please notify us by phone at 513-598-2299.

### **Will the daily limit for transactions made on my debit card change?**

Yes. Your debit card limits will increase to \$1,000 per day at the ATM and \$1,500 per day for all point of sale transactions made with your debit card.

### **Will I get to keep my passbook?**

We will continue to service all passbook savings accounts but you have the choice to switch to a statement or eStatement at any time, if you choose. Loan customers will now receive a statement in the mail. If making a loan payment in person, you will receive a paper receipt. Statements will replace loan passbooks after May 1st. You will receive your first statement in May for your June 1st payment.

### **Will my account number stay the same?**

Yes. All account numbers will remain the same.



**What website do I use for online banking?**

You can continue to access online banking at [www.KentuckyFederal.com](http://www.KentuckyFederal.com).

**How do I use the new mobile app?**

You can download the Cincinnati Federal mobile app by searching Cincinnati Federal in your Google® Play or Apple® App store. You will use the same credentials to log in that you use for online banking.

**Will there be changes to my loan?**

Your interest rate, payment amount, due date and terms of the loan will all remain the same. After the conversion you will receive a monthly billing statement for your loan. The use of Passbooks for loans will be discontinued.

**Will the terms of my CD change?**

No. The interest rate and terms of any existing CD that you have will remain the same, however, your term may renew into the next closest term offered upon maturity, unless you request otherwise. Please refer to the CD section of this Welcome Guide for more information about each term's renewal options.

**When will I receive my statement?**

Deposit statements will be mailed at the beginning of each month for the previous month. Loan statements will be mailed mid-month for the payment due the following month.

**Who do I call if I have a question about my mortgage?**

We are happy to help answer any question you may have. Feel free to give us a call at 513-574-3025 or visit any of our branch locations.

**How will interest on my account be paid?**

Your account will receive all interest credit postings at the end of the month.

**Will I have any overdraft coverage options?**

Yes. We understand that life happens and unexpected overdrafts may occur from time to time. Your account will now have Overdraft Privilege and the option of Overdraft Protection to help you extend your coverage or avoid overdrafts. Please refer to the section on overdrafts in this Welcome Guide.

**Will my automatic loan payments continue?**

Yes. If you have an automatic loan payment set up with Kentucky Federal right now, it will continue as it has in the past.



## Personal Checking Accounts

Current Account Type	New Account Type	Account Information
Now Account	Direct Plus Checking	No minimum balance, no monthly fees, paid tiered rate of interest each month, unlimited check writing, debit card available
Free Bird Checking	Simply Plus Checking	No minimum balance, no monthly fees, unlimited check writing, debit card available
Daily Dollars	Direct Plus Checking	No minimum balance, no monthly fees, paid tiered rate of interest each month, unlimited check writing, debit card available
Cardinal Tiered Money Market (over \$50,000)	50 Plus Checking	No minimum balance, no monthly fees, paid flat rate of interest of 1.75% each month, unlimited check writing, debit card available
Cardinal Tiered Money Market (under \$50,000)	Direct Plus Checking	No minimum balance, no monthly fees, paid tiered rate of interest each month, unlimited check writing, debit card available

## Options for Covering Unexpected Overdrafts

Life happens! Cincinnati Federal understands that unexpected overdrafts occur from time to time – Overdraft Coverage can help. The choice is yours. Consider these ways to cover overdrafts:

Service	Cost
Overdraft Protection Sweep from Another Deposit Account you have at Cincinnati Federal <sup>1</sup>	No fee per transfer
Overdraft Privilege	\$20 Overdraft Fee per item.

<sup>1</sup>Call us at (513) 574-3025, email us at [customersupport@cincinnati-federal.com](mailto:customersupport@cincinnati-federal.com) via the Secure Email Portal at [www.cincinnati-federal.com](http://www.cincinnati-federal.com), or come by a branch to sign up for this service.



**Overdraft Protection** may help prevent overdrafts by automatically sweeping funds from another account you have with us to your checking account.

**Overdraft Privilege** allows you to overdraw your account up to the disclosed limit for a fee in order to pay a transaction. Even if you have overdraft protection, Overdraft Privilege is still available as secondary coverage if the other protection source is exhausted. **You currently have Standard Overdraft Privilege Coverage in the amount of \$500 on your checking account.**

Transactions Covered with Overdraft Privilege	Standard Coverage (No action required)	Extended Coverage (Your consent required)	<p><b>If you would like to select Extended Coverage for future transactions:</b></p> <ul style="list-style-type: none"> <li>• call us at (513) 474-0400</li> <li>• complete the online consent form found at <a href="http://www.cincinnatifederal.com">www.cincinnatifederal.com</a></li> <li>• visit any branch</li> <li>• e-mail us at <a href="mailto:customersupport@cincinnatifederal.com">customersupport@cincinnatifederal.com</a> via the Secure Email Portal at <a href="http://www.cincinnatifederal.com">www.cincinnatifederal.com</a>.</li> </ul>
Checks	X	X	
ACH - Automatic Debits	X	X	
Recurring Debit Card Payments	X	X	
Online Bill Pay Items	X	X	
Internet Banking Transfers	X	X	
Teller Transactions	X	X	
ATM Transactions		X*	
Everyday Debit Card Transactions		X*	

*\*If you choose Extended Coverage, ATM withdrawals and everyday debit card transactions will be included with the transactions listed under Standard Coverage. You can discontinue the Overdraft Privilege in its entirety by contacting us at (513) 574-3025 or sending us an e-mail at [customersupport@cincinnatifederal.com](mailto:customersupport@cincinnatifederal.com) via the Secure Email Portal at [www.cincinnatifederal.com](http://www.cincinnatifederal.com).*



## Business Checking Accounts

Current Account Type	New Account Type	Account Information
<b>Non-Profit Now Account</b>	<b>Corporate Plus Checking</b>	\$500 minimum balance or 10 debit transactions to avoid monthly fee (waived for 6 months), paid tiered rate of interest according to rate sheet, unlimited check writing, debit card available
<b>Business Checking</b>	<b>Corporate Plus Checking</b>	\$500 minimum balance or 10 debit transactions to avoid monthly fee (waived for 6 months), paid tiered rate of interest according to rate sheet, unlimited check writing, debit card available

## Options for Covering Unexpected Overdrafts

Life happens! Cincinnati Federal understands that unexpected overdrafts occur from time to time – Overdraft Coverage can help. The choice is yours. Consider these ways to cover overdrafts:

Service	Cost
<b>Overdraft Protection Sweep from Another Deposit Account you have at Cincinnati Federal<sup>1</sup></b>	No fee per transfer
<b>Overdraft Privilege</b>	\$20 Overdraft Fee per item.

<sup>1</sup>Call us at (513) 574-3025, email us at [customersupport@cincinnati-federal.com](mailto:customersupport@cincinnati-federal.com) via the Secure Email Portal at [www.cincinnati-federal.com](http://www.cincinnati-federal.com), or come by a branch to sign up this service.

**Overdraft Protection** may help prevent overdrafts by automatically sweeping funds from another account you have with us to your checking account.

**Overdraft Privilege** allows you to overdraw your account up to the disclosed limit for a fee in order to pay a transaction. Even if you have overdraft protection, Overdraft Privilege is still available as secondary coverage if the other protection source is exhausted. **You currently have Extended Overdraft Privilege Coverage in the amount of \$1000 on your checking account which covers the following transactions:**

Transactions Covered with Extended Overdraft Privilege	
Checks	X
ACH - Automatic Debits	X
Recurring Debit Card Payments	X
Online Bill Pay Items	X
Internet Banking Transfers	X
Teller Transactions	X
ATM Transactions	X
Everyday Debit Card Transactions	X

*You can discontinue Overdraft Privilege in its entirety by contacting us at (513) 574-3025 or sending us an e-mail at customersupport@cincinnati-federal.com via the Secure Email Portal at www.cincinnati-federal.com.*

## Savings

Current Account Type	New Account Type	Account Information
Passbook Savings	Interest Plus Passbook	\$200 minimum balance to avoid \$5 quarterly fee, paid tiered rate of interest quarterly according to Rate Sheet.

## Certificates of Deposits and IRAs

All CD and IRA CD interest rates and terms will remain the same until the CD matures. Most CDs will renew into the same term at the current rate at that time, excluding a few. As always, you will receive a maturity notice in advance of your CD coming due and you may come in or contact us during your 9-day grace period after maturity to pick the term and rate that you want at that time. Below you will find a list of terms and the term that they will renew into after maturity if you don't request something different.

Current CD or IRA CD Term	New Term after Maturity
91 Day	3 Month
152 Day	5 Month
182 Day	6 Month
7 Month	6 Month
8 Month	9 Month
11 Month	12 Month
20 Month	18 Month
29 Month	30 Month
72 Month	60 Month

Current IRA Type	New IRA Type	Account Information
IRA Passbook	Interest Plus IRA	\$200 minimum balance to earn a tiered rate of interest quarterly according to Rate Sheet

## Mortgage Loans

If you have a loan with Kentucky Federal, your current terms and conditions will remain the same. After conversion, your loan passbook will no longer be needed. Beginning in May, we will send you a monthly loan statement and bill in its place. This statement will be sent around the 15th of each month for the payment that is due on the 1st of the following month. Payments can be made in person, via online banking, or by mailing them to: Cincinnati Federal 1270 Nagel Rd. Cincinnati, Ohio 45255.

Thank you for your continued business. If you have any questions or concerns please feel free to contact us at 513-574-3025 or by emailing [customerservice@kentuckyfederal.com](mailto:customerservice@kentuckyfederal.com).



[kentuckyfederal.com](http://kentuckyfederal.com)

**Covington**  
1050 Scott St  
Covington, KY 41011  
859-261-2076

**Florence**  
6890 Dixie Hwy  
Florence, KY 41042  
859-283-2400



[cincinnati-federal.com](http://cincinnati-federal.com)

**Main Office**  
6581 Harrison Ave  
Cincinnati, OH 45247  
513-574-3025

**Price Hill**  
4310 Glenway Ave  
Cincinnati, OH 45205  
513-921-1465

**Anderson**  
1270 Nagel Rd  
Cincinnati, OH 45255  
513-474-0400

**Miami Heights**  
7553 Bridgetown Rd  
Cincinnati, OH 45248  
513-941-6777

**Mason Lending Office**  
4680 Parkway Dr, Suite 201  
Mason, OH 45040  
513-486-2333

**Branch Hours:**

Monday – Friday  
Lobby 10am - 5pm  
Drive Thru 10am - 6pm

Saturday  
Lobby and Drive Thru 10am – 2pm

