



P. O. Box 2028 • Dothan, AL 36302 • 1.888.619.1711 • www.FiveStarCU.com

Jan. 2, 2026

Dear Five Star Member,

Thank you for trusting us with your finances. There is an important change coming in 2026. Our Cedar Springs, Georgia, Financial Center is our founding location, opening in 1964, shortly following the construction and opening of the Great Southern Paper Company papermill. After careful consideration, the board of directors has made the difficult decision to close this location. The final operating day will be February 27, 2026.

Our original founding branch holds a special place in the history of our credit union, and we are deeply grateful to the many members who not only supported us but helped to build Five Star to what it is today. However, with the closure of the papermill earlier this year and facility limitations, the financial center is seeing fewer members. It's our responsibility to manage all our resources as best as we can. By consolidating operations, we strengthen our ability to deliver innovative services and maintain long-term excellence.

We realize this can lead to disruptions in how you do business with us. Be assured that this closure does not have an impact on your accounts, services, or access to your money. Members can still conduct business at our nearby financial centers – in Blakely, and Donalsonville, GA. Your account can be accessed through online banking, our mobile app, and our ATM network. The Five Star team is fully committed to providing you with the same high level of service you expect.

To assist with this transition, staff members will be available to answer questions, to help familiarize you with alternative service options, and ensure a smooth experience. You can call our Member Care Center at 888-619-1711, option 7 or email – membercarecenter@fivestarcu.com.

Thank you for understanding, your loyalty, and your continued trust in Five Star. We remain focused on serving our members and communities today and for generations to come.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert A. Steensma", is written over a light blue circular background.

Robert A. Steensma
President/CEO, Five Star Credit Union