

Dear Member:

We are pleased to welcome you to Five Star Credit Union.

Effective May 6, 2026, Jackson Area Federal Credit Union was placed into conservatorship by the National Credit Union Administration. On October 1, 2026, Five Star Credit Union entered into a purchase and assumption transaction to acquire certain assets and assume certain liabilities of Jackson Federal Area Credit Union.

As a result of this transaction, you are now a member of Five Star Credit Union, with all the rights and privileges of membership. We are honored to serve you and look forward to introducing you to the resources, convenience, and personalized service available through Five Star.

For more than 60 years, Five Star Credit Union has helped individuals, families, and businesses work toward their financial goals through trusted financial solutions and attentive service. Our purpose is simple: to brighten the financial future of the communities we serve.

Today, Five Star proudly serves more than 85,000 members through more than 33 financial centers across Alabama, Georgia and Mississippi. As we have grown, our focus has remained the same: putting members first, being accessible when and where our members need us, and building lasting relationships with the communities we serve.

What to Expect Next

Our goal is to make your transition to Five Star as straightforward as possible. We will provide additional information regarding important dates, account access, and any actions you may need to take well in advance of any changes.

As for the month of October nothing will change. You will also learn more about the services available through Five Star, including our digital banking platform and mobile app. Five Star digital banking provides convenient access to features such as mobile check deposit, bill pay, account transfers, account alerts, card controls, and more, giving you greater flexibility and control over your finances.

We recognize and appreciate the history of Jackson Area Federal Credit Union and the members and community it has served over the years. Our goal is to respect those relationships while providing the additional resources, technology, financial solutions, and convenience available through Five Star Credit Union.

Thank you for your membership and continued trust. We are excited to welcome you to Five Star Credit Union and look forward to serving you for many years to come.

Sincerely,



Robert A. Steensma
President/CEO
Five Star Credit Union



Your Accounts and Share Insurance

Your shares transferred to Five Star Credit Union remain insured by the National Credit Union Share Insurance Fund (NCUSIF) up to the limits provided by the Federal Credit Union Act.

You will continue receiving account statements on your normal schedule. When you receive your statement, please review it carefully. If you notice a difference or believe there is an error related to your former Jackson Federal Area Credit Union account, please contact:

Five Star Credit Union Support and Development
statementerror@fivestarcu.com

Five Star will forward any reported differences or errors regarding your account statement to the Liquidating Agent as appropriate.

You have 18 months from the date the Liquidating Agent was appointed to make any claim for share insurance. Failure to do so within that period will bar the claim.

The Liquidating Agent may be contacted at:

National Credit Union Administration
10910 Domain Drive, Suite 200
Austin, Texas 78758