

M E M B E R

NEWSLETTER

Moving Into Our Next Chapter



Over the past few months, you've seen us introduce new tools, technology, and enhancements designed to improve your banking experience. Each step reflects our continued investment in making banking simpler, more convenient, and more connected for our members.

Most recently, at our Annual Meeting on May 20, we officially introduced our upcoming transition to Arise Financial — an exciting milestone that reflects both our growth and our future direction.

We understand that change can bring questions, especially for members who have trusted RFCU for generations. While our name and look will start evolving over the coming months, our commitment to you remains exactly the same: personalized service, trusted financial guidance, and the member-first principles that have defined us as a credit union for generations.

As we continue preparing for this next chapter, we're excited to share more updates, improvements, and opportunities designed with our members in mind. Thank you for being part of what's next!



TOP NEWS

- The Transition to Arise Financial
- Shared Branching Has Arrived
- Introducing Ari, Our Digital Assistant
- New Account Opening Experience
- Boston College Announcement

WHAT'S NEW

The Transition to Arise Financial

At our Annual Meeting on May 20, we officially announced our upcoming transition to **Arise Financial** — an exciting milestone in the continued evolution of Rockland Federal Credit Union.

While our name is changing, our commitment to our members is not. We remain the same local, member-owned, federally insured credit union you've trusted for over a century.

The transition to Arise Financial reflects the investments we're making to better serve our members today and in the future. From enhanced digital tools and expanded access to new partnerships and services, we're focused on creating a more convenient and connected banking experience while continuing to deliver the personalized support our members expect.

As we prepare for our legal transition on August 1, 2026, members will continue seeing the Rockland Federal Credit Union name across branches, systems, cards, and digital banking platforms. Over time, members will begin seeing the Arise Financial name and branding reflected across our locations, materials, and digital experiences.

You can learn more by visiting the **What's New + What's Next** page on our website, which includes our full press release and a video sharing the story behind Arise Financial.

Bank Nationwide with Shared Branching

Beginning May 27, RFCU members gained access to Shared Branching — allowing everyday banking transactions to be completed at participating credit union locations nationwide.

Powered by CO-OP, Shared Branching gives members added flexibility and convenient access to select banking services while traveling, relocating, or simply away from an RFCU branch location. Members can make deposits, withdraw cash, transfer funds, make loan payments, and request treasurer's checks at participating locations across the country.

To use Shared Branching, members should bring their RFCU member number along with a valid government-issued photo ID. Additional identity verification may also be required during certain transactions. Participating branch locations can be found using the **Shared Branching Locator** available on our website and within online banking.

Please note: At this time, Shared Branching services are available at RFCU branch locations only and are not yet available at CCU locations.

Meet Ari, Our New Digital Assistant



On June 2, members began to hear from Ari, our new automated support assistant — designed to make connecting with us faster and more convenient.

Ari will initially assist members through our phone system by answering common questions and helping direct callers to the right resources. Members who prefer speaking directly with a member of our team can still do so at any time.

In addition to phone support, members can also connect with us through live chat on our website during regular business hours. Over time, additional digital support features and capabilities may be introduced across our phone and online channels to provide even more convenient ways to get assistance.

As new tools and technology continue to roll out, our commitment to personalized, member-focused service remains exactly the same.

A Better Way to Open Accounts

Opening a deposit account with us is now easier than ever. **On June 11, 2026, we introduced a new online account opening experience** designed to make the process faster, more intuitive, and more convenient for both new and existing members.

Whether you're opening your first deposit account, adding a new account, or becoming a member, you'll enjoy a streamlined digital experience that can be completed from wherever you are. Members will also receive helpful email updates and reminders throughout the process, making it easier to stay informed every step of the way.

This enhancement is part of our ongoing commitment to improving the tools and services we provide, making it easier to bank with us on your terms.

WHAT'S NEXT

Partnering with Boston College

We're proud to announce that Arise Financial has been selected as Boston College's first exclusive credit union partner and the **Official Credit Union of Boston College and Boston College Athletics**.

This partnership will create new opportunities to support the Boston College community through financial education, personalized banking solutions, and community-focused initiatives. Plans also include a future branch location on campus, expanding access to financial services for students, faculty, staff, alumni, and the broader community.

This exciting milestone represents another step forward as we continue growing our impact throughout Greater Boston and beyond — creating more opportunities to fulfill our mission as a credit union.



What to Expect This August

Rockland Federal Credit Union will legally transition to Arise Financial on August 1, 2026. Members will continue seeing the Rockland Federal Credit Union name across branches, systems, materials, and digital banking platforms as we thoughtfully prepare for the transition.

Following August 1, members will begin seeing the Arise Financial name and branding reflected across branch locations, cards, materials, and digital experiences. While many updates will happen immediately, some changes will occur over time. Our North Shore CCU branches will operate as Community Credit Union, a division of Arise Financial, beginning August 1 and are expected to fully transition to the Arise Financial brand in early 2027.

Most importantly, while we continue to evolve and enhance the ways we serve our members, our commitment to personalized service and the member-first principles that define us as a credit union remain unchanged. Your membership and relationship with us are not changing — only the name and brand behind it.