

FAQs

Community First Credit Union welcomes the Members of the former Hamilton Federal Credit Union. You are now part of a 60,000-Member-strong financial cooperative. Big enough to offer you better rates, services and online conveniences, yet small enough to still offer the kind of personal service the big banks gave up long ago as unprofitable.



Question	Answer
When will the name change?	The branch will be called the "Hamilton Branch" of Community First. That change will occur April 1.
Will the branch & employees remain the same?	All Hamilton employees have decided to stay on. We couldn't be happier. You will still be served by the same friendly, LOCAL faces! With the retirement of branch manager Charlene Moffett, we are thrilled to introduce Lovica Lal as her capable replacement. Additionally, Hamilton will now have an in-branch mortgage loan expert at your service.
Will the hours of the branch change?	Yes. We now offer expanded hours: Monday through Friday, 9a to 5:30p.
What phone number do I call after April 1st?	If you need to call the branch specifically, the phone number remains the same: 415-883-5955. However, you can now take advantage of our in-house Call Center at 707/546-6000 for quicker response on a broader range of questions.
Will there be any interruptions to my account?	Online banking will be offline beginning at about noon Saturday, March 30. This will allow us to transfer information from the old system to the new. Everything should be ready to resume early Monday morning, April 1.
Will my account number change?	Your account number will now be 8 digits long. So you will have a prefix of 800 in front of your existing account number. Example: if your acct # is 12345, your acct # on 4/1 will be 80012345.
Will my automatic deposits or withdrawals be affected?	All of your automatic deposits and withdrawals will be unaffected. If you are planning to set up any new automatic deposits or withdrawals, please speak with someone at the branch as to how to get set up.
Will I be able to use online banking?	As stated above in "interruptions," online banking will be disabled for the merger weekend. On the morning of April 1 you will need to re-register for online banking at comfirstcu.org
Will my debit/ATM card still work?	Your HFCU card will work until noontime Saturday 3/30, and then no longer. Your new CFCU debit card has been mailed to you, however you will not be able to activate it until April 1.
Will the website change?	Beginning April 1, if you go to the old Hamilton web site, you will be automatically redirected to the Community First site.
Will there be any new fees?	Some fees will be going down, some will remain the same. In most cases fees can be avoided entirely or decreased. Please be sure to look at our new fee schedule and ask our team if you have any questions.
Will I be able to get paper statements?	You will be able to get paper statements for your accounts. If you are 62 years of age or older they will remain free. If you are younger than 62, there is a \$2 monthly fee (to cover cost of printing, sorting and postage). eStatements, however are always free, plus eStatements are instantly available on the 1st of the month, versus waiting half a month for mail. And they are much more secure than a hard copy of your account information sitting in your mailbox. It's easy to sign up for safe, secure, fast eStatements. Stop by the branch, or call 707/546-6000 to find our how.