

# Let Us Introduce Ourselves!



## Centered Around Our Members



For 66 years, we have served you as the **Hartford Municipal Employees Federal Credit Union**. Now, as of January 2017, our name will change to **Cencap Federal Credit Union**.

The name itself reflects our central location within Connecticut (**CEN**) and our roots in the state's capital city (**CAP**).

This is an exciting time for us — and for you, our valued members!

Our new name was chosen to welcome a wider group of members to our Credit Union — anyone who lives, works, prays or learns in the Hartford area.

[Flip for more information](#)



## Save the Date: Cencap Celebration Day!

Stop by any branch on January 6<sup>th</sup> for tasty treats and Cencap giveaways!\*

*\*One giveaway per member in attendance.*

**Main Office:**  
443 Franklin Avenue  
Hartford, CT 06114



P: 860.722.8110  
F: 860.296.8981  
hmfcu.com

# Good to Know

## Is Hartford Municipal Employees Federal Credit Union being sold?

No, not at all. Our members are still our owners. This change is a step towards becoming a preferred partner with our broadened field of membership, which is anyone who lives, works, prays or learns in the Hartford area.

## When does the new Cencap name go into effect?

We will begin using our new name and logo on January 5, 2017.

## How does a member benefit from this name change?

As always, everything we do is centered around the benefit of our members. Our growth and increase in resources under the new Cencap name will help us enhance and deliver competitive products and services to make your member experience an even better one.

## Is staffing going to change?

No. The same familiar faces will continue to offer you the highest level of service and commitment.

## Can I still use my debit card, credit card or checks?

**Debit cards and credit cards** – Your account numbers and PIN will remain the same so your credit and debit cards will continue to work. When your current cards expire, we will replace them with ones that feature our new Cencap logo.

**Checks** – Your existing checks will continue to work. When you need to order new checks, they will be updated with the Cencap logo.

## Will I have to update my direct deposits and automatic withdrawals?

Since the transit and account numbers have not changed, you will not need to update this information.

## Will there be any changes in my accounts, loans or other products?

No, all our products and services – and the way we deliver them – will stay the same. Your account numbers, terms, payments, etc. will remain the same.

## Will the new Cencap name affect online banking, mobile banking and phone banking?

After January 5, our web address will change to [cencap.com](http://cencap.com). If you go to our existing website, you will simply be redirected to the new one which was designed to be enhanced and easier to use.

Additionally, our mobile banking app will be updated for greater convenience. Other than these important upgrades, our online, mobile and phone banking services will remain the same and you will continue to access your account information using your current username and password.



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