



August 25, 2025

Dear Mobile, Alabama Membership,

We want to share some important news about the future of our Mobile, AL branch. We're excited to announce a partnership between Service 1 Federal Credit Union and PenAir Credit Union designed to enhance your banking experience. Beginning **January 1, 2026**, the Mobile branch will officially transition to PenAir Credit Union.

### **Why We're Making This Change**

The Mobile office is currently our only branch in Alabama, and with our headquarters located outside the region, it is not as easy to provide this branch with the same local focus and growth opportunities.

By partnering with PenAir—a credit union with strong roots and a dedicated presence along the Gulf Coast—we are ensuring that this branch, its members, and its employees will thrive. PenAir has the local staff, resources, and commitment to give the Mobile community the close support it deserves.


### **What This Means For You**

- More products and services: Access to additional financial solutions to meet a wide range of needs.
- Greater convenience: A broader branch and ATM network in the region, along with enhanced digital banking tools. PenAir currently has 12 branches in the Gulf region, including 3 branches already in Alabama.
- Local support: Employees will benefit from more on-the-ground resources and career opportunities.
- Community strength: Mobile will gain from a credit union deeply invested in the Gulf Coast community.

This decision was made with great care and consideration and reflects our commitment to doing what's best for this branch, its members, and its employees, while allowing Service 1 FCU to focus on areas where we can serve most effectively.

### **About PenAir Credit Union**

PenAir is a trusted, member-owned credit union that has served communities across the Gulf Coast since 1936. They are known for exceptional service, personalized financial solutions, and strong community involvement. By welcoming our Mobile members and employees, PenAir is expanding their ability to serve the Mobile area while staying true to the cooperative credit union values we all share.

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### **What's Next**

For now, nothing is changing in how you access your accounts. As Service 1 Federal Credit Union and PenAir Credit Union work together over the next several months, you can count on seeing the same friendly branch team you know, providing the same outstanding service you've come to expect. You'll also continue to enjoy the convenience of It'sMe247 Online Banking—accessible anytime, anywhere.

We'll keep you updated throughout the process, sharing details about timelines, next steps, and exciting changes to come. Our goal is to make this transition seamless and to ensure you feel confident in your continued membership. To learn more about PenAir Credit Union, find answers to frequently asked questions, and get progress updates, visit [penair.org/Service1FCU](http://penair.org/Service1FCU) or call our Mobile Branch at (251) 432.8538.

Thank you for being a valued member of Service 1 Federal Credit Union. We are confident this partnership with PenAir Credit Union will bring lasting benefits to you, our employees, and the Mobile community.

With gratitude,

A handwritten signature in black ink that reads "Kim Bourdo". The signature is fluid and cursive, with the first name "Kim" written in a larger, more prominent script than the last name "Bourdo".

Kim Bourdo, CEO  
Service 1 Federal Credit Union