



TopLine Financial Credit Union and Anoka Hennepin Credit Union Merger Frequently Asked Questions (FAQ's)

Q: How are TopLine Financial Credit Union and Anoka Hennepin Credit Union combining systems?

A: Since our legal merge date of August 1, 2024, TopLine Financial Credit Union and Anoka Hennepin Credit Union have been operating on two separate systems. We will be migrating Anoka Hennepin member data into software systems currently utilized by TopLine allowing us to provide a seamless experience for members and increase our overall efficiencies on August 4, 2025.

Q: What software systems are included in the technology conversion?

A: Several software and secondary systems are included in the technology conversion. TopLine will be retaining all software systems meaning there will be no changes for TopLine members. There may be new features added to these software systems during conversion. There will be more details coming soon.

Anoka Hennepin will be migrating to the following TopLine software systems:

- Online and Mobile Banking
- Bill Pay
- Core System
- Debit Cards
- Credit Cards
- Phone Banking

Q: When will the software systems be combined?

A: All software and secondary system conversions will occur on August 4, 2025.

Q. Will there be any service interruptions related to the software system conversions?

Yes, to accommodate the final changes needed to combine our software systems, we will take certain products and services offline, making them temporarily unavailable.

Additionally, TopLine branch locations, including the contact center, will be closed beginning at 5:00 PM on Thursday, July 31, 2025 and will reopen at 9:00 AM on Tuesday, August 5, 2025.



This table below provides further detail regarding specific areas of interruption. Please note, the dates and times below are subject to change. For a printable version, please visit our [Merger page](#).

During the integration period, access to your accounts may be limited or temporarily unavailable.

	Thurs, July 31	Fri, Aug 1	Sat, Aug 2	Sun, Aug 3	Mon, Aug 4	Tues, Aug 5
Debit Cards, ATMs, Checks, Credit Cards	Available	Available	Available	Available	Available	Available
Branches: Lobby	Open Until 5:00PM	CLOSED	CLOSED	CLOSED	CLOSED	Open at 9:00AM
Branches: Drive Thru	Open Until 5:00PM	CLOSED	CLOSED	CLOSED	CLOSED	Open at 8:30AM
Call Center	Open Until 5:00PM	CLOSED	CLOSED	CLOSED	CLOSED	Open at 8:30AM
Direct Deposit, ACH, Payments	Must be Received Before 5:00PM	Unavailable	Unavailable	Unavailable	Unavailable	Available Starting at 8:30AM
Night Drop and Mailed Deposits/Payments	Must be Received Before 5:00PM	Unavailable	Unavailable	Unavailable	Unavailable	Available Starting at 8:30AM
Online & Mobile Banking, Mobile Deposit, Transfers, Bill Payment	Available Until 7:00PM	Unavailable	Unavailable	Unavailable	Unavailable	Available Starting at 8:30AM
Automated Phone Banking	Available Until 7:00PM	Unavailable	Unavailable	Unavailable	Unavailable	Available Starting at 8:30AM
Shared Branching	Available Until 7:00PM	Unavailable	Unavailable	Unavailable	Unavailable	Available Starting at 8:30AM

During the integration period, access to your accounts may be limited or temporarily unavailable.

Current as of 6/26/25



Q: Will TopLine member numbers and account numbers change?

A: TopLine's core processing system and online and mobile banking providers are being retained, so TopLine member numbers and account numbers will remain the same and not be impacted. If you have memberships at both TopLine and Anoka Hennepin, your TopLine member number will become your surviving member number. It will replace any Anoka Hennepin member number(s) you have on August 4, 2025.

Q: Will I have to change to a new online banking and mobile app?

A: No, there will be no changes to the way you access or use TopLine's online banking and mobile app. Anoka Hennepin members will be moving onto TopLine's online and mobile banking services.

Q: Will I have to change my online and mobile banking credentials?

A: No, TopLine members will be able to continue to access online and mobile banking as usual. Anoka Hennepin members will be moving onto TopLine's online and mobile banking services.

Q: When will members be able to use the entire branch network?

A: TopLine members may use Anoka Hennepin branches for basic teller transactions through Shared Branching. Please note that for more complex needs such as loans, new accounts and account changes, TopLine members should continue to visit TopLine branches and/or utilize online and mobile banking. Come August 4, 2025, TopLine members will be able to use the 5 newly rebranded TopLine locations: Champlin, Circle Pines, Coon Rapids, Forest Lake and St. Francis.

Q. Will I have access to more ATM locations?

Yes, in addition to all eleven TopLine locations, as of 8/4/2025, you will have access to locations across the country, including over 82,000 fee-free ATMs. Locate a fee-free ATM near you by [clicking here](#).

Q: Will TopLine's mailing address, phone numbers, website address, email addresses and routing number change?

A: No, all remain the same.

TopLine Financial Credit Union

Mailing Address: 9353 Jefferson Highway, Maple Grove, MN 55369



Phone: 763-391-9494 / Toll Free: (800)-626-1448

Website: <https://www.toplinecu.com/>

Routing Number: 291074696

Q: What if I currently have accounts at both TopLine and Anoka Hennepin with a combined balance of more than \$250,000? Are my deposit accounts still insured?

A: If you have more than \$250,000 combined, please contact TopLine so we can provide you with information on how to structure your accounts so they remain insured.

Q: Where can Anoka Hennepin Members get more information?

A: Anoka Hennepin members can visit Anoka Hennepin's website at www.ahcu.coop/about/merger, call 763-422-0290, email: AskAH@toplinecu.com, or visit any legacy Anoka Hennepin branch: Champlin, Circle Pines, Coon Rapids, Forest Lake, and St. Francis.