



Frequently Asked Questions (FAQ's)

Summary

The HVHS Credit Union has received approval by the Pennsylvania Department of Banking, which regulates state chartered credit unions, to change our charter from a single occupational bond to a Trade, Industry or Profession (TIP) charter specifically for the healthcare industry employees and their family members that work in Allegheny, Armstrong, Beaver, Butler, Fayette, Washington and Westmoreland counties. With the charter change, we have changed our name to PA HealthCare Credit Union.

Outside of our new expanded potential membership, the only thing that is changing is the name. Therefore, you will not have to worry about any changes that affect any of your saving, loan and plastic cards. The name change will be reflected during the normal replacement cycle for these items, as applicable. If you order checks from a provider other than Liberty Checks, you will have to notify them of the name change when you place your next order.

Why is the name changing?

During February and March of this year, the membership had the opportunity to approve/disapprove our change in charter and change in name. At the 32nd Annual Meeting in March, the results of the balloting were announced. Of the 3,264 ballots distributed to members, 841 (25.77%) cast ballots. Those voting in favor of the charter change cast 742 votes (88.23%), and 99 (11.77%) voting against the charter change.

Will the locations or branches change?

NO. We understand the importance to our membership of providing an onsite location at the Sewickley Valley Hospital and The Medical Center at Beaver. With some of our expanded products and services already being offered and those that are in the process of being developed, we are expanding the opportunity for you to conduct transactions. As we grow, we will further expand avenues to conduct transactions and/or branches, as feasible, to maximize convenience and membership opportunity within our expanded field of membership.

Will the phone numbers or address change?

NO. Our contact information will remain the same.

Will my account number change?

NO. The new account number structure that was initiated in August 2004 will support any level of growth that would be achieved while still maintaining the level of security associated to the account numbers.

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Will I need to change my Direct Deposit or Payroll Deduction?

NO. Our ABA routing and transit number, 243384910, will not change and with no changes in account numbers, everything will continue as it has previously.

Will I need to change the name for checks sent to the credit union?

YES. When you send a check, whether for a deposit, loan payment, or VISA payment, please use our new name PA HealthCare Credit Union.

Will I need new checks?

NO. The checks your currently have will not need to be changed. When you order new checks, this set should reflect our new name. If you order checks through Liberty Checks, our check provider, you will not have to do anything. If however, you order checks from another provider, you will have to notify them of the name change for your next order.

Will I need a new Debit or Credit Card?

NO. The debit card and credit card numbers will not change. Our new name on the card will be made during the normal replacement cycle.

Will the website change?

YES. The website address will change to www.PAHealthCareCU.com. If you go to our old website, www.hvhscu.com, you will automatically be forwarded to the new website. The overall website is pretty much the same but we did add an new page, under Member Services, called ATM Locators for both our surcharge free networks, CU\$ and PNC Bank. We also updated some of the pages to reflect our expanded charter. Everything else is pretty much the same. We will continue to expand our website and make updates frequently containing specials, education, and information to improve the communication link with your credit union.

Will the Home Banking and Bill Pay change?

NO. The Home Banking and Online Bill Pay remain the same. Your same login password will work with the new website.

Will any thing else change?

YES. We will continue to add products and services that our members desire within certain constraints and based on feasibility. In some cases, there may be alternatives that we initiate that may provide greater service. We will continue to improve in all our areas of operations and service. The changes that we have made in the past and will make in the future are to improve your credit union. We will continue with our mission to Contribute to the Financial Success of our Members.

Open House Celebration

Join us on Wednesday, September 7th at Sewickley Valley Hospital and on Wednesday, September 14th at The Medical Center at Beaver from 11:00am – 3:00pm each day for refreshments and prizes.