

Q. Why do I have an America's Christian Credit Union (ACCU) account for Medi-Share?

A. Your ACCU account serves as a record for your household. All transactions for your household will occur in this account. This includes the receipt of your monthly payment, need sharing with other members and the payment of your medical needs to your providers as well as fees paid to CCM and ACCU.

Q. What is the difference between my ACCU account number and my Medi-Share Household number?

A. Your ACCU account number is an 8 to 10-digit number starting with the numbers **75**. This number is to be used in reference to payments that you mail in and any inquiries that you make about your account transactions at ACCU. There is also an ACCU member number assigned to you for online services. Your member number can be found at the top of your monthly ACCU statement.

Your Medi-Share Household number is 5-digits, the first letter of your last name, followed by another 5-digits. This number is to be used in reference to any medical bills and needs that you have.

Q. Can this account be used for purposes other than Medi-Share transactions?

A. No. This account is designated for your Medi-Share deposits and Christian Medi-Share transactions only. However, you may open separate account(s) with America's Christian Credit Union for all of your personal banking needs. We have a wide variety of products and services for you to choose from, with access to over 30,000 ATMs and 5,000 branches nationwide. For more information, please visit www.americaschristiancu.com.

Q. Can I open an account for a church or ministry?

A. Yes! To see how we might be able to serve you, please use the following link:
<http://www.americaschristiancu.com/ministry>

Q. When can I expect to receive my America's Christian CU account statements?

A. You will receive a monthly statement from America's Christian CU that is generated on or about the 10th of each month and mailed to you shortly thereafter. However, you can sign up for E-Statements and you will have a safe, secure and convenient way to view your monthly statement. The advantage of signing up for E-statements includes saving \$1 a month from ACCU fees in your monthly share, eliminating the risk of sending personal documents through the mail and the option to have up to 18 months of statements at your fingertips through our E-statement website. The information requested in the registration form should be that of the primary account holder. To sign up, please visit <http://www.accustatements.com> and follow the instructions.

Q. I signed up for electronic statements on my Medi-Share documents, but I'm still receiving the America's Christian CU statement by mail.

A. When you sign up for E-Statements during the application process that only applies to Christian Care Ministry communications. To receive your ACCU statements electronically only, you must sign up for E-Statements at <http://www.accustatements.com>.

Q. I'd like to have my monthly share drawn automatically. Where can I sign up?

A. Please go to <https://mychristiancare.org/Medi-Share-payment-portal.aspx> and sign in to fill out the Electronic Funds Transfer form for automatic payment. If you have questions about how to sign in, please contact Medi-Share at (800) 264-2562.

Q. If I prefer to mail a check or use bill pay, where do I mail my payments?

PO Box 661014 Dallas, TX 75266-1014

*** Please make sure to include your payment coupon and ACCU account number starting with **75**.

Q. Can I withdraw funds directly from my Medi-Share account?

A. Yes, however, any amount transferred into your account is used to pay your eligible medical bills within days by making payments from that account to your providers. If the funds are not available to do so, when they had been deposited for that purpose, you will need to pay your providers directly. Fees could be charged if you remove funds from the account that are earmarked for a provider and then that provider check is returned for insufficient funds.

Q. How will the account be closed if I choose to withdraw from the Medi-Share program and what if I have eligible medical bills to be shared after I withdraw?

A. If you withdraw from Medi-Share, your account will not be closed until your eligible bills have been shared, and your account balance is zero. Withdrawing from Medi-Share will not affect any other accounts you may have established with America's Christian CU.

Q. My address has changed, and although I notified CCM, I am still not receiving my ACCU statements.

A. When you make any changes to your personal information, you must also notify ACCU because CCM and ACCU are two separate entities. Signing up for E-Statements from both CCM and ACCU would eliminate this issue. To sign up for E-statements from ACCU, please visit <http://www.accustatements.com>. To change your address with ACCU, please call the number listed below.

PHONE: (800)343-6328, choose option 4 for the Medi-Share Services Specialist

ADDRESS: 2100 E. Route 66 | Glendora, CA 91740

PAYMENT ADDRESS: PO Box 661014 Dallas, TX 75266-1014

WEBSITE: www.AmericasChristianCU.com

EMAIL: info@americascsu.com