

Tri-Cities Credit Union Column

Quarterly Newsletter - Fall 2017

TCFCU-0917-NL

Groundbreaking & NEW NAME!



When: Wednesday, Oct 11th 2017, at noon.

Where: 3213 W 19th Ave (at the corner of Hwy 395 and 19th avenue)

What: In addition to the formal groundbreaking (ie: gold shovels), we will also unveil our updated name, logo, and color scheme. Come join the excitement!

ONLINE RE-DESIGN: On October 11th you will notice a totally FRESH new look and style to our website and online banking, which will include our new logo and colors. It may feel a bit unfamiliar at first, so feel free to call us if you need help navigating. Please also be aware that replacement debit and credit cards will come with our new logo (and new or replacement credit cards will be blue).

WHY ARE WE CHANGING EVERYTHING?

In 1969 we were IBEW 112 Federal Credit Union, then in 1985 we became Kennewick Community Federal Credit Union. Then in 2009 Tri-Cities Community Federal Credit Union, and now.... well, you will find out on October 11th. Here are some hints: The membership survey we sent out a few months ago made it **glaringly** evident that our name was too long and confusing, so we are shortening it up (way up). In addition we wanted some fresh new colors to go with our new building, communicating both stability and friendliness. After in-depth work with Mark Showalter's team at PS Media, we decided to take the leap! Our new logo will be so awesome, you might need to wear your eclipse glasses...



GAS STATION CARD SKIMMERS

More gas station skimmers were discovered in the Tri-Cities over the past several weeks, and we even had to close some member cards because of it. Some new skimmers aren't even visible from outside, as they are installed INSIDE the machine by crooks, in less than a minute. So how can you protect yourself? Check for extra bulky card equipment, or voided sticker tags on the panel (see images). We also suggest that you buy your gas from the more reputable gas stations that are staffed with employees watching the pumps, or that utilize 24-hour video camera surveillance (not just fake cameras). Either that, or walk inside to pay the clerk in person. Remember to monitor your account for suspicious activity, and have a backup card available, in case your primary card needs to be closed. We encourage members to utilize our "E-Alert" system, so you can receive texts or emails anytime a transaction is posted to your account, or to use our "Remote Control" service to "freeze" your cards when they are not in use. We will be happy to help setup these free services for you, so you can have peace of mind!



FEE CHANGE DISCLOSURE FOR IRA ACCOUNTS

Effective Jan 1, 2018 the fee structure for our IRAs changes, which may affect your earnings and Annual Percentage Yield. There will no longer be a recurring annual fee of \$20 per IRA. Instead, beginning in 2018 there will be a **\$20 fee for each instance of account maintenance that is requested**. For example: IRA Transfers to other financial institutions, rollovers, beneficiary changes, non-recurring withdrawals requests (which require separate authorization and manual

posting), or other account maintenance needing require special forms or maintenance by staff will be charged \$20 for each instance. Members who prefer to transfer these funds to a different financial institution to avoid possible future fees are advised to do so before Jan 1, 2018 when the new fees take effect.



LETTER FROM THE PRESIDENT:

Dear members,



Finding a new name and logo that **everybody** loves is probably impossible, but I think we will be close! The board of directors and employees have spent many hours with our marketing/design partners at PS Media to come up with something that would be simple, professional, yet friendly, and still be similar to our current name of Tri-Cities Credit Union. If it seems weird at first, just give it a few weeks and we think it will grow on you. Remember the odd names of other local Credit Unions?

For your Calendar: We will likely be **CLOSING EARLY on Friday, December 8th** (probably about 4:00 pm), as we will be upgrading our server for "remote hosting" throughout that weekend. Our online and 24-hour phones services will be **UNAVAILABLE** during this time, and there may be limits to ATM cash availability. Please plan ahead, and watch our facebook page for updates. This server upgrade will allow a more seamless move into our new headquarters!

Our priority for this new headquarters has been to keep costs down, keep the work local, and utilize union labor when possible. So far we feel we have been successful, and we anticipate moving into the new office by September of 2018. We are all very excited to serve you better with plenty of parking, a more peaceful spacious lobby, and an ATM. Please be patient, it gets closer every day!

If you have any suggestions, please let us know, and thank you for your membership.

-President, Doug Wadsworth

EQUIFAX BREACH UPDATE:

Please visit www.Equifax.com to see whether your information is at risk, and visit our facebook page for tips on how to protect yourself.

Asset Size: \$38,897,422 • Members: 5,717
FT Employees: 14 • Founded in 1969 by IBEW Local #112
Membership for anyone who "**lives, works or worships**" in
Benton or Franklin County, WA.
Federally Insured by NCUA



Contact Information

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Welcome Olga! Olga works primarily in the back office, and just joined our team a couple months ago. She appreciates our members and is excited to help them. She is excited for this opportunity, and we are excited to have her too!



Welcome back Stephanie! Just last month we welcomed Stephanie back, who worked here from 2011 until 2014, so she already knows many of you and loves serving. We are very excited to have her back in the MSR department!



Thanks to our Credit Union cycling team for supporting the Cystic Fibrosis Cycle for Life charity event on August 12th!



Card Fraud Reminder

If you receive a replacement VISA card in the mail (before your old one expires), it probably means your previous card was compromised and we have been trying to reach you. Please **ACTIVATE** and begin using the replacement cards asap, as the old card is scheduled for deactivation within a few days. We suggest you review your account history to ensure there is no suspicious activity, and verify we have your current phone number and address. Thank you!

Starting Loan Rates (Sept. 2017)*	APR*
New & Used Auto Rates	1.99%
10-year and 15-year Home Loans	3.99%
Credit Builder Loan (Share Secured)	3.11%
Home Equity Line of Credit	4.00%
Home Equity Loans	5.25%
Bare Land Loans	5.49%
Signature Loan or Credit-Line	5.90%
Boats and RVs	3.74%
Platinum Credit Card (with active checking)	8.90%
Classic Credit Card (with active checking)	12.90%

*Annual Percentage Rate. Some restrictions apply, subject to credit approval, rates may change at any time without notice. Rates quoted are for best credit and shortest term. Home Equity line of Credit is variable based on the WSJ Prime Rate and can change each quarter. Other rates and terms and restrictions apply. Equal Housing Lender. Credit card rates are 2% higher without active checking.