

JULY 2015



*Helping our members achieve
financial success while building a better community.*

DEAR VALUED RUSSELL COUNTRY MEMBERS

On November 1 of this year, your credit union will be converting to a new data processing operating system.

Our current operating system satisfied our needs when it was deployed 25+ years ago, but since then the financial services industry has changed so dramatically that our system is no longer able to keep up with the changing landscape of regulatory requirements, or efficiently handle the development and roll-out for many of the products/services we plan to offer our membership in the coming year.

There are a number of factors that contributed to a decision of this proportion, but our primary driver was to focus on a system which had the capability of handling a wider array of services to our entire membership.

The new system will streamline a number of processes within our account opening and lending functions, including electronic signature capture and transaction scanning, which will allow for more of your transactions to be converted to paperless transactions, increasing internal efficiency. It will also include a new, and much more efficient, online banking and bill pay process platform, and our electronic SMS (text) banking features will be improved, and will allow us to offer mobile banking in 2016. It will also handle many of the current processes internally which have been outsourced to third-party vendors in the past, again increasing system efficiencies.

Our data processing system affects all of the products and services you use. We want you to know and understand that there will be changes, and that you will have a few additional steps to take during the initial week of conversion to reestablish your security with your online products. There will be slight changes to your account numbers and account types, only because a new system needs to recognize account numbers and account types based on their system parameters and not on the system parameters of the old system. As we learn more about these changes we'll be communicating them to you.

A data processing conversion is not a simple process, and can be dreaded by both staff and the membership, but in order to remain relevant and keep up with the changing financial services environment it's imperative that we keep up with technology. Beginning in June and continuing through October, staff and management will be involved with intense data processing training sessions which will help us be able to serve our members on the new system.

As we move closer to our "Go-Live" date of November 1, you'll be receiving additional reminders from us of the conversion. In the meantime, we encourage you to ask questions when you're in the credit union. We are truly committed to helping you through this process, and appreciate your patience and understanding as we go through this transition.

Sincerely,

BERNIE NEIBAUER
PRESIDENT/CEO

SUMMER Skip-A-Pay

YES! I would like to skip my _____ (July or August) loan payment. I understand that interest will continue to accrue on this loan until I make my next scheduled payment following the Skip-A-Pay.

By signing and returning this Skip-A-Pay request, you may defer your current payment up to 30 days. Interest will continue to accrue at the current interest rate of your existing loan.
Real estate, home equity loans and all personal lines of credit are not eligible for this promotion.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Member #: _____ L-Type: _____

Payment Method: (Please check one)

☐ My check for \$30 per loan is enclosed

☐ Please transfer the \$30 per loan fee from my:

☐ Savings

☐ Checking

Primary Borrower Signature: _____ Date: _____

Joint Borrower Signature: _____ Date: _____

This credit union is federally insured by the National Credit Union Administration. We must have the signature of all joint borrowers. You must be current on your loan to qualify for Skip-A-Pay. You must have made at least three (3) payments from a new loan inception date. Some restrictions may apply.

Credit Union Use Only:

Loan Officer Approval: _____

Due Date Changed from: _____ to _____

By: _____

Is the payment a periodic payment or made by ACH? _____

'TIS THE SEASON TO HAVE FUN!



A We have loan rates as low as 2.49% APR - for all kinds of summer fun! Boats, motorcycles, campers, ATVs; even Home Equity Loans to spruce up your home. Have you ever dreamed of transforming your backyard into one of those outdoor living rooms like you see in the garden magazines? We can help you do that.

All you have to do is call for an appointment with Rachel, Danielle or Kayla . . . and don't forget your list of fun ideas!

Our Main Office phone number is #761-2880, or call #467-2541 for the Fairfield Office.

The Credit Union will be closed in observance of:

INDEPENDENCE DAY

Saturday, July 4, 2015
No Drive-Thru Services

LABOR DAY

Monday, September 7, 2015

COLUMBUS DAY

Monday, October 12, 2015