

Metropolitan Services Credit Union



Winter Newsletter

January 2017



Happy New Year!

I hope this newsletter finds you all healthy and happy. It is the time of year that I like to reflect on the past year and tell you what we have planned for this new year.

As you may know we lost our dear board member John Pettis in June of 2016. The board has appointed Mr. Matt LaSiuta to fill his remaining term. Matt comes to us with strong Credit Union credentials. His experience in management at several metro area credit union's has led him to start his own consulting business named - The Firm, LLC -(Financial Industry Resource & Management). Matt helped our credit union to develop a strategic business plan for 2017 and we are delighted to add him to our management team.

2016 brought two audit/examinations. One by an outside auditing firm and another by the State of Minnesota. Your credit union was found to be in great health with very few auditor comments or recommendations.

In August we completed a computer upgrade and made the decision to add a part time employee. Former employee Janet Hanson agreed to return to the CU as a part time teller. Jan will work Fridays and as needed. Welcome back Jan!

Going forward in 2017 our emphasis is on growth and technology advancements. We are looking into some programs that will hopefully make your life easier—such as “remote check deposit” which allows you to take a photo of your check and send it to us via your phone or computer for deposit. We are also implementing Credit Card processing which will allow us to take your credit card for deposits or loan payments. Other programs we are interested in offering are Mobile Banking (smartphone application) and possibly a credit card program.

We hope to visit the MCES locations this year and we hope that you will tell your co-workers and families about your credit union. Please help us in our efforts to grow.

Thanks for your support.

Kathy Flaherty

MEMBERSHIP VERIFICATION

Once per year our Supervisory Committee performs a membership verification.

You will see that the return address of your quarterly statement shows a PO BOX for the Supervisory Committee. If you find a discrepancy or have any questions about your statement please **DO NOT CONTACT THE CREDIT UNION.** Instead write to the name and address listed on the statement and you will be contacted by the committee.

This is one of many audits provided by the Supervisory Committee to help safeguard all member accounts.



Board of Directors:

Wayne Andersen—Chairman
Dave Quast
Carole Crandall
Sharon Kuehn
Matthew Lasiuta

Supervisory Committee

Mike Pliml—Chairman
John Scanlon
Ken Rouse
Curt Kallem

Debit Card Fraud

It is important that you protect yourself and your credit union from financial loss by being vigilant about keeping your debit card safe and reviewing your account for fraudulent activity. If you cannot find your debit card or believe it has been stolen please contact us immediately. If it is after hours and our office is closed you can call our office and the voicemail recording will give you the phone number to call to report your card lost or stolen. That number is:

1-800-535-8440 to report a lost or stolen debit card

The cyber thieves are out there and the security breaches are increasing. 2014 was a year that we saw huge retailers like Target, Home Depot and many others fall victims these attacks. Your credit union is doing everything possible to keep your account safe and to close any cards that become compromised as soon as we are aware of the situation. We have to work together to combat this problem.

Regarding the use of your Visa debit card—you should know that your Visa debit card can be used anywhere that takes Visa. Some larger retail stores like Target, Walmart, Cub, etc. allow you to choose CREDIT or DEBIT on your purchases. The difference is this: If you choose CREDIT you must sign for the transaction. If you have the option to use DEBIT (large retailers like Target or Walmart, etc.) no signature is needed, instead you key in your 4 digit PIN. (this is the same number you would use at the ATM machine) We are encouraging our members to use DEBIT when possible because we have experienced much less loss on these types of transactions. Another reason to use the DEBIT with 4 digit PIN is so you can get cash back from your purchase and you can avoid that trip to the ATM machine and any ATM fees.

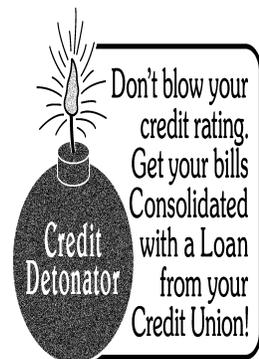
Thank you for helping us to keep your account safe and to stop any unnecessary losses. Please write the phone number somewhere prominent or add it to your cell phone contacts 1-800-535-8440.

Bill Overload? Consider A Consolidation Loan

It happens to just about everyone at some point. A lot of little loans get scattered all over the place. That "zero-down" loan promotion at the electronics superstore that you've now been paying on for two years. The monthly bill that never seems to go away for that crown at the dentist. The regional department store that went out of business a year ago, but you are still chipping away at their credit card bill.

Why not roll all those little bills into a consolidation loan at your credit union and pay off all those nagging creditors? That way, you'll write just one check a month and pay the bill off faster (and probably at much lower rate of interest) than continuing to chip away bit by bit with most of your payment going toward interest and service fees.

We've helped many credit union members over the years save hundreds and even thousands of dollars by consolidating many little debts into one single loan. Let us help you do the same. Call or stop by your credit union today.



4.90% - CONSOLIDATION LOAN RATE !