

Metropolitan Services Credit Union



Winter Newsletter

January 2018



Happy New Year!

January is a great time to set some goals and if you are trying to achieve a financial goal...we are here to help. Whether it is a debt consolidation loan, a college savings plan, a new home, car or whatever—your credit union wants to be your first call.

We offer loans of all types, savings, certificates, checking, IRA's, debit cards, direct deposit and much more. Our loans are reviewed daily and we pride ourselves on our quick and personal service. We hope you will turn to this credit union whenever you have a financial need.

We added 2 new services in 2017, they are:

Credit card payments - allows you to use your Visa, MasterCard/Discover, etc. to fund your credit union account for loan payments or deposits. You can use this service in person or via telephone, with e-signature.

Remote Deposits— this service allows you to deposit a check directly into your account using your smartphone by taking a photo of the check. We offer immediate credit to your account as presented and if approved.

We have had great success with both of these services as they allow our members to easily and quickly fund their accounts. We have also increased our efforts to make applying for a loan as quick and effortless as possible. Our online loan applications and optional electronic signatures have reduced our turn around time on loans dramatically, in some cases the loan applicant never even has to come in to the office.

In 2018 we will be focusing on increasing membership. We have seen our numbers dwindle with the many retirements of employees from the Met Council. It has been challenging to find ways to contact the new employees of the Met Council as the privacy laws have increased and we are no longer in the MCES facility. So, we ask for your help in telling your family and your coworkers about our credit union. We thank you for your continued 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. 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.

Remember that your debit card will only work in the 5 state area (MN, WI, ND, SD & IA) unless you notify us that you are traveling. We can make arrangements to activate your card for travel.

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 !

