



Spring 2021

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www.vermillionfcu.com  
605-677-5214 • office@vermillionfcu.com



## Annual Meeting Announcement



Vermillion Federal Credit Union's annual meeting will be held at the credit union office on Wednesday, April 14, 2021. It is also available through a Zoom link. If you would like to attend the meeting but are not comfortable doing so in person, please contact the credit union by email and request a Zoom invite. We are always excited to be able to share the success we have with you and appreciate not only your membership but also value your involvement in the continuing accomplishments of your credit union. Email your invitation request to [office@vermillionfcu.com](mailto:office@vermillionfcu.com) by April 12, 2021. We hope to see you there!

## Auto Link



We have partnered with Auto Link to revolutionize the way you shop for a vehicle online! You can conduct a comprehensive search of all auto

listings in the region, take a virtual test drive from the comfort of your home, and use detailed pricing tools to determine if each listing is fairly priced. In addition, there are a variety of articles on the ins and outs of car shopping to give you peace of mind that you are making the right choice. The site also prevents 3rd party cookies and ads — your privacy is important to us. All auto loan members receive a complimentary myEZ Car Care Membership to save you money on auto service and travel. See our website for more information on this exciting new experience!

## Mobile App

Really, you're not using the new app, why not? Wow — it is so user friendly! See most everything that we can see at the end of your fingertips. And if you do not want to use your username and password to log in, simply use the Touch, PIN or voice options! In addition to the remote deposit capture feature, you can now view statements, set up activity alerts and control your cards. If you misplaced your card on a weekend, just log in and place a temporary block. When you find it, just simply log back in and unblock. Download the app today, search Vermillion FCU and our app is the white square with a fancy red V.



VFCU Homepage  
Apply for a Loan



## Rewards Points

We launched a new service to reward our loyal members 2 years ago! Are you familiar with it? Our relationship rewards system will automatically track and give you points for using our services, which you can redeem for things such as loan rate reductions, waived fees, and credit union swag. Log in to online banking to track your point totals and save up for something nice! Visit our website for full details.

## Reminder: Our Credit Card Rate Subject to Change Twice Per Year



The credit card rate is calculated by adding seven (7%) percent to the Prime Rate as published on the 1st day of January and July. The rate change on your card will be effective on February 1 and August 1 of each year. If the Prime Rate changes, it will result in more (or fewer) amounts for your monthly payments.

## Statements



Reminder: Statements are only available online for 18 months. Please, if you might ever think you would need more than that, start saving them on your own device. We can pull and print previous statements, but since there is some research that needs to be done, we must charge you a fee to do so.

## Dormant Accounts



Make sure you do not have a dormant account. In June we will again review our accounts to see if any are inactive. If your account has not been used in the past 12 months, you will get a letter with some options to activate your account. If we do not hear from you by the date in the letter, your account may be charged a fee of \$5 for each month it was inactive. It is easy to avoid the fee by just checking your account and letting us know what you want to do.

## Financial Literacy and the KOFE platform

April is Financial Literacy Month! This is the perfect time take those steps towards financial fitness you've been meaning to get around to – and our KOFE platform is a great place to start! AND it's FREE to members. Click the Financial Education button on our website at [www.vermillionfcu.com](http://www.vermillionfcu.com).

Knowledge of Financial Education (KOFÉ) is an online financial wellness benefits platform that is designed to connect users with the tools needed to be financially successful, a three-pronged approach to financial education.

1. KOFE provides a self-paced financial education resources that users can access on their own time to learn at their own pace. Resources include videos, eBooks, infographics, podcasts, and interactive courses that accommodate all learning styles.
2. Classroom Learning - KOFE's certified credit coaches provide monthly webinars that cover a variety of fundamental and trending personal finance topics. Webinars and seminars are based on users' needs.
3. One-on-one Coaching - KOFE allows users to connect one-on-one with certified credit coaches and HUD-certified housing counselors. These coaches and counselors help an individual define and achieve key goals, from improving their credit to buying a home.

# Avoid Financial Fraud

Normally during the holiday season, long weekends and tax season we see hard hits with fraud. BUT this last year, the whole COVID-19 pandemic has given fraudsters lots of opportunity. With the increase in online shopping not only for fun and convenience, but actually for necessities and demand, fraudsters are having a hay day! You are unlikely to find a foolproof way to prevent identity theft or fraud, but hopefully these important safety guidelines will stick in your head.



- Create strong, unique passwords for online accounts. Use a combination of symbols, numbers, letters, caps & lowercase.
- Do not rely on security questions to keep your accounts safe. Your mother's maiden name and pets' names are not hard to find. Think carefully about what you post on social media... those fun quizzes you take and share ask for exactly what you might use as answers for security questions!
- Set up alerts and notifications. VFCU online banking and the mobile app both have those capabilities. On the mobile app, go to 'more' and 'manage cards'. There is also the capability to lock and unlock your cards. In ItsMe247 go to 'Info Center' and 'eAlert subscriptions'.
- Don't use public Wi-Fi for shopping, banking or other sensitive transactions.
- Make sure your connection is encrypted. Most browsers show a connection is secure by having a lock and/or the letters HTTPS in green preceding the website name.

- Do not click on pop-up ads.
- Purchase from websites you know, trust and have done business with previously. If you are contemplating a website you are not familiar with, read the reviews section to get an idea of the company's reputation.
- Avoid suspicious websites and links. Never click or open attachments from someone you don't know, they may contain malware. Emails and websites can easily be spoofed.
- Consider dedicating one card only for online purchases. That way, if compromised, you can change the card without impacting other payments.
- Or try a prepaid card. VFCU offers prepaid debit cards which are not linked to your account and can be loaded with minimal amounts. They have their own online banking and mobile app to help you manage your spending.
- Got a smartphone? Then use a digital wallet. VFCU debit cards are compatible with Google Pay, Apple Pay and Samsung Pay. Use these tokenized and encrypted transactions to shop online or at compatible checkout terminals. Plus, contactless transactions have fewer health risks.
- Find more great resources on our website under Other Services and Educational Resources.
- If you ever have questions on your card after hours, please call a card service representative at 866-664-9364.

## COVID Update

At this time, your credit union is still requiring that you wear a mask when inside the lobby. Our safety protocols have worked well as there has been no spread at the credit union. We all look forward to the upcoming mask free days, but they are not here yet. Please continue to be safe and to keep others safe.

## Holiday Closings



**Memorial Day**  
Monday, May 31



**Independence Day,**  
**Observed**  
Monday, July 5

## PIB

PIB stands for Personal Internet Banker. It is a layered security approach to add additional authentication controls for It's Me 247. It is an independent application that provides multiple, configurable options that govern how It's Me 247 behaves and what members can do online by controlling access to features such as limits, day of week, time of day and even geographic location. But with power comes complexity and the need for careful consideration. When you sign up for online access, there is a default PIB that you can accept OR you can set up your own at that time or any time after that.

A bad guy (or gal) gets your user name and password. What can he/she do while in your online banking? The more controls you have in place, the less the culprit can hurt you, but it may be a bit more inconvenient for you. PIB gives you the options to make those decisions.

Imagine if you put a different lock on every door in your house and locked them all. Even if a burglar managed to get in your front door, he would be stopped every time he tried to open an inside door. However, if you had to unlock your door each time you wanted to change rooms it would not be very convenient for you. With PIB the "lock" configurations are up to you.

Examples of just a few of the controls include many things. If you don't want anyone to be able to access it between midnight and 9 a.m. you can set up that block. Perhaps you only want access Monday, Wednesday and Friday, then you can set that up. If you want to have to put in a code to confirm any transfer, you can do that. If you want to limit the amount that can be transferred, you can also do that. The list goes on. Often members forget what controls have been set up. Recently a member called and asked why he could not transfer \$5,000 between his account? Was there a limit he asked? In this case it turns out there was a limit of \$2,000 that he had set up through PIB, but he had forgotten he had done that. It is a very secure program and VFCU employees cannot see what features you have selected. We can tell you what your user ID is and that's about it. From there you can reset your password to get in to review or change what needs to be changed.

For a PIB management to configure the security options an initial set up is required. It cannot be the same as your online banking user ID, or password. When you log in, look for PIB. It can be found at the top of your screen. It will say create my security or if you created it earlier it may say manage my security. There are many many options available within the program to protect you.

Check it out. What will you do with your power??

## Hours of Operation

### Lobby:

Monday through Friday 9-5  
Saturday 9-12

### Drive up:

Monday through Thursday 8-5  
Friday 8-5:30  
Saturday 9-12

## Contact Us

### Address:

105 East Cherry St.  
Vermillion, SD 57069

**Phone:** 605-677-5214

**Email:** [office@vermillionfcu.com](mailto:office@vermillionfcu.com)

**Website:** [www.vermillionfcu.com](http://www.vermillionfcu.com)

## Lost/Stolen Cards

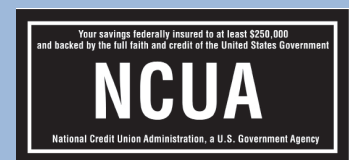
**Phone:** 1-800-528-2273

## Fraudulent Activity

**Phone:** 1-800-889-5280

## Mission Statement:

The mission of Vermillion Federal Credit Union, through member ownership and involvement, is to provide financial services in a professional and responsive manner, reflecting the credit union philosophy, "People Helping People."



**DAKOTA**  
**CREDIT UNION**  
ASSOCIATION