

Vermillion

FEDERAL CREDIT UNION

105 East Cherry Street • Vermillion, SD 57069
 www.vermillionfcu.com
 605-677-5214 • office@vermillionfcu.com



Annual Meeting Held



The 59th Annual Meeting of Vermillion Federal Credit Union was held on April 10, 2019. Congratulations to Karen Davies, Philip Terwilliger and Aaron Fader for their re-election. We are truly fortunate to have such great people past and present at the helm. The credit union could not function without their diligent efforts. Other Board members are: Cathi Powell, Ruth Bremer, David Moen, and Patty Larsen. Be sure to thank them for volunteering when you see them.

If you would like to review the annual report you can find a copy on our website under the "About Us" tab.

CU Mortgage Direct, LLC Adds More Loan Options

CU Mortgage Direct has concentrated on providing exceptional customer service to our clients while also offering assistance with many FHA, Rural Development, VA and Conventional loans throughout the years. CU Mortgage Direct recently just added the USDA RD 502 Direct program which is a home loan program which is fully funded through the USDA Rural Development office. CU Mortgage Direct has also added the Community Home Improvement Program or CHIP loan to our offerings. The CHIP loan provides a low interest loan for eligible borrowers to improve or repair the borrower's present single family home. The CHIP loan can assist with room/ garage additions, driveways, cabinets, fencing, plumbing, roofing and many other repairs or improvements.

For 15 years, CU Mortgage Direct has always looked for ways to add loan options and improve the loan process for our members making it as simple as possible.

Archiving eStatements



If you've signed up for eStatements, you can easily access any statement from the previous 18 months just by logging in to Online Banking and clicking on the "My Documents" tab at the top of the screen. Many members (myself included!) find this much more convenient than keeping track of mailed paper statements each month. However, it's important to note that statements more than 18 months old are not retained in this system.

If you would like a longer archive, be sure to download and securely store your statements on your personal computer each month. While it is possible to retrieve and print copies of older statements at the credit union office, there is a \$2.00 fee per statement for this service, so we recommend getting in the habit of creating your own free and convenient personal archive.

Rewards Points



We've launched a new service to reward our loyal members! 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. On April 1st, everyone's points were set to zero (we'd

been testing the system behind the scenes for a few months to get the bugs out) and we activated the Rewards Points dashboard in online banking. Log in to online banking to track your point totals and save up for something nice! Visit our website for full details.

Fees

No one likes fees and we do not like to charge them; however, sometimes they are necessary. Our policy already states fees we can charge. Many things you can do yourself with online banking. We often have waived these fees, but it has become a situation where we are getting more and more requests and each request does have a cost associated with it; therefore, in the coming months we will implement our procedures to include charging those fees to offset our costs.

We will try to remind you when you request something that a fee will be charged, but you can always ask too.

Personnel Changes

We are pleased to welcome two new member service reps, Kaya and Kylee. They are both recent graduates of VHS and will be beginning college in the fall. Stop by and introduce yourself if you haven't done so already!

Stephanie, Abby, and Bailey have moved out of the area. We wish them the best. Geoffrey has been granted three months leave to take a temporary position doing conservation work on the Missouri River with the National Park Service. So, you won't see his smiling face around the credit union this summer, but you may run into Ranger Geoffrey if you're out hiking or boating on our beautiful river!

Online Banking

Do you know all the things you can do with online banking? You can make transfers, pay loans, get your statements, view images of checks that have cleared, sign up for P2P payments or automated bill pay. These and many other services are available 24 hours a day 7 days a week at no cost. If you do not know how to access online banking, please don't hesitate to ask and we will happily show you the steps.

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

Holiday Closings

Independence Day
Thursday, July 4

Labor Day
Monday, September 2

Contact Us

Address:

105 East Cherry St.
Vermillion, SD 57069

Phone: 605-677-5214

Email: office@vermillionfcu.com

Website: 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."

