



**Members Community
Credit Union**
together we're better.

March 2017
Newsletter



ANNUAL MEETING | MONDAY APRIL 24th

Join us at The Rendezvous, 3127 Lucas Street in Muscatine
Drinks start at 5:30 and dinner following

As a member, you are an owner of the credit union. At the Annual Meeting, you get an update on how the credit union is doing, plus you get to meet staff, the Board of Directors and other fellow members. The Board of Directors is a group of volunteers responsible for helping guide and oversee the direction of the credit union to ensure it operates in the best interests of its members.

Please RSVP by April 18th! Contact us at 563-264-7210, email us at howdy@memberscommunitycu.org, stop by either branch, or visit us online at www.memberscommunitycu.org/annual-meeting/.

If you're interested in joining our volunteer Board of Directors, contact Tim Chapman by April 1st for more info.

Please note: Only those who RSVP are entered into the door prize drawings. You must be present to win.

Cedar is getting a

NEW

ATM March 27th

There will be no atm access while the new one is being installed, please plan accordingly.

Please note: The new ATM will not accept deposits, please use the night drop instead.



\$500 Scholarship Coming Soon

Scholarship applications will be available April 1st and will be posted on our website or available at either branch. Applications will be accepted through May 19th. The MCCU Scholarship is open to all members who are currently high school seniors. Applicants must plan to enroll in a two or four year undergraduate degree/program or in a technical/vocational school.

EMV Debit Cards Are Here!

Last month we launched our new EMV Debit Cards and some of you may have already received your spiffy new EMV debit card! For others that are wondering when they might get theirs, check the expiration date on your current card, as you will receive your new EMV debit card in the mail the month that your current MCCU debit card expires. For example, if your current card expires May 2017, you will receive your new card the middle of May. When you go to use your new EMV debit card at our branch ATMs, you will have to insert and leave your card inserted during the transaction. If you insert and remove your EMV debit card, it will error out and tell you to reinsert your card. In the event you need to order a replacement card prior to your expiration date, you will be charged a \$15 replacement fee.



IT'S SURVEY TIME - We Want Your Feedback!

As part of our continued effort to provide you with stellar service and top-notch financial solutions, we have created a short survey for you to complete. Your opinion will be providing us with information to serve you in the best way possible. Please complete the survey using the link below and let your voice be heard! The completed results will be shared with management and the board of directors.

➔ www.memberscommunitycu.org/survey/ ➔

As a Thank You For Your Feedback we are giving away a \$50 gift card! To be entered, please list your full name and phone number at the end of the survey, otherwise your feedback will remain anonymous and you will not be entered to win.

If you would like to provide us feedback, but do NOT have internet access, please call or stop in and request a printed copy of the survey to fill out.

Thank you for your commitment in helping us make your experience better at Members Community Credit Union!



* HOLIDAY CLOSINGS *

May 29th for Memorial Day
eBranch, Mobile Money and
ART will be available.

HOURS

LOBBY (both branches)

Mon - Tues 8:00 am - 5:00 pm
Wednesday 10:00 am - 5:00 pm
Thursday 8:00 am - 5:00 pm
Friday 8:00 am - 5:30 pm
Saturday 8:00 am - Noon

COLORADO BRANCH DRIVE-UP

Mon - Tues 7:30 am - 5:30 pm
Wednesday 10:00 am - 5:30 pm
Thursday 7:30 am - 5:30 pm
Friday 7:30 am - 6:00 pm
Saturday 7:30 am - 1:00 pm

CEDAR BRANCH DRIVE-UP

Mon - Fri 7:30 am - 6:00 pm
Saturday 7:30 am - 1:00 pm

CONTACT US

Website: www.memberscommunitycu.org

Phone: (563)264-7210

email: howdy@memberscommunitycu.org

Instant Messaging: Use Live Chat on website

Face to face: 159 Colorado Street
2915 Cedar Street

ART: (877) 466-4428



Is it Fraud or a Dispute?

That is a very important question to ask yourself when you find a charge on your debit card that shouldn't be there. It's your money, so we understand the panic that can set in when things like this happen, so don't worry we are here to help.

The main difference between the two is if the cardholder willing and knowingly initiated the transaction or not.

We now have a handy page on our website, walking you through the process of what to do when you see a transaction you don't recognize and how to decide if it's fraud or a dispute. We also have the forms you will have to fill out on there too. You can print them and fill them out by hand or you can download the forms and type-in your information on the computer and then print them out and drop them off/send them to us, but don't forget your signature!

Don't have computer/internet access, that's okay. Just stop in and our staff can help you through the process and assist you in filling out the forms.

Get To Know Your Money Peeps!

You might have noticed some new faces behind the counters at both locations lately and we thought you might want to get to know them better. So we added this section to our last newsletter and figured we'd keep it going.

Jill joined the MCCU family this past January and her favorite food is Italian.

What's one thing you cannot live without? Coffee

Best place you've traveled to and why? Key West, Florida, because I belong there.

Which one would you want most? Super powers, Robot Housekeepers, or Flying Cars? Super Powers, so I could keep my house clean without robots and I could help our community.

Two truths and a lie? I love skydiving, I love the beach, and I love small places (lie).

Meet Jill Hopkins



money nerd