

# THE FREEDOM TO DO YOUR BANKING FROM ANYWHERE

Download the Northern Hills Federal Credit Union app for a better mobile banking experience.

[northernhillsfcu.org](http://northernhillsfcu.org)



Serving Meade, Butte, Lawrence, and Pennington Counties.

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# FINANCIAL Focus

February 2018



## PRESIDENT'S MESSAGE



Floyd Rummel III - CEO

Your credit union had another awesome year in 2017. The credit union had very nice growth in loans, shares and new members. During this time of year, we reflect on our successes and failures of the previous year in order to build and learn. I was always told, "If you do not fail at times, you are not trying anything new."

As we look forward to 2018, we have some very exciting new developments for member service. First, we are implementing instant issue debit cards at all our locations. If your card is lost or damaged beyond working order, come

to any location and leave with a new, fully functional card.

Second, we will be enhancing our mobile app by adding multiple authentication convenience options, making the process faster and more member friendly. This allows you to use facial recognition, voice recognition, fingerprint or PIN to sign in.

Spring is when we hold our annual meeting. By attending, this is your opportunity to be actively involved in the governance of your credit union. During this time, we review our past years'

successes, financial reports, honor volunteers and staff, and elect new board members.

The credit union exists for you, our member. If you have a product or service you would like, please let a staff member or volunteer know. We are more than happy to consider any reasonable request.

## 67<sup>TH</sup> ANNUAL MEMBERSHIP MEETING



### PLEASE JOIN US!

**WHEN:** Thursday, March 29, 2018

**TIME:** 5:30 pm Registration  
6:00 pm Meeting  
7:00 pm Refreshments

**WHERE:** Boulder Canyon Convention Center  
2721 Lazelle St  
Sturgis, SD

RSVP by Friday, March 23 at any location or by calling 605-347-4527.

Northern Hills Federal Credit Union is a member-owned, democratically controlled financial cooperative. As a cooperative, you elect members to the Board of Directors. The Board of Directors' responsibility is overseeing the operation of the credit union.

The annual meeting is an opportunity to learn more about the credit union, the progress that was made in the past year, and the plans for the future.

### BOARD OF DIRECTORS ELECTIONS

In accordance with the Bylaws of Northern Hills Federal Credit Union, the Board Chair appointed a Nominating Committee to nominate a slate of candidates to fill

the three vacancies on the Board of Directors. The Nominating Committee has nominated the following NHFCU members who have expressed the desire to serve on the Board of Directors and have met the candidate qualifications:

**Gordon Budahl, Laura Prosser and Karen Wagner**

If there are no petitions presented to add the name of a specified nominee to the ballot and if only one member is nominated for each position to be filled, there is no mail ballot vote and the three nominees listed are elected by acclamation.



## NEW SCHOLARSHIP PROGRAM!

Northern Hills Federal Credit Union is proud to support higher education and we are excited to announce that we have revamped our scholarship program!

For **graduating seniors**, we will be offering three scholarships in the amounts of \$1,000, \$750 and \$500. Applicants must be attending an accredited college, university or vocational/technical school.

For **non-traditional students**, we will be offering one scholarship for \$1,000. The applicant must not already hold a bachelor's degree and must be attending or plan to attend an accredited college, university or vocational/technical school within the next calendar year.

To receive an application you can call, stop by any location or download it from our website under **Quick Links**.

**Applications are due March 31, 2018.**

## FROM THE BUSINESS DEVELOPMENT DESK

If you missed it recently on the 5 o'clock news, interest rates nationally have taken some increases the last several months and may soon be rising again. As our economy strengthens, the government tightens its reins by raising rates to prevent inflation. The bottom line is you will pay more to borrow money.

If you have been planning to expand your business, buy a building or purchase additional equipment, there is no better time than right now. NHFCU is ready to help you with all your commercial or agricultural lending needs.

## IT'S TIME TO LET YOUR HOME WORK FOR YOU

Choose the loan feature that meets your needs!

When it is time to make home improvements, consolidate debt, pay tuition, or pay medical expenses, a home equity loan or line of credit from Northern Hills FCU is a smart choice. With Northern Hills home equity loan options, you can borrow against the equity you have built in your home at a competitive rate.

### Fixed Rate Home Equity Loan Benefits:

- Lump sum disbursement
- Can be used for multiple purposes

### Home Equity Line of Credit Benefits:

- Credit limit based on equity in your home
- Credit line replenished as balance is paid down

Call an experienced Northern Hills loan representative today at 605-347-4527 to choose the rate and term option that is best for you or apply online at [northernhillscfu.org](http://northernhillscfu.org).

## ATTENTION NHFCU VISA DEBIT CARDHOLDERS

You may have charges that are billed to your debit card monthly such as a gym membership or cell phone payments. These type of charges are referred to as recurring charges.

As a VISA debit cardholder, you are required to contact a merchant you have authorized to bill charges to your card on a recurring basis should you have any changes to your card. These changes may consist of a replaced card, card information changes (such as the card number and/or the expiration date), or if the account associated with your card is closed.

By March 31, 2018, VISA is requiring card issuers, such as NHFCU, to share this information with participating merchants. Your debit card will be automatically enrolled in this information updating service. Through this service, your updated card information may be shared to facilitate continued recurring charges. Please keep in mind that these updates are not guaranteed before your next



payment to a merchant is due. It is still your responsibility to make direct payments until recurring charges resume.

You may, however, revoke your authorization allowing us to provide the updated card information to a merchant. Please contact NHFCU should you wish to revoke your authorization, to obtain a copy of the full disclosure, or if you have any questions.

## NHFCU MOBILE APP IS NOW EVEN BETTER

MACO (Multiple Authentication Convenience Options) has been added to the NHFCU Mobile App. MACO has four convenient ways to authenticate and obtain access to your account. You may use one or all four authentication methods.

- **Voice Recognition** – simply use your voice to request access
- **Fingerprint** – use the fingerprint verification feature on your mobile device
- **Face Recognition** – simply look at the face icon to unlock your account
- **PIN** – use a 4-digit PIN to obtain access

You still have the option to sign on using your user name and password if you prefer. MACO simply makes the process easier. MACO has the same level of security as your current Mobile Banking credentials. You will be required to authenticate your existing It's Me 247 Mobile Banking credentials before setting up one or all of the MACO authentication methods. Once you have accepted the new Member User Agreement, you will have access to your account quickly and easily using MACO.

The NHFCU mobile app will be updated mid-February to include the MACO features. Refer to our website for additional information.

## OUR PASSWORD REQUIREMENTS ARE CHANGING!

Our online banking is undergoing an upgrade! This exciting change will expand the limit on the length for your online banking password from 10 to 256 characters on March 11, 2018, which is great news for our online banking security.

However, this change may require you to change your password if you are currently in the habit of typing more than 10 characters for your password. Beginning March 11, those characters will now be counted and your password will be incorrect (remember, passwords must be between 8-10 characters now, but some of you are typing extra characters!).

A password longer than 10 characters that is entered on March 11, 2018, will not be able to access Online Banking and must be changed on that date. Prior to the change, you may notice a message in **It's Me 247** letting you know there's an issue with your password length.



If you see this message and must change your password on March 11, use the "I forgot my password" link in **It's Me 247** Online Banking and follow the prompts to create a new password. If you need assistance changing your password, contact the credit union.

## PREVIOUS YEAR IRA CONTRIBUTIONS

Remember, you can make IRA contributions for the 2017 tax year through April 17, 2018. We have a full line of IRA products. Ask one of our friendly associates for details.

## LOCATION CORNER

We would like to invite all our members to stop in and visit us at our Sturgis location. As with all our locations, Sturgis is a full-service financial institution offering consumer loans, as well as Commercial/Business Lending and a full-service Mortgage Department. We are your South Dakota Housing and Rural Development credit union lender for western South Dakota.

Staff at the Sturgis location are looking forward to 2018. We are excited about the electronic products we have to offer, such as online membership account opening and our new mobile app, giving members access to their accounts 24/7. Additionally, our online mortgage application allows for electronic signatures of all disclosures and the ability to upload documents. Our easy access ATM is very convenient when you need cash quick or outside business hours.

We are part of the CO-OP Shared Branching network, which provides access to your accounts, just as if you



## LOOKING FOR SOME EXCITEMENT IN YOUR LIFE?

Northern Hills can help you get there! We offer some of the lowest rates and longest terms available for financing your next new or used snowmobile, RV, ATV or motorcycle. Enjoy the convenience of financing direct, at Northern Hills or at a participating dealer. Experience the affordability of a low rate and flexible financing terms that fit your budget.



## NO PAYMENT UNTIL SPRING!

Buy your new car, boat, camper, or motorcycle with no payment until spring. Now is the time to buy these items and with our 90 days before your first payment, you can take advantage of an off-season purchase today.