

LOCATION CORNER

Staff at the Sturgis location are looking forward to 2021. We are excited about all the electronic products we have to offer, such as online membership account opening and our updated mobile app, giving members access to their accounts and credit scores. Additionally, our online mortgage application allows for electronic signatures of all disclosures and the ability to upload documents.

Obtaining a new loan is as easy as applying online and electronically signing the loan documents. In a few short hours, you can be driving a new car or motorcycle.

Apply online today or text our loan department at 605-720-6769. If you have account or membership questions, please text us at 605-720-6767. We will be happy to assist you.

Remember when you travel, since we are part of the CO-OP Shared Branching network, accessing your accounts is as easy as if you were at home. This is a great service for Northern Hills FCU members as they travel the United States and for members of other credit unions visiting the Black Hills of South Dakota.

In closing, the Sturgis location welcomes electronic and in person visits from our members. Hope to see you soon.



Serving Meade, Butte, Lawrence, and Pennington Counties.

northernhillsfcu.org



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PRESIDENT'S MESSAGE



Floyd Rummel III - CEO

As I reflect on 2020, all I can say is "wow". Last year at this time, when I was writing my message for our newsletter, all of us at NHFCU were excited about the year that was ahead. As you might recall I talked about digital transformation. Thank goodness, we had all our digital platforms in place to serve our members. Little did we know that we would need these digital services to take care of your financial needs this past year.

COVID-19 reared its ugly head in a big way in March. Out of an abundance of caution for our members and our staff, we closed our lobbies in late March and reopened them just before Memorial Day, after we had safety protocols in place to protect everyone. We continue to have all these precautions in place.

We saw a nice increase in membership during 2020. Our loan volume held steady throughout the year with our members taking advantage of electronic avenues to apply for and sign their loan documents. We were very busy refinancing mortgages due to historically low rates. We had a large increase in our share deposits, due to member stimulus money, which caused a slight decrease in our net worth. However, we were in very good shape prior to 2020, so the slight drop is not concerning.

This year is starting out very much like 2020 ended. However, we are very hopeful that with the COVID-19 vaccine now being distributed that by the third quarter of this year things will return to the way they were before the pandemic. We anticipate 2021 to be another good year in the mortgage

department, with the influx of people moving into the area.

Our 70th Annual Membership meeting is rapidly approaching. Last year we cancelled our in person meeting and held it via Zoom. This year once again, out of an abundance of caution we will have our annual meeting virtually via Zoom. Please watch for an email and our Facebook page for RSVP information on how you may attend.

We appreciate your support this past year, adjusting to the challenges we all had to face. Remember, the credit union is here to serve you and all your financial needs. We continue to be committed to helping you find your Financial Freedom.

70TH ANNUAL MEMBERSHIP MEETING



Northern Hills Federal 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 made in the past year, and the plans for the future.

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 two vacancies on the Board of Directors. The Nominating Committee has nominated the following NHFCU members who have expressed the desire to serve on the Credit Union Board of Directors and have qualified as candidates:

Gordon Budahl and Laura Prosser

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

PLEASE JOIN US!

WHEN: Thursday,
March 25, 2021

TIME: 5:30pm

WHERE: Virtual via Zoom

SIGNUP: RSVP by
Tuesday, March
23 by calling
605-347-4527

SCHOLARSHIPS AVAILABLE

Northern Hills Federal Credit Union is proud to support higher education and wants to announce the availability of our scholarships.

For **graduating seniors**, we will be offering three scholarships in the amounts of \$1,000, \$750 and \$500. Applicants must plan to attend 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, 2021.

This phishing scam is particularly dangerous. It promises “instant cash” as bait.

~ Josh Gravot
Client Manager,
NXS Strategies, LLC

northernhillscu.org

BUCKLE UP! THE NHFCU MOBILE APP IS GOING FROM ZERO TO 5.0 THIS SPRING

NHFCU is inviting you to experience a new digital transformation on the NHFCU Mobile 5.0 App. The 5.0 App upgrade will include such features as:

- **Personalization** – you can upload a profile picture and display your name.
- **Organize accounts and features** – you will have the option to select your favorite accounts to be listed first as well as your favorite app features under the ACCOUNTS tab.
- **More MOVE MONEY Options** – request Check Withdrawals, checks will be printed at the credit union and mailed to you.
- **New DEPOSIT tab** – Mobile Deposit will be moved to its own tab for easier access.
- **Even more under the MORE tab** – view ACH Transactions and a Dividend/Interest Summary. Plus set up eAlerts to be notified of account activity, Text Banking to access your accounts via text, and select or update your Overdraft Service options for your ATM and everyday debit card transactions.



If you are currently using our Mobile App, you will not need to reinstall the app, but rather perform an app update either automatically or manually depending on your device settings. For new NHFCU Mobile App users, visit the Apple or Google Play store to download our app for a **better** digital mobile banking experience.

SCAM ALERT! – FEDERAL TRADE COMMISSION (FTC) IMPERSONATION

NHFCU wants you to be aware of a recent, serious scam to trick you out of your money. As quoted by Josh Gravot, Client Manager, NXG Strategies, LLC, “Phishing scams, received in emails, continue to ramp up in the new year, capitalizing on consumer fears and the need for quick cash. The newest scam involves an impersonation of the **Federal Trade Commission** in the form of a bogus division called the ‘US Trading Commission’”. This imposter agency website claims that it operates for the purpose of providing a “personal data protection fund” to compensate people whose personal information has been compromised on the web. It uses the FTC’s logo and address to inspire confidence – but it is **FAKE!**” See the full article from the FTC on the US Trading Commission Scam on their website, www.consumer.ftc.gov/features/scam-alerts, located under Most Recent Scam Alerts. You can also see other see articles on COVID-19 scams, Social Security scams, IRS scams, Fake Check Scams, and more.

“This phishing scam is particularly dangerous. It promises “instant cash” as the bait and asks consumers to provide their banking account numbers or electronic wallet credentials to receive the non-existent compensation. Once the data is entered, it can be sold within minutes, and criminals hundreds or thousands of miles away can hit the account with multiple fraudulent transactions. This sets up the possibility of large fraud losses for the consumer and the financial institution.

In addition, these criminals are asking the unsuspecting victim to enter their personal information to “validate” the fake cash payment. Giving over this information allows criminals to sell the victim’s personal information for additional cash to fraudsters across the country and around the world, potentially leading to other types of identity theft, including new account fraud, takeover of existing accounts, government benefits fraud, and impersonation. This type of phishing exercise is the most dangerous and can have long-lasting repercussions.”

NHFCU provides identity theft protection, free of charge, to all of our checking account holders. If you are interested in learning more about our Fraud Defender service provided by NXG Strategies, LLC, please contact one of our convenient locations for further information.

NHFCU DEBIT CARD REMINDERS

NHFCU has many layers of security to protect your account from potential fraudulent debit card transactions. There are things you can do to avoid the embarrassment of a denied card transaction. Notify NHFCU if you plan to use your debit card in the following situations:

- **Travel more than 500 miles from your home address**
- **Travel outside of the United States**
- **Make an online purchase(s) exceeding \$350**
- **Make online purchases from foreign merchants**
- **Make a purchase or withdrawal that may exceed our standard daily \$500 purchase and ATM limits**

Our debit card processor has Fraud Analysts who monitor your debit card purchases. They may contact you by telephone to verify possible suspicious activity. The calls originate from Omaha, Nebraska and will have a 402 area code. Some of the analysts speak with an accent. You may be asked to verify recent transactions, your social security number, your birthdate, account Code Word (Password), or Mother's maiden name to confirm your identity. If the transactions are fraudulent, the analyst will place a deny status on your card. You may be asked to contact our office to review your transactions further, dispute posted fraudulent transactions, or to obtain a new card. Please note that some transactions may have already been denied automatically by the system. The analyst nor our staff are able to change the status of a denied transaction. The analyst may leave a message for you to call back. You may be asked to call either 888-233-7336 or 800-622-1361. The analyst may attempt to contact you three times, if the fraudulent charges continue during this timeframe; your card may be updated to deny further charges.

It is important to avoid certain unknown fraudulent activity, which occurs with specific transaction or merchant types since a debit card is linked directly to your bank account. NHFCU recommends you use a credit card or prepaid card when traveling out of the country; when making online purchases from foreign merchant sites, social media sites, less known websites; or for gaming type purchases. Most fraudulent card transactions are found and can be linked to such previous or current card activity. Fraud activity is an ever changing and increasing trend and it is impossible to list all or trending activity in one article.

Set up **transaction alerts** for your debit card on the NHFCU mobile app so you are notified immediately of any suspicious card activity. Set alerts above a specific dollar amount, card-not-present (online or telephone purchases), and for foreign transactions. You will receive a notification on your phone, like you do for Facebook, emails, or messages. You can also **lock your debit card** on the app should your card be misplaced or stolen to avoid possible fraudulent activity. Lock your card if you receive a transaction alert that seems suspicious. Please note, however, that any recurring card transactions will be denied while your card is locked. Both of these features can be found on the NHFCU mobile app under the More tab and Manage My Cards.

Your NHFCU consumer and business debit card can also be added to the Apple Pay™, Samsung Pay™, or Google Pay™ **Mobile Wallets**. Using a mobile wallet is more secure because your card number is not transmitted during a transaction. You can also avoid a potential skimming device at a point-of-sale terminal. Download the app, add your card, and simply use your phone to pay.

CONSTRUCTION LOANS AVAILABLE

We have the "Tools" to help you build your new home!

Many people dream about building their custom "DREAM" home from the ground up. If you've been thinking about building your new home, now is the time to let us help you.

We just lowered our construction loan rate!

Our Home Loan Specialists look forward to helping you with the construction of your dream home. They can approve you for both your construction loan and permanent financing in one easy process. They will work closely with you during the entire process; even attending the closing at your title company in the event of any last-minute questions.

Are you looking to purchase the perfect lot on which to build your future dream home? We have building site loans designed just for this purpose.

Before you start your new home construction, be sure we are part of your plan. Contact us today!

We are local! That means local decisions, local draws, and local inspections!



HAVE YOU REFINANCED YOUR MORTGAGE? THINK YOU MISSED YOUR CHANCE?

Mortgage rates are still at historically low levels. These rates are predicted to stay low for at least a moderate length of time. We can lower your rate and probably even shorten the length of time you have left to pay on your original mortgage.

Also for a short period, NHFCU will be keeping those mortgages on our own books. You will not have to wonder who owns your mortgage or where to send your payments.

Your local credit union, where decisions are local and payments are local.

Contact one of our mortgage lenders today.

PREVIOUS YEAR IRA OR HSA CONTRIBUTIONS

Remember, you can make IRA or HSA contributions for the 2020 tax year through April 15, 2021. We have a full line of IRA products. Ask one of our friendly associates for details.

