

PRESIDENT'S MESSAGE



Floyd Rummel III - CEO

This past year was very good for the credit union. We reached a significant milestone in that we now serve over 10,000 members. We continue to have exceptional share and loan growth. With above average growth, we continue to keep our capital level above 9.8%, which is excellent.

This year's exciting news is Sentinel FCU of Rapid City will be merging into Northern Hills FCU. Both credit unions are financially healthy and well-managed. This merger will allow us to continue to offer new products and services. The merger is planned to be completed by the fourth quarter of

2022, pending regulatory approval. To stay informed and follow our progress as we move forward, log onto our website, and click the "Moving Forward Together" tab. The merger will have a minimal effect on our members. All current locations will remain open for business as usual to assist you with your financial needs.

Other exciting news is the opening of our new office building in Belle Fourche. We anticipate being in our new location on May 1, 2022. It will feature two drive-up lanes, as well as two ATMs. There will be more offices and an improved teller and

waiting area. To preview the new look stop by our Spearfish location, as they will look and feel the same.

Our 71st Annual Membership meeting is rapidly approaching. After 2 years of virtual meetings, we will be hosting our annual meeting in person this year. See the information below for details. We look forward to seeing all of you.

Thank you for supporting your credit union. We are here to help you find your Financial Freedom.

71ST ANNUAL MEMBERSHIP MEETING

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 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:

RORY MAYNARD and RICK SOELZER

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 31, 2022

TIME: Registration:
5:30 pm
Meeting: 6:00 pm
Meal: 6:30 pm

WHERE: Veteran's Club
868 Main St
Sturgis, SD 57785

RSVP BY: Thursday,
March 24, 2022
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, 2022.

TEXT SERVICES AT NHFCU ARE EVEN BETTER

NHFCU has improved our texting service. Sign up for this feature so you can receive NHFCU weather closings or service alerts, information regarding a promotion or something new, or to simply communicate with one of our friendly associates about your account. Text us to begin using this great service.

Member Services: **605-720-6767**

Lending: **605-720-6769**

northernhillscu.org

MORTGAGE ORIGATION FEES JUST REDUCED

Northern Hills just reduced our origination fee. Origination fees are fees charged by a lender to cover the cost of processing the loan, typically 1% of the loan amount (e.g., pay \$3,500 on a \$350,000 loan). At NHFCU, we know closing costs are a big-ticket item when purchasing or refinancing your home. Let us save you money!

We are offering a flat origination fee* of \$895 for all loans over \$89,500 to all our members on fixed-rate or adjustable-rate mortgage loans.

Qualifying Loans

- Conventional and VA fixed rate and adjustable-rate mortgages (ARM)
- Conforming and jumbo loan amounts
- Building site loans - land for your future home
- Owner-occupied and second homes

Why Northern Hills FCU

- Competitive rates
- Multiple loan options to fit your needs
- Local decisions from loan underwriters who live and work in the area

Contact our team of Mortgage Advisors with any questions.

Call **605-347-4527** to visit with a member of our team or email us at mortgage@northernhillscu.org.

*Annual Percentage Rate. This \$895 flat origination fee offer applies to owner-occupied, vacation, manufactured/modular homes with real estate purchase, and/or refinance transactions. Example: For a \$150,000 loan for a term of 10 years with 3.50% APR, the monthly payment will be \$1,483.29 with an origination fee of \$895. The flat origination fee offer does not apply to new construction, rental property, income property, or commercial property. Loans less than \$89,500 will be subject to 1% origination fee as it is lower than the \$895.00 flat fee. For example, a \$50,000 mortgage would be charged a \$500 origination fee. Mortgage interest rates are subject to change at any time and without notice based on market fluctuations. The rate and term offered to members may differ from the rates reflected above based on credit history, final loan-to-value, and mortgage loan program. Payments will be based on mortgage loan product, term, and rate. Membership required. Payments do not include amounts for taxes and insurance premiums. Actual payment obligation may be greater. Additional terms available. NMLS# 631613



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.

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.

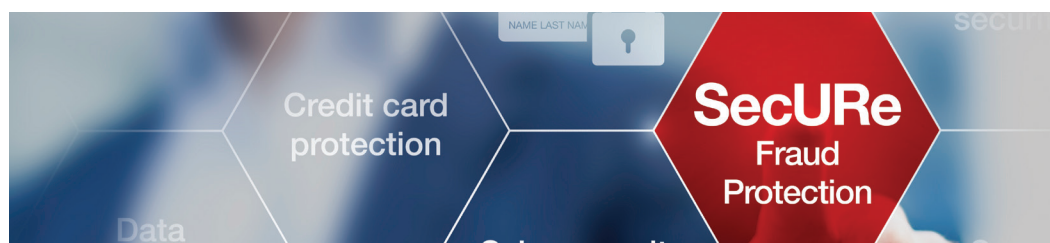
Before you start your new home construction, be sure we are part of your plan. Contact us today!

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

CALLS REGARDING SUSPICIOUS ACTIVITY ON YOUR DEBIT CARD

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. **They will never ask for your PIN or CVV code from the back of your card.** 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. We also have staff at our Sturgis office that may contact you regarding suspicious transactions.

The NHFCU Mobile App provides the ability for you to set up **transaction alerts** so you can be notified immediately of any suspicious card activity. You can also **lock your debit card** on the app should your card be misplaced, stolen, or to block further suspicious activity. Both of these features are available on the Home screen of the NHFCU Mobile App by selecting **Card Controls**.



KEYS FOR KEEPING YOUR IDENTITY SAFE DURING TAX SEASON

Tax season is often a time when consumers uncover identity theft. Prepare ahead and guard against tax ID theft by following these crucial steps to protect yourself, your family, your assets, and your credit.

- 1 File your taxes early.** Most people don't know they (or their children) are a victim of tax identity theft until their tax returns are denied for using duplicate/previously filed information. Fraudsters file early to beat legitimate taxpayers to the punch, and it can go undetected for months until the rejection from the IRS is received. This is a particularly popular way that identity thieves use children's identities to claim additional tax credits.
- 2 File an IRS Identity Theft Affidavit and request an Identity Protection PIN (IP PIN).** If your tax return is rejected due to a duplicate filing, you'll want to file an IRS Form 14039 (Identity Theft Affidavit). Enter your information, print it, attach the form to your paper return, and mail everything into the IRS. If you believe you are a victim of identity theft and have filed this report with the IRS, you may be eligible for an IRS IP PIN, which will prevent criminals from filing taxes on your behalf. **As of January 2021, qualifying taxpayers can also request an IP PIN even if not a confirmed identity theft victim.**
- 3 Never send sensitive information via email or text.** IRS scammers will often mask themselves with emails or caller IDs that look legitimate. They reach out to you and request personal information that will allow them to file a tax return on your behalf. **Do not be fooled – the IRS never contacts taxpayers by email or phone.**
- 4 Use caution on public Wi-Fi.** Don't visit any sites that require a username and password, and especially don't visit sites containing personal information like health insurance data, banking and credit card numbers, or credit report results. **If you need to connect, make sure you have mobile security features, including a Virtual Private Network (VPN), on your mobile device to keep information protected.**
- 5 Protect your personal identity.** Northern Hills FCU is making it easy by providing all our members with Intelligent Identity Security services called SecURe Fraud Protection through Sontiq, a TransUnion company. These services are available on ItsME247 Online Banking and the NHFCU Mobile App. **Sontiq identity restoration experts can assist you with all of the paperwork, phone calls, and more if you discover your identity has been compromised by criminals in an IRS tax fraud or unemployment benefit scam.**

NEW NHFCU CALL CENTER

You may hear a new voice on the other end of the call when calling your favorite NHFCU location. NHFCU now has a Call Center located in Sturgis. The Call Center will be receiving calls for all of the locations soon. The Call Center Representatives are specially trained to handle most of your calls or can transfer you to a staff member who can assist you. If you are working with a specific staff member, please be sure to ask for that individual and the Call Center Reps will transfer your call. We ask that you continue to call your favorite location's phone number and your call will be routed to the NHFCU Call Center.

PREVIOUS YEAR IRA OR HSA CONTRIBUTIONS

Remember, you can make IRA or HSA contributions for the 2021 tax year through April 18, 2022. We have a full line of IRA products. Ask one of our friendly associates for details.



LOCATION CORNER

The Spearfish office is located at 2430 Platinum Drive, Suite 3 in the Lookout Mountain Plaza. Our lobby hours are Monday-Friday 9:00 am-4:30 pm, and drive-up hours are Monday-Friday 8:00 am-5:00 pm and Saturday 9:00 am-Noon. Stop in for a cup of coffee and cookies (on Fridays) to meet our staff.

Shannon, Kaitlin and Sonja are happy to visit with you about our competitive loan rates on autos, recreational vehicles, and personal loans.

If you are a first-time homebuyer, refinancing, or looking to take out a Home Equity Loan, Dyanna is here to help.

Holly can assist you with your teller transactions or answer questions about our many digital products including:

- It'sMe247 Online Banking
- Mobile App
- E-Statements – enroll for a chance to win a GoPro Hero9
- Zogo Financial Literacy App
- Mobile Wallet
- MoneyMap
- Mobile Deposit



The coffee is always on!
We look forward to getting to know you!



Serving Meade, Butte, Lawrence, and Pennington Counties.

northernhillsfcu.org



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Sturgis, SD 57785

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