

PRESIDENT'S MESSAGE



Floyd Rummel III - CEO

Needless to say, this has been a very interesting year so far. Inflation is very high, interest rates on borrowing have increased significantly, and we are still seeing inflated housing prices and a shortage of affordable homes. We are still experiencing supply chain issues from the COVID-19 pandemic.

That being said, the credit union has had a very solid year. We have seen a steady increase in membership numbers and have had very good loan growth. The credit union received a field of membership expansion from NCUA – we are now able to serve anyone in the entire state of South Dakota. This change will help the credit union to continue to grow into the future.

We are still working on the pending merger with Sentinel FCU. As of this writing, we still have not received regulatory approval from NCUA, but do expect this approval to be granted prior to the end of October. If all of our timelines can be met, we expect the merger to be completed by January 3, 2023.

The new Belle Fourche location has been completed and is fully functional. It is another beautiful addition to the physical structures of Northern Hills FCU. If you have not had a chance, please stop by the new location and see for yourself just how nice this facility is for the membership.

Our 72nd Annual Membership Meeting is scheduled for March 2023. Please plan on attending and celebrating the past year with all of us. It is an excellent opportunity to meet the volunteers and staff of your credit union, as well as renew old acquaintances.

International Credit Union Day is October 20 this year. Please feel free to stop in at any of our locations and help us celebrate this important day for credit unions locally and around the world. This is our way of supporting the cooperative spirit of "People Helping People."

Please remember, this is your credit union and our goal is to help our members find their Financial Freedom.

EMPOWER YOUR FINANCIAL FUTURE WITH A CREDIT UNION

On October 20, 2022, Northern Hills FCU will join over 56,000 credit unions around the world to celebrate International Credit Union (ICU) Day®. The theme of ICU Day 2022 is "Empower Your Financial Future with a Credit Union."



ICU Day highlights the many ways that credit unions across the world help members improve their financial health and well-being. Credit unions were built on the principle of "people helping people." We've seen that philosophy in action for more than 100 years, with credit unions providing access to affordable financial products and striving to meet the needs of underserved communities.

Northern Hills FCU invites both members and non-members to visit any of our locations and celebrate this day and this movement that concerns itself with the financial success of all people.

NHFCU SCHEDULE OF FEES

A Schedule of Fees Notice will be included with the October 2022 statements or within online banking. Look for the eStatement Insert in "Disclosures" under "About Us." Changes to the NHFCU Fee Schedule will be effective on January 3, 2023.

PLEASE JOIN US!

WHEN: Thursday, October 20, 2022

TIME: 9:00 am - 4:00 pm

WHERE: Belle Fourche
Deadwood
Spearfish
Sturgis



SCHOLARSHIP WINNERS

Northern Hills FCU is proud to support higher education and we are excited to announce the 2022 scholarship winners.

Demonstrating outstanding commitment, leadership, community service, and academic achievement, the following recipients received scholarships to attend an accredited vocational school, college, or university:

\$1000 — DAKOTA REMINGTON
Sturgis Brown High School

\$750 — HALLI RABENBERG
Spearfish High School

\$500 — MADISON ZYLSTRA
Sturgis Brown High School

\$500 — EMMALEIGH CASS
Sturgis Brown High School

\$500 — AIDEN GIFFIN
Belle Fourche High School

CONGRATULATIONS AND GOOD LUCK!

CREDIT UNION PARTNERS

NHFCU has partnered with the financial literacy app Zogo to provide members with a free tool to improve their knowledge of financial topics.

Earn pineapples for completing modules and redeem them for real-life awards — like gift cards to your favorite stores!

GreenPath is a financial wellness program that offers free debt counseling, debt management planning, credit report review, financial education, and federal student loan counseling. Their mission is to empower people to lead financially healthy lives.

NHFCU TEXTING SERVICES

Have you been using your NHFCU Texting Service? It is the quickest way to Stay-In-The-Know about what is happening at your credit union. Simply text the word **TEXTME** at 605.720.6767 to opt in to begin receiving relevant and valuable credit union announcements on your mobile devices as they are happening.

- Inclement weather alerts with office closures
- Online banking and mobile app issue alerts
- Holiday closure reminders
- New and updated service reminders
- Area scam or fraud alerts
- Current promotions
- Loan and Account specials
- Marketing information

This tool has been a valuable resource for our members. **NHFCU has sent out four text alerts regarding SCAMS occurring in our communities since July.** The messages are immediate and remind you to avoid giving out your personal and account information to others.

You may also text our staff at **605.720.6767 for Member Services** and **605.720.6769 for Lending**. It is a quick and easy way to reach out to us with your questions, concerns, or to send us documents. Please text us to let us know ahead of time if you plan to send us documents and we will provide you with a secure link to upload your documents safely and with ease.

Stay in the know with NHFCU — text **TEXTME** to **605.720.6767** to stay informed. Be sure to type in your first and last name when prompted to get started. You may contact us at 605.347.4527 if you have questions regarding this service. *By texting TEXTME to 605.720.6767, you are opting in to NHFCU informational and marketing lists. You may also opt out at any time. Though rare, message and data rates may apply for messages dependent on your carrier.*

LET'S CHAT! QUESTIONS ON THE GO? TEXT US!

TEXT MESSAGING IS NOW AVAILABLE!

Send **TEXTME** to **605.720.6767** to join in alerts and more!

Type in your first and last name when prompted to get started.

THE IMPORTANCE OF DAILY ACCOUNT MONITORING

Mail theft and armed robberies against U.S. Postal Service carriers are on the rise throughout the country. This theft is an attempt to gain access to the master keys of the blue USPS mailboxes to search for checks that can be altered, counterfeited, or sold online. Member-issued checks have been stolen from USPS mailboxes as well as members' mailboxes, which are then altered and negotiated elsewhere.

Remember your personal checks include your financial institution's routing number and your account number — two important numbers that are invaluable to criminals and can give anyone access to **YOUR** bank account. This information can even be used or sold by anyone processing the checks at retail stores, payment processors, basically anywhere you use a personal check as payment. It is critical that you monitor your account daily via **It'sME247** Online Banking or the NHFCU Mobile App. In some cases, NHFCU may only have 24 hours to return an item from the date a check posts to your account depending on the circumstances of how the check is presented.

Here are a few suggestions for what you can do to help prevent mail or processing theft of your account information:

- Pay bills online or use NHFCU's Payveris Bill Pay service
- Mail checks inside the Post Office lobby rather than using the blue mailboxes
- Log into your NHFCU accounts daily to review transaction history and to look for unfamiliar transactions
- Report unfamiliar and unauthorized transactions immediately to NHFCU
- Set up Alert Notifications on MoneyMap via It'sME247 Online Banking or the NHFCU Mobile App to receive SMS or email notifications of Expenses/Withdrawals

FROM THE GROUND...

Building an ideal home takes a lot — literally. Talk to Northern Hills Federal Credit Union before you secure your plot. We offer specialized loan options for land up to 120 acres — yes, acres. Start that hobby farm you've always wanted, or plan a vacation home to create your own isolated oasis.

UP.

You secured your space, now make it home. Northern Hills home loan specialists can approve you for both the construction loan and permanent financing in one easy process. We know this region, which means local decisions, local draws, and local inspections from the relationships we've built over the decades. Building a home means making a bunch of decisions from floor plans to finishings. Save yourself some time and stress by choosing a financial partner who combines as many steps as possible.

UNITED WAY DAY OF CARING

On September 15, seven NHFCU employees along with Joanne Smith from Dakota Financial Services participated in the United Way Month of Caring. We spent a day making a difference in our community. Our team cleaned headstones at the Bear Butte Cemetery. It is our way of honoring those from our community who came before us. If just for a brief moment, we remembered and honored their legacy.



SKIP-A-PAYMENT MADE SIMPLE!

Need extra cash for the holidays? Let us lighten your financial load this holiday season with our Skip-A-Payment Program! With this program, you can skip a loan payment two times per calendar year. So you can breathe easy, take care of what you need to, and protect your credit history.

Download the form from our website or simply log in to **It'sMe247** — on the left side of the Home page is a link to Skip Your Payment.

Christmas Loans

🌲 BORROW UP TO \$2,000 🌲
WITH RATES AS LOW AS **3.00%** APR*
🌲 FOR UP TO 12 MONTHS 🌲

*Annual Percentage Rate stated as APR may be as low as 3.00% APR with qualified credit. Rates and offers are subject to change at any time. Other rates and terms are available. Offer valid from November 1 – December 31, 2022. Loans must be paid in full by November 30, 2023. Loan payment example: At 3.00% annual percentage rate (APR) for an 11 month term with 0% down, monthly payments are calculated at \$92.28 per \$1,000 borrowed.

LOCATION CORNER

In Belle Fourche we opened our new location in early May. We have been serving members since that time at the new 2211 Dakota Avenue office and we want to thank those who braved the construction mess to come in. The landscaping is finished, the Daktronics sign is up and our new home is now complete. Along with two full-service ATMs and two drive-up lanes, we have also added a home Mortgage Lender to meet the needs of our growing community. Stop in and check us out.



Serving anyone in South Dakota.

northernhillscu.org

PRSRT STD
US POSTAGE PAID
RAPID CITY, SD
PERMIT #618

northern hills
federal credit union
1080 Main Street
PO Box 759
Sturgis, SD 57785