



HEALTHY
WEALTHY
& WISE

A Financial Publication for Members of
North Memorial Federal Credit Union

APRIL 2020

We Are Here for You

Greetings Valued Members,

To say we are in unprecedented times, seems like a gross understatement of reality. We have seen our daily lives turned upside down all in the hopes of slowing the spread of COVID-19. Schools have closed, trips have been cancelled, retail outlets are closed and the Governor has asked Minnesotans to stay at home. North Memorial Federal Credit Union, like all other financial services institutions, is classified as an essential service, which is critical in maintaining the nation's infrastructure and has the special responsibility in these times to continue our operations to provide the services you need. Also, rest assured your money is safe at North Memorial Federal Credit Union. Your deposits are federally insured up to at least \$250,000, and IRAs are insured for an additional \$250,000 by the National Credit Union Administration (NCUA).

Being a healthcare credit union has presented its own set of rewards and challenges. For the safety of our staff and to adhere to social distancing guidelines, the Board and Management made the difficult decision to close our lobbies and our Robbinsdale location entirely. We continue to serve our members through our Maple Grove drive thru, night drop box and our many convenient online methods, including online banking, mobile banking, online billpay, and remote deposit capture where you can take a picture of a check and deposit it. For cash, our ATMs are deployed to serve you and we have increased your daily allowable limit for cash withdrawals. Most importantly, our staff has been divided into teams and we are ready to serve you on the phone, in the drive thru and those who can are working from home, approving loans and discussing hardships.

We know some of you will face job loss, layoffs, reduction in hours and other hardships. Rest assured, your credit union is here for you. It is times like these where credit unions as not for profit institutions really shine. If you have been impacted by the current crisis, please reach out to us. We are here for you and are willing to work through any difficulty you may be having. And finally, just a heartfelt message of gratitude. We know many of you are on the front lines battling this virus with long hours, minimal equipment and mounting fear and concerns of your own. We appreciate you, we are proud to know and serve you and we can't wait to see you all and embrace you for helping our community in this incredible fight!

Stay Safe,

Dana Garrett
President/CEO

THANK YOU to our membership! We realize the majority of our members work in health care and are in the trenches while the world deals with COVID-19. The lending department at NMFCU has programs in place for members who have financial distress/hardship due to COVID-19. If this is you, please reach out to us so we can review options with you.

A positive in lending are low home equity rates. We encourage those who want to finish some home improvements/remodels that you have been putting off to give us a call. We've experienced a lot of phone calls for home refinances recently but we are anticipating some volatility in rates for the next few weeks as we move through the COVID-19 situation and lenders get caught up with demand. We have two great partnerships in mortgages with Servion Companies www.myservion.com and First Class Mortgage www.firstclasscorp.com. Please reach out to Jake at 763-255-2902 or Bud at 763-367-7703 if you have questions about refinancing.

If you're looking at purchasing a new/used car we have a great partnership with Brett Broghammer at Integrity Autosource www.integrityautosource.net 651-426-6411. Brett has been a trusted source at NMFCU since 1996. The car market this past month has changed significantly and prices have gone down, but Kelley Blue Book, Carfax and NADA will not recognize these changes for a few months. If you're in the market for a car please talk to Brett before you sign those papers.

THANK YOU again to our wonderful membership and our wonderful health care employees. You are a huge part of your credit union success and we're here for if you need us. May God bless you all and keep you safe!

Bud Heifort and the Lending Team

How to Sign Up for Remote Deposit

- Download North Memorial FCU app from Google Play or App Store
- Click on Remote Deposit from the menu on the left of screen
- Click Sign Up
- Enter in personal information, password and User ID (this can be the same as Online Banking but doesn't need to be)
- Name account, type (share draft) and account #
- You will receive a message thanking you for applying.
- We will email you once you have been set up.

How Remote Deposit Works

Remote Deposit allows you to deposit a check through your phone or tablet into your checking account. Once you have been approved, you can make a deposit.

- Endorse your check with 1. Your signature 2. Your acct # and 3. 'For Remote Deposit Only'
- Log into Remote Deposit and follow the prompts.
- Checks deposited by 2 pm will post the same business day around 4 pm.
- Checks deposited after 2 pm will post the next business day around 4 pm.

NEED TO KNOW

Report lost/stolen
ATM/Check Card
(800) 535-8440

Report lost/stolen Visa® Card
7 a.m. - 9 p.m. (800) 808-7230
9 p.m. - 7 a.m. (800) 991-4964

Holiday Closings:

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| January 1 | New Years Day |
| January 20 | MLK Jr. Day |
| February 17 | President's Day |
| May 25 | Memorial Day |
| July 4 | Independence Day |
| September 7 | Labor Day |
| October 12 | Columbus Day |
| November 11 | Veteran's Day |
| November 26 | Thanksgiving |
| December 25 | Christmas |

Contact Us

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Maple Grove MN 55369
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Fax: (763) 255-2925

Drive-Thru Hours:

Mon, Tue., Thur.:
8 a.m. - 5:00 p.m.
Wed: 10 a.m. - 5:00 p.m.
Fri: 8 a.m - 5:00 p.m.

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VP Financial Services

Board of Directors

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