

VOICE

FALL 2020



A Quarterly ePublication
by Ripco Credit Union

International Credit Union Day

October 15, 2020

Each year we have always come together to celebrate International Credit Union Day (ICU Day) to raise awareness about what it means for members around the world to have a credit union as their financial partner. This year's global health crisis has been trying for many communities around the world, but credit unions stayed true to their cooperative principles and stepped up during this time of economic uncertainty.

Hope is a global resource that everyone has a right to feel and experience. This year's ICU Day theme "Inspiring hope for a global community" reflects how credit unions contribute to a brighter future by providing financial empowerment to people all over the world through financial services, education and support.

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As we celebrate the credit union difference and thank our members for their loyalty and continued confidence in their credit union, celebration plans will look different this year due to COVID-19.

In a year like no other, your safety and the safety of our community and team are our first priority.



INSPIRING HOPE FOR
A GLOBAL COMMUNITY

We thank you, we celebrate you, and we support you as we navigate through these challenging times together Ripco family.

A word from our President

If you've driven by Sutliff Avenue in Rhinelander recently, whether to utilize our drive-thru services or have come inside the credit union by way of our two temporary entrances, it would be impossible to miss what is happening at our main office.

In June, we broke ground to mark the start of the largest construction and renovation project in the 88 year history of Ripco Credit Union. In early 2019 it became very evident that we were outgrowing the current space to meet our members' needs. In fact, we even had to put an employee in a storage vault and set up a temporary office as we had no other space to accommodate the growing staff. Your Board of Directors and Ripco's management team embarked on a lengthy discovery and research process with two construction companies. In the end, a unanimous decision was made to choose The Boson Company out of Marshfield, Wisconsin to tackle this momentous and exciting project.



Much thought was put into the new design, to not only minimize costs, but to also plan ahead for future space needs for years to come. As 2020 began and we were getting ready to announce the soon to start project, we were hit with the COVID-19 pandemic. As we took a pause to deal with this unprecedented situation and continue to operate as an essential business, our planned press release was postponed. Once new routines, sanitization procedures, and new processes were put in place to provide continued financial services to our members, the Ripco Board had a decision to make. We had a signed agreement to begin construction in June and we were now approaching the month of April. Should they try and postpone the project until the unknown impact of the pandemic was fully clear?

As you know, the project was given the green light. I want to take a moment to applaud the entire Ripco Board of Directors. I recall the March board meeting clearly when the topic was raised as to whether the project should be postponed. I'll never forget what was said by the first board member who offered an answer - "That's exactly what we should not do." As the conversation continued and all were involved in the discussion there was unanimous consent that the very purpose of the project in the first place had not changed because of the pandemic. We were still out of room and couldn't properly house existing staff. We still had a need to expand our mortgage lending area and other departments within the credit union. The focus needed to continue on Ripco's future and the vision we had clear in mind prior to the pandemic. The board was aware of the financial strength and soundness of your credit union heading into the pandemic. It was clear that even with unknown future economic impacts, the project scope and cost was manageable and had been well thought out and accounted for. The project must go on.

We are currently in Phase 1 of our project which encompasses the new addition and the remodel of our former reception area and teller line and lobby. Completion of this phase is estimated to be late December/early January 2021. At that time we will be able to discontinue our temporary entrances and have members come in through our new front entrance. Drive-up access to our ATM will also be open again. Then we will move to Phase 2, which is the remodel of all remaining main floor office space. This is estimated to be completed in late March/early April 2021. Our final phase to finish up the project will be the remodel of our lower level which should be completed prior to the start of our 2021 summer.

Six months have passed since that March board meeting and it is clear the right decision was made. We continue to see new members each month at both our main office in Rhinelander and Eagle River branch. The mortgage lending activity has been off the charts due to fixed mortgage rates falling to the lowest levels in history. We've seen members locking in rates at below 3%. If you are in the market to purchase a home or have an existing mortgage, now is the time to see about getting pre-approved or refinance to a lower rate. It's been exciting for us to help members save thousands of dollars on the interest they will pay on their mortgages and save hundreds of dollars on their monthly payments.

Without a doubt, there is a lot going on at your credit union, and the main reason so much is happening here is because of your loyalty; because you trust Ripco as your financial services partner. You actively engage with us, and your word-of-mouth referrals are still the number one reason why new members come to us. Thank you for sharing your positive experiences and helping us grow our Ripco family.

While we recognize life is anything but normal at the moment, we also realize that it is important to continue some semblance of our normal lives. Your credit union is here for you during this pandemic and we will be here when all of this is behind us. Everyone at Ripco sends our warmest wishes for your safety, health and happiness as we enter the final months of 2020 and look forward to 2021 with positivity and excitement.

**Liza Edinger,
President/CEO**

Christmas Club Members - Important Notice

2020 Christmas Club balances will be automatically transferred into your Share Draft/Checking accounts (or into your Share/Savings account if you do not have checking) on the evening of October 31st.



HOLIDAY CLOSURES

Columbus Day

Monday, October 12, 2020

Veteran's Day

Wednesday, November 11, 2020

Thanksgiving Day

Thursday, November 26, 2020

Christmas Eve

Thursday, December 24, 2020

Ripco closes at Noon

Drive-thru open Saturday 12/26/2020

Christmas Day

Friday, December 25, 2020

New Year's Eve

Open regular business hours

New Year's Day

Friday, January 1, 2021

Drive-thru open Saturday 1/2/2021

Call for Board Nominations

It's that time again... Looking Ahead to 2021

This is your chance to become a more active member of Ripco Credit Union. The Board's Nominating Committee is accepting names of members interested in serving a three-year term on the Board of Directors.

If you would like to be considered for this position, a Director Application may be picked up at the Ripco Credit Union offices (121 Sutliff Avenue in Rhinelander or 633 N. Railroad Street in Eagle River).

Please note that this is a volunteer position; however, the credit union does provide each director a small honorarium or per diem payment for their services.

A completed application, along with a petition signed by at least 25 Ripco Credit Union members, must be returned no later than January 31, 2021, to:

Ripco Credit Union

Attention: Board Chairperson

PO Box 278 Rhinelander, WI 54501

All nominations will be reviewed by the Nominating Committee by February 28, 2021, and selected nominees will be notified prior to the Annual Meeting held in April 2021.

Nominations from the floor will not be accepted.

Presented by
Hanson's Garden Village & Ripco Credit Union
4th Annual Scarecrow Contest

VOTING ENDS ON OCTOBER 17TH

Stop by Hanson's Garden Village to cast your vote today.



We are the proud sponsors of this year's 2020 Halloween Decorating Contest

- Entries Accepted October 1-25th
- Grand Prize \$100 Chamber Bucks
- Mayor's Choice \$50 Chamber Bucks
- Decorate your house, lawn, business, Etc.
- Register free by emailing a picture to info@rhinelanderchamber.com

Presented by The Rhinelander Area Chamber of Commerce and the City of Rhinelander



Debit Card Round-up Program

With our optional Debit Card Roundup, every purchase you make is rounded up to the nearest dollar. The “roundup” is then deposited into a savings account of your choice. Every time you use your debit card you could be saving money!

How Does Debit Card Roundup Work?

Every time you use your Ripco Debit Card (except for ATM withdrawals), the transaction will be rounded up to the next full dollar amount. At the end of each business day, the accumulated amount from each of the transactions will be transferred from the checking account attached to your debit card to a savings account of your choice as a single transaction.

How Do I Get Started?

There is no cost to participate in Debit Card Roundup, but we do require that your account is enrolled in eStatements if you want to take advantage of this service. Simply stop in to either branch, call us (715-365-4800 or toll free 877-365-4800) or email us (ripco@ripco.org – using the subject line Round Up) to tell us you want to sign up for Debit Card Roundup. If your account meets the qualifications (checking, debit card and eStatements), we'll be happy to get you set up. Once you're enrolled, you can watch your savings grow and see yourself getting closer to reaching your goals.

What Else Do I Need to Know?

- Debit Card Roundup is only available if you have a Ripco Credit Union Debit Card linked to a Ripco share draft/checking account and have enrolled in eStatements.
- Both signature-based and PIN-based debit card transactions qualify for Debit Card Roundup; ATM transactions do not qualify.
- If you enroll, all qualifying purchase transactions from debit cards attached to your checking account will be included in the roundup.
- If your debit card purchase is canceled or reversed, such as a returned purchase, the corresponding Debit Card Roundup will remain in the savings account.
- Credit transactions or adjustment transactions will not be rounded up.
- The roundup transfer will only happen if you have sufficient funds at the end of the day; the roundup transfer itself will never overdraw your account.
- It will be your responsibility to keep an accurate balance in your check register. If you end up with an overdraft due to not accounting for the additional roundup funds or not subtracting the next highest whole dollar amount when you record your debit purchases, your account will be subject to our usual non-sufficient fund fees.
- Ripco Credit Union may cancel or modify the Debit Card Roundup service at any time.

Ripco's Debit Roundup program is free, so don't wait – start rounding up more savings today!

Digital Wallet



**121 Sutliff Ave
Rhineland**

**633 Railroad St
Eagle River**



**715.365.4800
ripco.org**

Remote Deposit

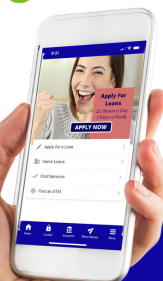


It's *Me*247 Online Banking



**Everywhere You
Need Us to Be**

The App



Click a Heading to
Learn More

**Federally Insured
by NCUA**

Holiday Helper Loans

Will be Back in Town November 1, 2020

**Don't Panic.
We've got
refills.**

***Rates
as Low
as 3.99%**



Rep. Pmt Examples:

3.99%APR.....\$85.15/1000
4.99%APR.....\$85.60/1000
7.99%APR.....\$86.98/1000
8.99%APR.....\$87.45/1000

***Borrow Up to \$5000, take up to 12 months to repay.**

*Rates as low as 3.99% APR. Qualifying credit and membership eligibility required. New money only. The minimum loan amount for this offer is \$500; the maximum is \$5000. The term is 12 months for all Holiday Helper loans, regardless of amount. This is a limited time offer, and may be withdrawn at any time without advance notice.