

# VOICE

## Summer 2020



A Quarterly e-Publication  
by Ripco Credit Union

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### Summer Fun with a Ripco Member Discount

For many years, Ripco has offered the member benefit of discounted consignment sales tickets to enjoy Noah's Ark Waterpark in Wisconsin Dells.

You'll have fun this summer, and save money on tickets...all because you're a Ripco member. We really do appreciate your membership and hope that you have a wonderful summer filled with friends, family and fun!

**Click The Link Below** To take advantage of your discount!



**NOAH'S ARK**  
WATERPARK

**TICKET PROGRAM**

**SAVE OVER 35% ON TICKETS TO  
AMERICA'S LARGEST WATERPARK®!**

**GENERAL ADMISSION**

**\$25.99** (PLUS TAX)

VALID MAY 23 - SEPTEMBER 7

VISIT [NOAHSARKWATERPARK.COM](http://NOAHSARKWATERPARK.COM)  
& USE PROMO CODE **Ripco2020**

**Click Here**

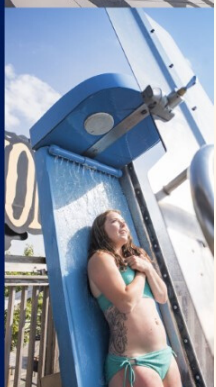
[NOAHSARKWATERPARK.COM](http://NOAHSARKWATERPARK.COM)

OPEN MEMORIAL DAY WEEKEND THROUGH LABOR DAY | 1410 WISCONSIN DELLS PARKWAY | (608) 254-6351

### Mark Your Calendar

The Drive-thru  
will be **CLOSED** Saturday,  
July 4th

**Rhineland Independence Day**  
Fireworks at Hodag Park  
Starting at 9:30







## Phase Two - Reopening

We have reopened the lobbies of our Rhinelander and Eagle River locations as of June 15, 2020 - confident we have the necessary controls in place to protect our team, members and the community.

**We ask that members still use non-contact services whenever possible.**

- Drive-thru
- ATM
- Phone services
- Digital channels (online banking, mobile app and mobile check deposit)

**Please observe the following safety precautions whenever entering a branch or interacting with a team member:**

- **Social Distancing** - Please observe the floor markings to maintain at least a 6-foot distance from others while inside a branch.
- **Plexiglass Guards** - Plexiglass barriers have been installed at teller windows and most member offices.
- **Masks/Face Coverings** - We ask that all members and lobby guests wear a face mask or cloth face covering when in the building. You'll notice our team members wearing face coverings when interacting with members at all times when social distancing is not possible. NOTE: Wearing a mask/face covering is a requirement that we will reassess periodically going forward.
- **Occupancy Limits** - We are asking that you limit yourself to only the person, or persons necessary to perform the transaction.

### Steps for Making a Deposit at the ATM

- Enter Pin
- Select More Services
- Select Deposit
- Read - Funds from deposit may not be available for immediate withdrawal. *\*Scroll down to see Funds Availability Policy*
- Press Continue
- Select Cash or Checks
- Select the account you'd like the deposit put into.
- Prepare your deposit. Up to 30 bills.
- Review Summary
- Press Finish Deposit



**Did You Know**

  
**Your new  
ATMs can  
accept  
deposits?**



# A message from our President



It seems nowadays a little good news helps us all. 2020 has definitely had challenges that most of us never imagined we would ever have to experience. The Coronavirus pandemic has changed our lives and routines quickly and forcefully. Many of us long for a visit from loved ones, a table filled with family and friends enjoying a meal and conversation, or even a simple hug. To say it's been difficult almost seems like an understatement from describing the true reality of it all.

Challenges give us opportunities to rise to the occasion, to brainstorm solutions, to show our determination in moving forward and to expend ourselves in helping one another out. Without a doubt, this pandemic has created challenges. Witnessing our employees spring into action and quickly respond to the many changes needed as a result of the pandemic, was heartwarming to see. The response plans were implemented quickly with all staff cooperating and sharing many good suggestions and ideas to continue to serve our members. Our members responded in kind as we all adjusted to the many changes in order to prioritize the health and safety of one another.

It's now been almost four months and we continue to be mindful of social distancing, of wearing masks, of plexiglass barriers, and trying our best to keep a positive attitude as we all continue to deal with COVID-19. We don't know when our lives will return to life as we knew it before COVID-19 or if it will ever return to things being exactly the same. We do know that great efforts are being made to get better control of this virus whether it is through means of a vaccination or continued social distancing. History has proven that eventually life will return to a more normal state.

Regardless of when this will occur, Ripco's Board of Directors unanimously approved to move forward with the renovation and building project at our main office in Rhinelander at the April board meeting. This is the good news I wanted to share with everyone. A lot of behind the scenes work has been going on for almost a year now related to this expansion project. The Board of Directors feel strongly that we need to continue to set our sights on the future, as the pandemic has not changed the reason behind the project. Your credit union continues to grow, and with that has come some growing pains. We've completely run out of office space for employees in Rhinelander. Once completed, Ripco members will see a new mortgage lending department, an updated lobby, a large multi-purpose room that can be used for holding events, staff training, and member workshops. We will have space for all current employees and also have some space we can still grow.

Please check our website at [www.ripco.org](http://www.ripco.org) for details and updates related to this exciting project. We are thrilled that this project is necessary due to so many members conducting business with Ripco.

As we all continue to take a day at a time and do our best to cope under these challenging times, I would like to express gratitude to each one of you for your loyalty and relationship with your credit union. Ripco Credit Union has been in operation for almost 88 years and not even a pandemic is slowing us down. We've been here, we are here and we plan to be here for our members for years to come.

Now that's some good news!

I extend heartfelt wishes for health and happiness from all of us here at Ripco Credit Union. Please stay safe.

**Liza Edinger, President/CEO**





## Remodeling and Expansion Project



**Exciting Times.** On June 29th we had the Groundbreaking Ceremony at our headquarters facility at Sutliff Avenue in Rhinelander!

As most of you are probably already aware, the Ripco Board of Directors unanimously voted to move forward with an ambitious remodeling and expansion project during our April board meeting. A decision that demonstrates our confidence and ongoing commitment to our members and our community through this investment in the future of the credit union.

Visit our website for updates throughout the project [HERE](#).

Pictured Above: Kurt Boson - VP/Co-owner, The Boson Company, Jimmy Pasilek - Sr Project Mngr, The Boson Company, Stephanie Laska- VP-Finance, Dr. Steven Ferch - Board Chairman, Liza Edinger - President CEO, Casey Mayo - Teller Supervisor, Melody Shaltis - VP Education & Development, Veronika Baron - VP-Human Resources/Executive Assistant, Rick Zoerb - Ripco Director, Diane Sowinski - VP-Marketing & Business Development/Rhinelander Chamber Board President, and Colleen Merrill - VP-Operations

## Summer Bicycle Safety Tips

**Prepare for your Ride** - Be sure to ride a bike that fits you. The wrong size bike is harder to control.

**Ride a bike that works properly** - A bike with functioning brakes and aligned wheels helps the rider maintain control.

**Wear protective equipment** - Not only is a helmet important, but bright clothing, reflective gear and bike reflectors to help motorists see you.

**Secure your shoelaces** - Tie and tuck your laces into your shoes. Doing this will help prevent them from getting caught in the chain causing you to fall or crash.

**Plan your route** - Try to use routes with lower speed limits and less traffic. Find bike lanes or bike paths whenever possible to get you to your destination.

**Focus on the Road** - Defensive driving is the key when riding a bicycle. It's always difficult to anticipate what others may do, which is why you should always stay alert and assume drivers don't see you.

**Obey street signs** - Obey street signs and look for hazards, or any other situations that could cause you to crash and fall.

**Limit Distractions** - Do not text or wear headphones. Keep your eyes on the road and stay alert at all times.

**Share the Road** - Drive with the flow of traffic even if you're on the sidewalk. This way if the path ends, you are on the right side of the street.





# Check Out Our Mortgage Specials

Rates As Low As\* 2.75%

[\\* Click Here to See Details Now](#)



Low cost funds to turn your dreams into reality.



Home Loans for every need.

- Short or Long Term Options
- Options to Pay Off Your Mortgage Faster

**Bringing families home...**



Equal Housing Opportunity

NMLS #412769

Federally Insured by NCUA

**Support Rhinelander Small Businesses - Support, Revive, Prosper**



Visit the Rhinelander Area Chamber of Commerce to see how you can support the Buy Local campaign >> [CLICK HERE](#)



# IMPORTANT INFORMATION - PLEASE READ!!!

There are a few "rules" changes that go into effect on July 1, 2020. The most significant one has to do with your ability to withdraw deposited funds. We initially shared this information as a statement insert in January 2020, when we explained how we would be processing deposits at our new full-service ATMs. A copy of that January mail piece appears on the next page, and fully describes how we calculate when your deposited items will be available for your use. There is a lot of information here, but in a nutshell - **the July 1 changes won't affect you negatively**, but will instead actually result in more of your deposit available on the first business day after the business day of your deposit (\$225 as opposed to the \$200) and more available on the 2nds business day after the business day of deposit (\$5,525 as opposed to \$5000).

Another change that is to your benefit is that we are no longer compelled to limit and monitor your "convenient" transfers out of your savings accounts. The Federal Reserve Board has announced that they have deleted this "Regulation D" rule, and fees for violations of the rule will no longer be assessed, and have been removed from our UPDATED service charge list (below). Please don't hesitate to call 715-365-4800 or email [ripco@ripco.org](mailto:ripco@ripco.org) if you have questions about any of these changes.

## RIPCO CREDIT UNION SERVICE CHARGES & FEES

July 1, 2020

Money Orders	3.00
<b>Cashier's Checks</b>	<b>5.00</b>
Temporary Drafts (each)	.50
Check Negotiation Fee	3.00 [1]
(if no qualifying relationship)	
Non-Sufficient Funds -	30.00 [2]
NSF checks paid/returned	
Stop Payment or Revocation	30.00
Stop Payment -	
Block of three or more drafts	50.00
Overdraft transfer from savings	5.00 [3]
Overdraft transfer from Kwik Cash	5.00 [3]
Staff Assisted transfers	5.00 [3]
Wire Transfer (domestic)	25.00
Incoming Wire Transfer (domestic)	12.00
Foreign Wire Transfer	75.00
Foreign Check Conversion Fee	12.00
International Transaction Fee - charged	1.1%
USD when you use your Debit or ATM card	
outside of the United States	
Collection Items	25.00
(sent to us by other institutions)	
<b>Garnishments &amp; Tax Levies</b>	<b>25.00</b>
Re-open Member Account or HSA	25.00
(if within 180 days of closing)	
Account Closure within 180 days of opening	5.00
Charge-back Fee (Payee)	15.00
Charge-back Fee (Maker)	30.00
Checks requiring authentication	3.00
Duplicate Statement	3.00
Staff Assisted Copy of Cancelled Draft	3.00+
(plus time at \$25.00/hr for research)	
Account Research/Reconciliation	25.00/hr
(minimum charge for reconciliation \$10.00)	
<b>Dormant Account Fee (per month)</b>	<b>5.00 [4]</b>
Returned Mail/Address Correction	5.00 [5]
Incorrect Address Fee (per month)	5.00 [6]
Close HSA or IRA (Termination Fee)	30.00
Christmas Club Early Withdrawal	5.00
Photocopies (each)	.50
Outgoing Fax (per page)	2.00
Rolled Coin	.10/roll
ATM Transaction fee	2.50 [7]
Minimum Balance Fee (per month)	3.00 [8]
*plus \$.10/check in excess of 15 cleared in a month	
It's Me 247 Bill Pay Re-enrollment Fee	5.00 [9]
It's Me 247 Bill Pay Monthly Fee*	3.95 [9]
*Plus \$.50/transaction in excess of 10 per month	
It's Me 247 Bill Pay Inactivity Fee	4.95/mo. [9]

The Service Charges disclosed on this page apply to both personal and business/organizational accounts. Please see the next column for additional charges that apply only to business/organizational accounts and for explanatory details related to items [1] through [9].

Changes as of 7/1/2020 are in BOLD BLUE.

<sup>T</sup>  
The Service Charges disclosed on left side apply to both personal and business/organizational accounts. In addition, the following charges apply to business/organizational accounts:

Locking Deposit Bag	20.00
Regular Zipper Deposit Bag	5.00
Deposited Items - 25 free per month;	
thereafter, each item in excess of 25	.10
Deposit Error Fee – per occurrence	3.00

[1] The check negotiation fee is assessed only when the member's savings account balance is less than \$250.00 and the member has no other qualifying relationships with Ripco (loans, credit cards, other accounts with aggregate balances in excess of \$250.00). This fee will not be assessed to members under 18 or members over age 62.

[2] Excessive NSF activity may result in account closure and report of unsatisfactory performance to ChexSystems.

[3] You may avoid this service charge when you use either "It's Me 247" online banking or "CU\*Talk" audio response to transfer funds between your account types (i.e. from savings or Kwik Cash to checking or from checking to a loan)

**[4] An account is considered dormant if for two years (24 mo.) no withdrawals or deposits, other than credited dividends, have been made to this account. This fee will not apply if you have an aggregate balance of \$500.00 or more in your account, if you have a loan or credit card with us, or if you are younger than 18.**

[5] If you fail to notify us of an address change and we receive an address correction from the US Post Office or through our own research, we may charge your account an address correction fee.

[6] When mail sent to the last address on record is returned to us by the post office, your account will be coded "wrong address" and will be charged an incorrect address fee of \$5.00 per month until such time as you notify us of your correct address (in writing). For information security purposes and to protect you against identity theft, we require a signed order from you before we will change your address. Temporary forwarding orders on file with the Post Office will not be sufficient, and your mail will be returned to us marked "temporarily away"; the wrong address fee will be imposed in this situation.

[7] ATM transaction fees are charged only when using a plastic card that was not issued by Ripco Credit Union or by another member of the Alliance One ATM network.

[8] Minimum balance fee and per check fee charged for checks cleared in excess of 15/month will be assessed only on type 045 (dividend-earning) checking accounts when the account balance falls below \$250 at any time during the month. These fees will not apply under certain circumstances as set forth in credit union policy.

[9] If Bill Pay is cancelled due to 60-day inactivity, there will be a \$5.00 fee to re-enroll. The \$3.95 monthly fee will be waived when the account is enrolled in eStatements. A \$4.95 Inactivity fee is assessed only if you are enrolled in It's Me 247 Bill Pay and make no e-bill payments in a calendar month.

## RIPCO CREDIT UNION

Rhineland & Eagle River WI  
715-365-715 Toll-free 1-877-365-480

[ripco.org](http://ripco.org)

Federally Insured by NCUA





**RIPCO CREDIT UNION**  
**IMPORTANT NOTICE – CHANGES TO YOUR ABILITY TO WITHDRAW FUNDS**  
(Effective 07/01/2020)

**FEDERALLY  
INSURED BY NCUA**

**NEW at our Rhinelander & Eagle River Branches - Ripco now offers ATMs that accept deposits**

**Funds Availability Policy/When Your Deposit is Considered Received:**

This policy statement applies to “transaction” accounts. Transaction accounts, in general, are accounts which permit an unlimited number of payments to third persons and an unlimited number of telephone and preauthorized transfers to other accounts of yours with us. Share draft accounts are the most common transaction accounts. Feel free to ask us whether any of your other accounts might also be under this policy.

Our policy is to make funds received via US Postal mail, from your in-person cash or check deposit, and from your electronic direct deposits available to you immediately. At that time, you can withdraw the funds in cash and we will use the funds to pay checks that you have written.

**Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit.**

For funds deposited at a Ripco Credit Union ATM, cash deposits will be available immediately; checks deposited at a Ripco ATM will generally be available on the second business day after the date of deposit. **The first \$225** of your deposits, however, may be available on the first business day after the business day of deposit. LONGER DELAYS MAY APPLY - please see the section below.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit (night depository or ATM) after closing or on a day we are not open, we will consider that the deposit was made on the next business day we are open. If you make a deposit on a business day before our cutoff time at a Ripco ATM (11:00 PM Central Time), we will consider that day to be the day of your deposit. However, if you make a deposit on a day that is not a business day, or make an ATM deposit after the ATM cutoff time, we will consider the deposit to have been made on the next business day. Deposits placed in the night depository at a Ripco Branch are considered received when we remove them from the night depository; the cutoff time for our night depositories is 4:00 PM on business days; we will remove deposits no later than the next business day after the business day of deposit.

In the event any Ripco branch is closed because of an emergency, deposits made at the ATM or night depository at the affected branch(es) when that/those branch(es) is/are closed will be considered received on the next business day when the branch(es) is/are open.

**LONGER DELAYS MAY APPLY**

**Case-by-case delays.** In some cases, we will not make all of the funds that you deposit by check available to you immediately. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. The first **\$225** of your deposits, however, may be available on the first business day after the business day of deposit. If we are not going to make all of the funds from your deposit available immediately, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the day after we receive your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.

**Safeguard exceptions.** In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than **\$5,525** on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

**SPECIAL RULES FOR NEW ACCOUNTS**

If you are a new member, the following special rules will apply during the first 30 days your account is open:

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first **\$5,525** of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available immediately if the deposit meets certain conditions. For example, the checks must be payable to you (and you may have to use a special deposit slip). The excess over **\$5,525** will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first **\$5,525** will not be available until the second business day after the day of your deposit. Funds from all other check deposits will be available on the ninth business day after the day of your deposit.





Rev.03/2013

<div>FACTS</div> <div>WHAT DOES RIPCO CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?</div>		
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.	
What?	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>• Social Security number and credit history</li> <li>• Account balances and transaction history</li> <li>• Payment history and credit card or other debt</li> </ul> <p>When you are no longer our member, we continue to share your information as described in this notice.</p>	
How?	All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Ripco Credit Union chooses to share; and whether you can limit this sharing.	
Reasons we can share your personal information		Does Ripco Credit Union share?
<b>For our everyday business purposes—</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus		Yes
<b>For our marketing purposes—</b> to offer our products and services to you		Yes
<b>For joint marketing with other financial companies</b>		Yes
<b>For our affiliates' everyday business purposes -</b> information about your transactions and experiences		No
<b>For our affiliates' everyday business purposes -</b> information about creditworthiness		No
<b>For our affiliates' to market to you</b>		Yes
<b>For nonaffiliates to market to you</b>		Yes
<div>To limit our sharing</div> <div> <b>Call Toll Free 1-877-365-4800</b>            Please note: If you are a new member, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our member, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.         </div>		
<div>Questions?</div> <div>Call 715-365-4800 or 1-877-365-4800 (TOLL FREE)</div>		



## Who we are

Who is providing this notice?

Ripco Credit Union

## What we do

How does Ripco Credit Union protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does Ripco Credit Union collect my personal information?

We collect your personal information, for example, when you

- Open an account or give us your contact information
- Show your drivers' license or give employment information
- Apply for a loan

Why can't I limit all sharing?

Federal law gives you the right to limit only

- Sharing for affiliates' everyday business purposes—information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

## Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- *Our affiliates can include our data processor CU\*Answers, the related CUSO Xtend, and our credit card processor PSCU.*

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *Nonaffiliates we share with can include insurance companies, direct marketing companies and credit card processing companies.*

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *Our joint marketing partners can include insurance companies, direct marketing companies and credit card processing companies.*

## Other important information

To protect our members' privacy, we only work with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not permit these companies to sell to other third parties the information we provide to them.