



VOICE

SPRING 2018 A Quarterly Publication by Ripco Credit Union

Notice of Annual Meeting

The 86th Annual Meeting of Ripco Credit Union will be held on Tuesday, April 17, 2018, at 6:00 PM at the Northwoods Banquet Center (The Taj), 1540 Pueblo Drive, Rhinelander, WI.

At this business meeting, you will have the chance to learn more about your Credit Union and its plans for the future as you meet the staff and officials who make our Credit Union work. You will also hear reports by the Chairman of the Board, the Credit Union President/CEO and financial reports for the year ending December 31, 2017.

There are three (3) terms expiring on the Board of Directors. The Nominating Committee has nominated the following individuals for election: Heather Schallock (incumbent), Maggie Steffen (incumbent), and Dr. Grace Zuiker Nash, DC, who successfully submitted her completed application along with the required petition signed by more than 25 Ripco Credit Union members. Current Director Kim Schaffer has tendered her resignation effective March 31, 2018.

No other nominations were received prior to the posted January 31, 2018, deadline.

Please note that in accordance with the Credit Union's bylaws, when no more nominations for vacant positions are received than the actual number of vacant positions available (as in this case), the Credit Union can declare those persons nominated (as specified above) to be elected by acclamation. Therefore, no nominations will be accepted from the floor, and there will be no vote taking place at this meeting. We are pleased to welcome Dr. Grace Zuiker Nash to our Board of Directors and thank our incumbents for their continued service. All Directors will be serving a three (3) year term.

Coffee and light refreshments will be available after the meeting. Please call 715-365-4800 if you have any questions. We look forward to seeing you!

RIPCO CREDIT UNION RESPECTS YOUR PRIVACY

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.

PRIVACY NOTICE – Federal law requires us to tell you how we collect, share and protect your personal information. Our privacy policy has not changed and you may review our policy and practices with respect to your personal information at ripco.org, or we will mail you a free copy upon request if you call us at 715-365-4800 (toll-free at 1-877-365-4800). You may also email your request to ripco@ripco.org, and we will be happy to send a return email with a PDF of our Privacy Notice attached.

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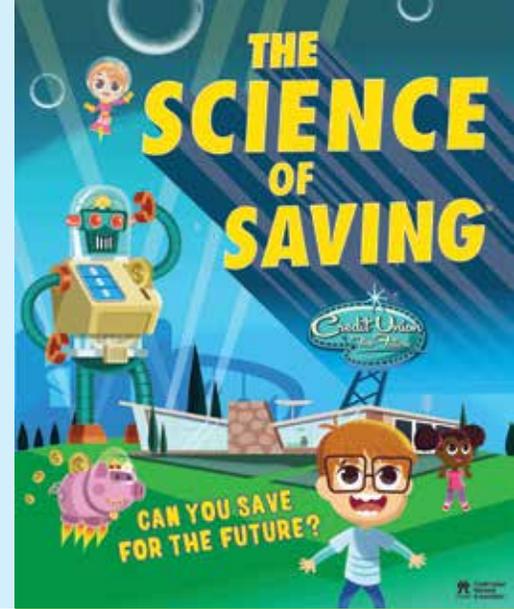
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April Is National Credit Union Youth Month

Every child dreams about their future. Some of those dreams may require money to come true. How do you help your children achieve their dreams?

One way is to help them learn how to save their money.

In April, Ripco Credit Union is celebrating Youth Month, which is a program that helps teach and encourage kids to develop good financial habits. The theme this year is "The Science of Saving®," showcasing fun, sci-fi-inspired characters. Science has proven that if you start with small goals, saving your money can become a regular habit. This year's Youth Month inspires children to begin saving the money they earn so they can attain their dreams of a happy future.



Earn, Learn and Have Fun!

Here's some exciting news for Ripco Kids under 12 years old...and their parents or grandparents.

It's our pleasure to introduce you to Honey Bear, our brand new mascot for our brand new savings program made just for Ripco Kids. Bring your child or grandchild in to Ripco to join our Honey Pot Kids Club! They'll earn a terrific dividend rate of 2.00% (that's 2.02% APY – Prospective Annual Percentage Yield) on the first \$500 in their Honey Pot account (type -061 only), and our regular posted rate on any additional balances!

All it takes is a primary membership share (in the child's name) of \$5.00 and a minimum of \$1.00 deposited into their -061 Honey Pot account. Honey Pot Kids Club members will receive a special ID card and welcome gifts like a Ripco Honey Bear coin bank and a coloring book with crayons for kiddos old enough to color. We encourage them to visit Ripco often and watch their savings grow when they deposit coins, money received as gifts and money earned from doing chores! Honey Pot Kids Club members will also be invited to special events and will receive small prizes or gifts when they stop in and make deposits.

In the credit union spirit of "People Helping People," we're happy to help create and reinforce good savings habits in our young members, as they have fun while saving for their future. It's easy to join – just make a quick visit to one of our friendly Member Service Representatives in either the Rhinelander or Eagle River branch.

Since the child will be the primary member, we'll need to have the child's Social Security number and date of birth as well as the SSN, ID and contact information for the parent, grandparent or guardian. Ripco Credit Union is federally insured by NCUA. More details and legal disclosures pertaining to the Honey Pot Kids Club are available online at ripco.org under "Accounts" then "Kids Club." If you do not have access to the internet, we will be happy to mail you printed information and account disclosures.

RIPCO WILL BE

CLOSED
MONDAY, MAY 28

IN OBSERVANCE OF
MEMORIAL DAY



President's Message

I recently read some articles that discussed artificial intelligence, blockchain, cryptocurrencies and FinTechs. If you are wondering what some of these terms are even referring to, you're not alone. I know I never would have imagined that there would one day be a technological infrastructure that would create the means for people to own digital currencies. While our dollar as we know it isn't going away anytime soon, I was fascinated to learn that as of January 2018, there were 1,384 digital currencies that exist. You may have heard of one popular one called Bitcoin. The value of such currencies is now approaching one billion dollars. It seems things are changing so fast in this world that it's hard to keep up with it all, let alone understand it all.

Another emerging trend out there is the creation of FinTechs. These are companies that use financial technology to compete with traditional methods in the delivery of financial services. In fact, there is a FinTech start up company for every service your credit union has to offer. These companies usually have no physical branches and instead deliver financial services via your smartphone, tablet or computer.

So why even bring up this subject to our members? The reality is that we live in a world full of change, options and competition. All of us at Ripco realize that each one of you has the right to choose where you conduct your financial business. You make choices all the time when you're looking to finance a new vehicle, home, remodeling project, etc. You make choices as to where to keep your cash and investments deposited. I wanted to share with all of you that despite the competition from other financial institutions and FinTech startups, we've been hearing loud and clear from our membership that many of you appreciate the values and culture of your credit union. It is heartwarming for us to learn how you appreciate the personal and human touch you receive from our staff. Especially since every day, we strive to show you our "Attitude of Excellence" in all we do.

While I can't predict the future as to evolving technology and innovations, I can confidently say this about the future of your credit union: Your Board of Directors has been and continues to be supportive of keeping Ripco operating with cutting-edge technology to serve all the needs of our members. Today you can do business with us without even having to visit one of our branches. You can remotely deposit a check or have your paycheck direct deposited into your account. You can access your money by using a debit card when making purchases or

getting cash out of an ATM. You can apply for a loan online through our website or mobile app. You can even close a loan electronically and have the funds deposited into your account without having to come into a branch. While we love seeing our members in our branches, we also realize that there are needs and wants in the ever-changing times we live in. We are doing our very best to provide all sorts of methods for you to be able to conduct business with us. In some cases, we are even partnering with FinTech companies to provide a means for you to do business in ways you may never have imagined.

I want to take a moment to personally thank each one of you for choosing Ripco as your preferred financial institution. We recognize that this is a choice you have made and it is never taken for granted. Our mission at Ripco is to build lifelong relationships with our members. We so appreciate the relationships you've given us the opportunity to build. Be assured that we are working very hard behind the scenes on your behalf to stay relevant and help our members live financially healthy lives. We are currently working on some exciting new projects that will provide added convenience to our members when applying for a loan. Stay tuned for upcoming announcements in future newsletters and our website. I encourage and welcome any input or ideas you may have to make our credit union even better. Please email me directly at lizae@ripco.org or call me direct at 715-365-4866 if you have any thoughts or suggestions to share. It's very clear to me that with the loyal members we have, combined with our passionate board and staff, that your credit union will continue to experience growth as it has seen for the past 85+ years. Your personal commitment in allowing us to serve our communities to the extent we've been able is truly a privilege. All of us at Ripco say "thank you" from the bottom of our hearts.



A handwritten signature in black ink that reads "Liza". The signature is stylized and cursive.

Liza Edinger, President/CEO

WANTED – Accurate contact information!

Please remember to always provide us with your current and accurate contact information.

We can serve you best when we have BOTH your correct postal mailing address and your **correct email address**. If you use online banking, we need a valid email address to notify you of personal information changes and other account events; if you're enrolled in e-statements, an accurate email address will ensure that you receive your e-statement notifications and other important information. Please be sure to let us know if your postal or email address changes.

Simply update your personal information via It's Me 247, stop in to either branch office, or drop us an email (including your old and new email addresses) to ripco@ripco.org. For your protection and account security, we ask that you do not include your Ripco account number when emailing us. All address change requests via email or telephone will be subject to verification. Thank you!

LOCATIONS & CONTACT INFORMATION

RIPCO CREDIT UNION LOCATIONS

121 Sutliff Avenue, Rhinelander, WI 54501
633 N. Railroad Street, Eagle River, WI 54521
~and at~
Rhinelander High School
665 Coolidge Avenue, Rhinelander, WI 54501

MAILING ADDRESS

PO Box 278, Rhinelander, WI 54501-0278

MAIN (RHINELANDER) TELEPHONE NUMBERS

715-365-4800 (local) • 877-365-4800 (toll-free)

EAGLE RIVER BRANCH TELEPHONE NUMBER

715-479-4491 ***Please Note: All calls are routed to, and answered at, the main office in Rhinelander.

CU*TALK AUDIO RESPONSE

715-365-4801 (local) • 877-365-4801 (toll-free)

LOAN DEPARTMENT

1-877-365-4800 (toll-free)

RHINELANDER LOBBY HOURS

Mon – Wed: 8:30 a.m. – 4:00 p.m.
Thurs – Fri: 8:30 a.m. – 5:00 p.m.
Saturday: Closed

RHINELANDER DRIVE-IN HOURS

Mon – Thurs: 7:30 a.m. – 5:00 p.m.
Friday: 7:30 a.m. – 6:00 p.m.
Saturday: 7:30 a.m. – 12:00 Noon

EAGLE RIVER LOBBY HOURS

Mon – Thurs: 8:30 a.m. – 4:00 p.m.
Friday: 8:30 a.m. – 5:00 p.m.
Saturday: Closed

EAGLE RIVER DRIVE-IN HOURS

Mon – Thurs: 8:30 a.m. – 5:00 p.m.
Friday: 8:30 a.m. – 6:00 p.m.
Saturday: 8:30 a.m. – 12:00 Noon

RHS STUDENT BRANCH HOURS

Tuesdays & Fridays: Lunch hours when school is in session.
Actual times vary with the school year schedule.
ATM available whenever the commons area is open.

RCU ATMS

- 24-hour accessible drive-up ATM on site at 121 Sutliff Avenue, Rhinelander, and at 633 N. Railroad Street in Eagle River
- Walk-up ATM located inside the main Expera (formerly Wausau Paper) building on Davenport Street, Rhinelander
- Walk-up ATM at Rhinelander High School

All Ripco ATMs are fee free when using your RCU-issued debit, ATM or credit card!

WEBSITE

ripco.org

EMAIL

ripco@ripco.org

LOST/STOLEN VISA® CREDIT CARDS

1-800-449-7728 (24 Hours)

LOST/STOLEN MASTERMONEY® DEBIT CARDS

1-800-523-4175 (24 Hours)



Ripco Credit Union NMLS #412769



Start the conversation about financial aid award letters

After you receive school acceptance letters, **financial aid award letters** (also known as award letters or aid packages) aren't far behind. These letters, which are sent from every school to which an undergraduate or graduate student has been accepted, reveal the amount of financial aid that's being offered. They hold the key to figuring out how much you'll need to attend each school.

There's no standard format for financial aid award letters, so comparing them can take a little work. But Sallie Mae® has some tips on how to make financial aid award letters easier to understand – and compare.

- Know the terminology: **Cost of attendance (COA)** is an estimate of what one year at the school will cost, including tuition, fees, room and board, personal expenses and transportation.¹
- The **Expected Family Contribution (EFC)** isn't what you'll need to pay for college – it's a number from a federal formula that schools use to determine how much financial aid you're eligible to receive. It factors in taxed and untaxed income, assets and benefits (such as unemployment or Social Security), family size and the number of family members who'll attend school during the year.¹
- Understand the difference between **"free" money** (scholarships, grants and fellowships) versus **earned money** (work-study) versus **borrowed money** (federal student loans).
- To compare several financial aid letters, you can create a spreadsheet with columns for each type of financial aid and a row for each school. Add up the aid from each school and subtract that figure from the COA. That gives you the "gap," the difference between financial aid and the cost that you'll need to make up with savings, private loans or other methods.
- Numbers might not tell the whole story: a smaller award with more **scholarships and grants** may be better than a larger one consisting mainly of loans.
- When you're making the **final school decision**, remember to consider other factors, like culture, location and academic quality.

For more information – and a fun poster of financial aid award letter tips – visit SallieMae.com/Awardletters.

¹COA and EFC information was gathered on 2/2/18 from <https://studentaid.ed.gov/sa/fafsa/next-steps/how-calculated#cost-of-attendance> and <https://studentaid.ed.gov/sa/fafsa/next-steps/how-calculated#whats-the-expected-family-contribution>

