



# VOICE

## SPRING 2021



A Quarterly ePublication  
By Ripco Credit Union



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### Holiday Closure

Memorial Day  
Monday, May 31, 2021

### Contact Information

ripco.org  
715.365.4800      ripco@ripco.org

## Ripco Credit Union - 89th Annual Meeting Tuesday, April 20, 2021 6:00 PM

Ripco Credit Union members are invited to attend this year's virtual Annual Meeting. At this meeting, Ripco's Chairman of the Board, Board of Directors, and the Credit Union President/CEO will report on the financial state of the Credit Union and share information on other topics of interest to the Credit Union's member/owners.

Three Directors will be reappointed to the Board by acclamation, as no nominees were presented to challenge the incumbents. The Board Members renewing their three-year terms are Maggie Steffen (Secretary), Heather Schallock (Treasurer), and Grace Nash, DC.

The meeting will be held via telephone conference. A registration link will be available online at [ripco.org](http://ripco.org) at least two weeks prior to the virtual event. Members may also call the Credit Union at 715-365-4800 (1-877-365-4800) for registration and participation instructions.

**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](http://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](mailto:ripco@ripco.org), and we will be happy to send a return email with a PDF of our Privacy Notice attached

To review our current Privacy Policy now you may click this link >>>

**Privacy Policy**

# IS YOUR ACCOUNT INFORMATION ACCURATE?

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](mailto: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!

## 10 WARNING SIGNS OF ALZHEIMER'S

An education program presented by the  
Alzheimer's Association® & Ripco Credit Union

**WHEN: April 28TH, from 6:00 to 6:30 p.m.**

[Register Here Now](#)

## INTRODUCING LoanPay Xpress

No more late fees  
or missed payments  
and 24/7 access!

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CLICK THE  
**EASY BUTTON**

TO LEARN MORE

## 2021 Prize Pool SAVER'S SWEEPSTAKES ACCOUNT

Prize Drawings	# of Winners	Prize Amounts	Total Winners	Total Prizes
Monthly	75	\$100	900	\$90,000
Quarterly	5	\$1,000	20	\$20,000
Annual (ICU Day)	1	\$5,000	1	\$5,000
Holiday (Nov.)	10	\$500	10	\$5,000
Total				\$120,000

**YOU COULD BE OUR NEXT WINNER!**

Federally Insured by NCUA

Share your favorite  
**PHOTO OF THE WEEK**  
for your chance to WIN!

You  
can't win if  
you don't  
share!

**\$25 WEEKLY PRIZE**

[Take me to Facebook - I want to enter!](#)



# MESSAGE FROM THE PRESIDENT



Hello Ripco Family! It's hard to believe that it has been over a year now since the World Health Organization declared the COVID-19 outbreak a pandemic. It's been a challenging journey for many of us - especially for those who have lost loved ones. Our hearts go out to everyone who has suffered greatly during this time. I look forward with optimism to a new year and the hope that the continued distribution of the vaccine will help us regain some sense of normalcy.

As of March 8th, our lobbies at both the Rhinelander and Eagle River branches have been open and ready to serve members. We recognize that in the past year our branches had been mostly closed, and we served members primarily through our drive-ins, by means of night drop and by our many digital and online banking services. We did see members by appointment only for more complex transactions. Please know that we have missed seeing all of you in our lobbies! The closure decisions were made for the safety and health of our members and employees, which is always our primary concern.

I want to take a moment to thank each and every one of you for your patience and understanding during this time. Not only were we dealing with the pandemic, but as you may have noticed at our Rhinelander branch, we have been under major construction since July of last year. This is the largest construction and renovation project in Ripco's almost 90-year history. We have added on about 3,700 square feet and completely remodeled the remaining 16,500 square feet of our building. This puts our total square feet just over 20,000, and we are happy to let you know that we are winding down to completion. We estimate the project to be mostly finished sometime in May. We will then be replacing the entire parking lot and finishing up with outside landscaping.

This project has been a major undertaking and we know that our members in Rhinelander have had to contend with the challenges of this construction. For example, we know you had to walk up to our usual outside drive-up access ATM for about six months. Fortunately, winter didn't hit us too hard this year and we were able to bring back access around the first of the year. We recognize all the inconveniences our members have had to contend with – especially the longer wait times in our drive-in. We can't thank you enough for adapting and working through the frustrations of this temporary situation.

I'm happy to report that the feedback we've been hearing from our member-owners has been outstanding, with overwhelming support of this construction project. Several members have told us - and I quote - "I'm proud to be a Ripco member." So many of you have expressed enthusiasm and tremendous compliments related to this project, and that truly warms our hearts. The entire reason the Ripco Board of Directors approved this project was to meet your needs. We look forward to the day we are able to invite you to a grand opening celebration, and a return to more normal way of life, when we can greet our member-owners and see your smiling faces!

I'm also pleased to announce that your credit union achieved excellent earnings for fiscal year 2020. This is certainly a "win" considering the economic and financial challenges presented in 2020. Ripco remains financially sound. To hear more details and learn all we've been diligently working on behind the scenes, I invite you to join us by phone for our 89th Annual Meeting on Tuesday, April 20th, at 6:00 p.m. Watch for information on our website and Facebook page for call-in instructions. We hope you can make it!

In closing, thank you so much for your membership with Ripco. We appreciate the opportunity to serve you, and I wish you and your family health and safety as we patiently navigate our way through this pandemic. If you have any feedback and suggestions on how we can continue to best serve you, I welcome it. You can reach me by email at [lizae@ripco.org](mailto:lizae@ripco.org) or by phone at 715-365-4866. We recognize you have a choice on where you do business, and we will continue our work to maintain your trust and ensure that Ripco Credit Union will always be **your** credit union.

Liza Edinger, President/CEO

# Fraud Alert-Recent Scam Attempts

Watch out, Ripco Family.... the scammers and the fraudsters are working overtime! Recently we've received an unusually high number of phone calls and visits from members who've been targeted by some very smooth, very BAD actors. These criminals are trying to intimidate and trick unsuspecting people into parting with their money in countless creative ways. It's possible that we're seeing this spike right now because many people are receiving tax refunds and stimulus payments, and the crooks want to take every advantage of this opportunity to do their evil deeds.



If you've been contacted by anyone who demands payment for anything you don't have 100% knowledge of or anyone who tells you that your computer/personal information has been compromised, it's very probable that you are being targeted by a scammer. We've had multiple reports of callers claiming to represent Microsoft, Norton or other computer security related businesses.... these calls are also bogus scams.... Microsoft and Norton will not initiate a phone call to you.

If you are ever threatened by someone who claims to be in law enforcement or the government or the IRS, it is 99.99% sure to be an attempt to steal your money. If you are threatened that the police (or the "cops" as they are most-often called by the scammers) will be coming to get you if you don't cooperate with their demands, don't believe them for even a minute. That will not happen, and we encourage you to contact local authorities to report any threatening incident.

Please be careful – don't be victimized by these criminals. End the threatening call immediately. Make a note of the phone number if you have caller ID, and if they call back, don't answer the phone. We encourage you to call us and talk it through before you ever consider accepting/depositing a check you weren't expecting, and never ever pay anyone you don't know - for a bill, a fine," past due taxes" or for the purchase of an item you haven't inspected and taken into your physical custody.

Know that as your trusted Credit Union Family, all of us at Ripco are concerned with your financial and overall welfare. Let us know if you've been a target of a fraud/scam, and we'll be happy to discuss your options for additional security on your Ripco accounts.

If you request a cash or wire transfer transaction that is out of your normal behavior pattern, please do not be offended when we ask you for additional information as to your intended use of the money. Also – please do not see our scrutiny of deposited checks or other items as nosiness or mistrust of you...our staff is trained to watch for any indication that something may not be quite right.

**We care...and we're here to help.**

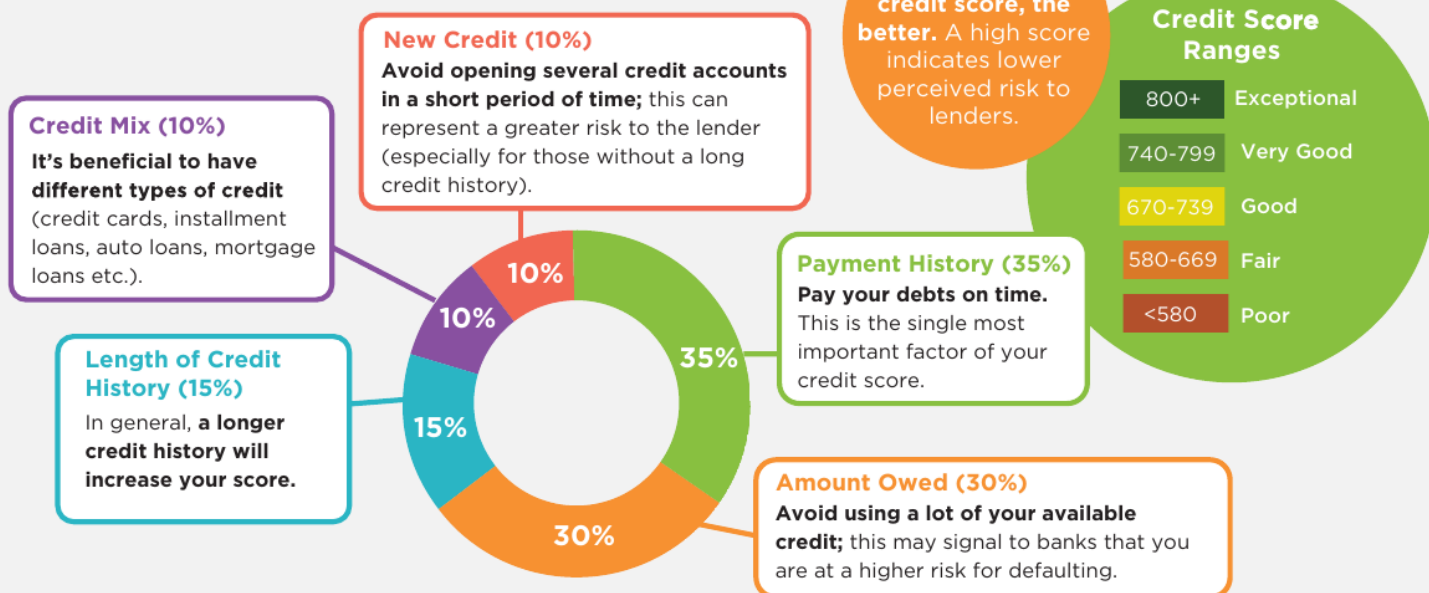


## Understanding Your Credit

From getting approved for a loan to lower interest rates, there are many benefits to improving your credit. Use this tip sheet to learn about the factors that affect your credit score and how you can improve your score (and overall financial health!)

### How Is My Credit Score Calculated?

Your score is developed using credit data that is grouped into five categories:



### Steps for Improving Your Score

Looking to improve your credit? Building stronger credit takes time. But with patience and a commitment to managing your credit over time, it can be done:

- 1 Get Your Current Credit Report**  
If you haven't already, get your free credit report at [annualcreditreport.com](http://annualcreditreport.com) to see where you currently stand.
- 2 Reduce the Amount of Debt You Owe**  
Stop using your credit cards and contact a GreenPath counselor to develop a personalized plan to pay off your highest-interest debt first.
- 3 Start Practicing Your New Healthy Credit Habits**  
Things like opening new accounts sparingly, managing credit card use responsibly and keeping credit card balances low are all important factors in improving and maintaining your credit score.

#### Ready to Take the Next Step in Building Your Credit?

Contact GreenPath Financial Wellness today for free credit counseling and learn how a Debt Management Plan can help you to get out of debt, lower interest rates and save money.

**877-337-3399**