



VOICE

SUMMER 2014 A Quarterly Publication by Ripco Credit Union

We Want Your Car Loan... and we'll give you up to \$250 cash back* when you finance with us!

Are you in the market for a new vehicle? Do you have a vehicle financed at another financial institution? Ripco Credit Union is here to help!

Finance your new or used vehicle purchase with Ripco or bring us your vehicle loan from another lender. Recent rate reductions mean you'll get a great rate – **as low as 1.99% APR* plus up to \$250 cash back!**

In addition to low rates and cash back, your Ripco loan professional will help you determine a fair value for your trade-in and offer you pre-approval to eliminate all of the financing hassles at the dealership.

Even if you've recently applied here or elsewhere, we encourage you to try us again; we want to say 'yes' to your loan request. To learn more about how we can help, call our Rhinelander office at 715-365-4876 or our Eagle River office at 715-479-4491.

Thank you for being a member of Ripco Credit Union!

*APR stands for Annual Percentage Rate. Promotion applies to new money only; existing Ripco loans will only be eligible when a minimum of \$5,000 additional is borrowed, and cash back incentive will only be paid based on additional/new money. Loan documents must be signed at Ripco Credit Union; indirect/dealer loans do not qualify. 1.99% APR is for A+ credit, up to 24-mo. term; other rates are available. Cash back of \$250 is for amounts borrowed > \$24,999.99; \$200 for loans \$20,000 - \$24,999.99; \$100 for loans \$10,000 - \$19,999.99; \$50 for loans \$5,000 - \$9,999.99.



In This Issue

Free Community Shred Event.....	2
The Ripco Credit Union Smart Option Student Loan® by Sallie Mae®.....	2
Discounts on Summer Fun.....	3
Ripco Debit Rewards.....	3
Keep Us in the Loop.....	3
About Those Fees.....	4
Branch Locations.....	4

FREE COMMUNITY SHRED EVENT

DATE: Saturday, September 13, 2014

TIME: 9:00 AM - Noon

LOCATION: Ripco Credit Union –
121 Sutliff Avenue, Rhinelander

Just drive up and pop your trunk – we'll take it from there!

Ripco's Shred Event will be FREE for Ripco members and community residents. Shredding will be provided onsite by Cintas Document Management Service.

Identity theft can happen to anyone at anytime. Reduce the chance of your personal ID theft by joining Ripco Credit Union at our FREE Community Shred Event, where you can destroy all of your no-longer-needed personal documents and files. Bring up to six boxes of items to be shredded. Suggested items to shred are financial statements, cancelled checks, credit card statements and credit card pre-approval letters, payroll stubs, insurance forms, old tax returns, forms from doctor's offices, etc. No three-ring binders or electronic media please.

On behalf of the Rhinelander Food Pantry and the Oneida County Humane Society, Ripco will accept monetary gifts, non-perishable food items and pet food at our Shred Event.

Identity theft occurs when someone uses your personally identifying information, like your name, Social Security number or credit card number, without your permission, to commit fraud or other crimes.



The Federal Trade Commission estimates that as many as 10 million Americans have their identities stolen each year. In fact, you or someone you know may have experienced some form of identity theft. Identity theft is serious. People whose identities have been stolen can spend hundreds of dollars and dozens of hours cleaning up the mess thieves have made of their good name and credit record. Consumers victimized by identity theft may lose out on job opportunities or be denied loans for education, housing or cars because of negative information on their credit reports. They may even be arrested for crimes they did not commit. The potential for damage, loss and stress is considerable.

The Ripco Credit Union Smart Option Student Loan[®] by Sallie Mae[®] For Borrowers Attending Degree-Granting Institutions

Now you can pay for college the smart way with three great repayment options and competitive interest rates! This loan is an ideal solution to help you pay for college expenses not covered by scholarships and federal loans.

The Smart Option Student Loan[®] features and benefits:

- We offer a choice of competitive fixed and variable interest rates providing even more choice and flexibility
- No origination fees and no prepayment penalty
- Multiple in-school repayment options available
- Borrower benefits available – like rewards and interest rate reductions
- Rates that reward creditworthy borrowers
- Applying with a creditworthy cosigner may help you qualify and/or receive a lower rate
- 24/7 online account management



To learn more, please visit our website at www.ripco.org and click on one of our Smart Option Student Loan graphic links – either from the home page or from the "Links" page.

Discounts on Summer Fun

You don't need to hold your breath any longer... summer may FINALLY be here! If you've been waiting for a good time, Ripco can help you save some money on your ticket to FUN!

Ripco members reap the benefits of reduced pricing (ka-ching!) through our special arrangements with Mount Olympus and Noah's Ark in Wisconsin Dells and with Great America in Gurnee, IL.

If your summer adventures include a visit to one of these awesome amusement parks, purchase your (non-refundable) park tickets at our main branch reception desk (in Rhinelander) during regular lobby hours. Tickets are not available at the Eagle River branch or through either drive-in.

Mount Olympus (WI Dells) – RCU member price: \$23.50

(You save \$19.09; single-ticket price at the gate is \$39.99 plus tax)

Noah's Ark (WI Dells) – RCU member price: \$29.00

(You save \$12.52; single-ticket price at the gate is \$41.52)

Six Flags Great America (Gurnee, IL) – RCU member price: \$41.00 *(You save \$25.94; single-ticket price at the gate is \$66.94)*

All three parks admit children under two for free when they are accompanied by a paid-admission parent or guardian.



Your Everyday Purchases Are More Rewarding with Ripco Debit Rewards

Do you know that Ripco offers Rewards for our debit card holders? It is a separate program from the Ripco Visa® Credit Card Platinum Rewards, but it works much the same way.



Six Million Rewards: With more than six million merchandise, travel, event and activity reward options available, the Ripco Debit Rewards program has something just for you! Use your Hodag MasterMoney (or classic green) debit card at participating retailers and earn even more points to redeem for great rewards.

Earn Rewards Faster: Ripco has partnered with popular local, national and online retailers to make shopping more rewarding. Make purchases with our retail partners and you'll earn points faster to get the rewards you want more quickly.

How Do I Sign Up? All new debit cards issued after July 1, 2013, were automatically enrolled in Ripco Debit Rewards. If your existing Ripco Debit Card is older than that and you haven't enrolled yet, just let us know that you want REWARDS and we'll get you set up. It's FREE, and of course we'll make it EASY! Just send a quick email to DebitRewards@ripco.org and include your full name as it appears on your card. If you have more than one debit card with Ripco, we will enroll all cards under your name. If you have one account with two debit cards attached to it (such as a husband and wife who each have their own card attached to their joint checking account), enrolling one card will automatically enroll the other. Of course, you can also just send us a written request, call our office at 715-365-4800 or stop by either the Rhinelander or Eagle River branch and ask to be enrolled.

Log On! Once you enroll in Ripco Debit Rewards, go to <https://ripco.rewardschoices.com> to register. Then, you'll be able to track your earnings, view special offers and redeem points for great rewards!

Keep Us in the Loop

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

We can serve you best when we have 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 email address changes. Simply update your personal information via It's Me 247 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. Email address change requests via email or telephone will be subject to verification.

If your postal mailing address has changed – even temporarily – please notify us in writing immediately in order to avoid the \$5.00 Incorrect Address Fee.

LOCATIONS & CONTACT INFORMATION

RIPCO IS LOCATED AT

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 TELEPHONE NUMBER

715-365-4800 (local) • 1-877-365-4800 (toll free)

EAGLE RIVER BRANCH TELEPHONE NUMBER

715-479-4491

CU*TALK AUDIO RESPONSE

715-365-4801 (local) • 1-877-365-4801 (toll free)

LOAN DEPARTMENT

715-365-4876 • 1-877-365-4800 (toll free)

MAIN LOBBY HOURS

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

MAIN 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 from
11:30 a.m. – 1:15 p.m. when school is in session.
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 of the main Expera (f/k/a
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

www.ripco.org

EMAIL

ripco@ripco.org

LOST/STOLEN Visa® Credit Cards

1-866-820-4889 (24 Hours)

LOST/STOLEN MasterMoney® Debit Cards

1-800-820-4889 (24 Hours)



Federally Insured
by NCUA.

About Those Fees...

Our Spring 2014 VOICE included a new listing of service charges and fees that went into effect on June 1st. Due to space constraints in the Spring issue, we were unable to go into much detail. So now we'd like to give you a little more information about the two fee changes that may affect you.

Dormant Account Fees

Prior to this year, a Ripco account was considered dormant if for three years no withdrawals or deposits, other than credited dividends, had been made to the account. This fee did not apply if there was an aggregate balance of \$250.00 or more in the account, if the member had a loan or credit card with us or if the member was younger than 18.

For safety and security reasons, and to bring our procedures in line with credit union best practices, our definition of dormancy changed on June 1st of this year. Now, an account is considered dormant if for one year no withdrawals or deposits, other than credited dividends, have been made to the 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.

The dormant account fee remains at \$5.00 per month. To further explain the dormant account fee and procedure, we sent a letter out in June to all of the members who were immediately affected by this change. Remember, even if your account does become dormant, the dormant fee will not apply if:

- you have made a deposit or withdrawal (your account has had activity other than credited dividends) within the last 12 months;
- you have an aggregate balance of \$500.00 or more in your account;
- you have a loan or credit card with us; or
- you are under 18 years old.

Please don't hesitate to call us at 715-365-4800 (Rhinelander), 715-479-4491 (Eagle River) or toll-free at 1-877-365-4800 if you have any questions or concerns. We value all of our members and hope that Ripco Credit Union will be your choice for all your financial needs, now and in the future.

CU*EasyPay (eBill Payment) Fees

When we first introduced our popular online bill payment service in 2005, the only fee we charged was \$0.50 per check written/bill paid in excess of 15 per month. Very few members paid that many bills, so very few members have ever paid any fees for CU*EasyPay.

Over the past nine years, eBill payment (now called CU*EasyPay) has become one of the services our members find most valuable. Due to the sophistication of the programming and the exceptional amount of security that is required to provide this service, CU*EasyPay is also one of the costliest services for your credit union to provide. The new eBill payment fee structure was implemented on June 1st after careful cost analysis and research into what your Board of Directors and management team felt was a fair sharing of the expense with the users of the service.

There is now a \$3.95 monthly service charge for EasyPay UNLESS the Ripco account associated with your CU*Easy Pay service is enrolled in eStatements. Additional charges you will want to keep in mind include a charge of \$.50/EasyPay transaction in excess of 10 per month, and an Inactivity Fee \$4.95/month. These charges will be posted to your account early in the month following the month in which the fee trigger occurred.

We hope that you see the value and convenience of CU*EasyPay, and we want to help you keep this great service and avoid any associated fees. It's easy! Just do this:

- 1) Enroll in eStatements online through It's Me 247 home banking. Choose Info Center, My Preferences and eStatement Options and be sure your email address is correct. Or simply call us and we will be happy to process the enrollment for you.
- 2) Pay at least one (1) but no more than ten (10) bills via CU*EasyPay per month.

Questions? Please call us at 715-365-4800 (Rhinelander), 715-479-4491 (Eagle River) or toll-free at 1-877-365-4800.

Explaining Federal Regulation D

Although our Regulation D fee is not new, and it hasn't increased, it is still one of the least understood regulations we are compelled to enforce. Federal Regulation D limits the number of certain types of transactions performed for savings and money market accounts.

Under this rule, credit unions may allow no more than six withdrawals or transfers from savings or money market accounts to other credit union accounts of the member, or to a third party, by means of:

- Preauthorized or automatic transfer (such as automatic overdraft protection transfers from your savings account);
- Telephonic or online transfer (such as CU*Talk audio response or "It's Me 247" online account access);
- Transfers by check, debit card or similar order payable to third parties (such as automatic bill payments or online "PayPal" transactions posted to your savings account).

If your savings account or Money Market account activity results in a violation of this regulation, your account will be assessed a Regulation D Violation Fee. Currently (and since 2009) that fee amount is \$25.00. In addition to the fee, once your account is in regulation D violation, you will not have access to CU*Talk audio response and will be unable to make transfers via It's Me 247 online. Overdraft protection from savings will also be suspended for the remainder of the month in which the violation occurred.

You'll save money and frustration when you proactively manage your account transfers rather than simply relying on the automatic overdraft transfers. Overdraft protection from savings is intended to cover you in an emergency or in the event of a simple math error; it should not be employed as a way to avoid balancing your checking account.

Why have these limits?

To help control the flow of money, federal regulators make a distinction between "transaction accounts" such as checking accounts, and "non-transaction" or savings accounts. The law requires financial institutions to hold reserves for their "transaction accounts."

The Fed requires a limitation on the number of "convenient" transfers and withdrawals from a savings account. You are not denied access to the funds in your savings account, but if you exceed the Regulation D limitations, you may need to employ "less convenient" access methods, such as transfers or withdrawals by mail, ATM or in person. If you still have questions about Regulation D, please don't hesitate to call our office for further explanation.