



# VOICE

Spring 2017 A Quarterly Publication by Ripco Credit Union

Named  
Rhineland Area  
Chamber of Commerce  
Business, Professional  
& Industrial Business of  
the Year  
2016

## Notice of Annual Meeting

**The 85th Annual Meeting of Ripco Credit Union will be held on Tuesday, April 18, 2017, at 7:00 p.m. at the Northwoods Banquet Center, 1540 Pueblo Drive in Rhineland.**

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. Financial reports for the year ending December 31, 2016 will be reviewed, and you will hear reports by the Chairman of the Board and the Credit Union President/CEO.

The Nominating Committee has nominated the following incumbent Directors to continue to serve on the Board of Directors: Dr. Steven Ferch (three-year term) and Rod Olson (three-year term). The third incumbent whose term expires this year is Douglas Joslin, and he has indicated his intent to retire from the Board after many years of service. No other nominations were received prior to the posted January 31, 2017, 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. The vacant board position will be filled by appointment in the near future.

**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!**

**Tonya resolved a Visa problem in a very efficient and orderly manner, and I want to show my appreciation for her efforts. Very truly yours,**

*-Bob K. (Ripco member since 1985)*

## 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](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.

## In This Issue

Celebrate Youth .....	2
Holiday Closings.....	2
Person to Person Payment.....	2
President's Message .....	3
Catch the Latest BUZZ.....	3
Explaining Federal Regulation D.....	4
Branch Locations & Information.....	4



## HOLIDAY CLOSINGS

**Memorial Day**  
Monday, May 29, 2017

April is National Credit Union Youth Month, and we're hoping that YOU Give a Hoot About Saving™! Learning to save for what you want in life is a crucial life skill, but it's one too few young people are learning.

That's why for financial literacy month in April, Ripco Credit Union will focus on helping young people develop good saving habits. The theme of the event is Give a Hoot About Saving. "Owls represent wisdom, and nothing is wiser than learning to save for one's future goals," said Ripco Credit Union President/CEO Liza Edinger.

Ripco Credit Union will offer financial education and fun events for youth. Like all credit unions, Ripco Credit Union is a member-owned, not-for-profit financial cooperative.

"Member education and concern for the community are part of the foundational principles of our business structure," Edinger said. "Passing along a crucial life skill to the next generation to prepare them for a bright future embodies both those principles."

## Learn More About *Person to Person Payment (P2P)*

If you're a Ripco member with a checking account and have enrolled in our It's Me 247 Bill Pay, you have access to one of our newer features – Person to Person Payment.

P2P Payment allows you to send an electronic money transfer to any individual located in the United States via mail or text message, as long as they have an established financial institution account into which they can receive it. You – as the sender of the P2P Payment – won't be asked to enter the recipient's account information.

### How to make a P2P Payment:

- To make a P2P transfer, select the Pay Anyone button from the Pay & Transfer drop-down menu.
- On the screen, enter the information needed to send a message to the recipient. Under Send Method, select either Email or Text Message. Required information will be conditional based on this selection. The Question and Answer section includes a space for you to enter a security question and its answer. Only the question is sent to the recipient in the text or email. For security purposes, you must relay the answer yourself in a separate communication.  
\*NOTE: The security question and answer are not case sensitive.
- Once the information is entered, click the Send Payment button.
- A message is sent immediately to the recipient. You will also receive a confirmation email.

### How to cancel a P2P Payment:

As long as the recipient has not yet collected on the P2P Payment, the payment can be cancelled.

- To cancel a payment, click the Payment History button.
- Click the red X next to the P2P transfer you wish to cancel.  
\*NOTE: At this point, the recipient has already been sent a message.
- Both you and the recipient will receive notification that the transfer has been cancelled.

### General P2P Payment info:

- Once the recipient collects the funds, the money should be deposited into the recipient's account in roughly one to two business days.
- The funds are not withdrawn from your account until the recipient accepts the transfer. The funds will not be pulled from your account (or placed on hold).

- The recipient must accept the transaction within 10 days. Failure to accept the transaction within the 10-day window will result in an unsuccessful transaction attempt, and another P2P transfer will need to be created.
- The recipient has three attempts to accurately answer the security question that they need to answer to receive the funds. Once they have reached the maximum number of attempts, the transaction will be updated as failed, and another P2P transfer will need to be created.
- The recipient must request that the payment be deposited into an account within the United States.
- The maximum dollar amount for P2P is \$2,500; the maximum dollar limit for Bill Pay is \$25,000.

# President's Message: Improved & New...Just for YOU!

I'm happy to share with you that Ripco has had a very busy and exciting first quarter of 2017, as we've focused on new service offerings to enhance your Ripco experience. Please take a moment to read about what we're doing to provide you with even more value and convenience.

- As we promised when we launched our Mobile app and our Remote Check Deposit app – we will soon be integrating those two apps into one. We don't have a definite date yet, but we're hoping it will be in April. The new Ripco CU Mobile app will include a Remote Check Deposit feature. One app to apply for a loan, calculate payments, view Ripco information and access Mobile Banking and Remote Deposit with one single sign-on!

Current Ripco CU Mobile app users will be able to just do a normal app update on their phone to move from the old mobile app to the new app that integrates remote deposit capture with the existing mobile functions. Current Remote Deposit app users will receive an email when the new app version is ready. That email will advise that the integrated Ripco CU app is ready to go, and they can quit using/delete the old RCU Deposit app. New users will automatically get the new integrated app when they search for Ripco Credit Union in the Apple® App Store or Google Play™.

- As a valuable perk of membership, Ripco Credit Union will soon be providing members with their credit score free of charge through online banking. This project has been in the works for a while, and we are in the process of completing the regulatory and licensing tasks. Once we have met all of the requirements, this valuable information will be viewable in It's Me 247 online banking. We have no set launch date yet, but we are confident we'll be up and running by the end of this quarter. Be on the lookout!
- Another newer service we're offering is P2P Payment. It's here now, and members who are enrolled in Ripco's eBill Pay are already enjoying this safe and easy way of electronically paying anyone in the United States directly

out of their Ripco account. To learn more, please see our P2P article in this issue of the VOICE.

- And of course – everyone is BUZZING about Rewards! **BUZZ POINTS** – Ripco's new, enhanced Debit Rewards program – is introduced here in the Spring VOICE as well. Read all about this great upcoming program that helps you accumulate points faster, earn rewards and support LOCAL businesses at the same time.
- Finally, if you carry our Ripco Visa® Platinum Rewards credit card, you'll start seeing colorful new CUREwards® emails that include your current Ripco Platinum Rewards point balance. Those emails will tantalize you with sneak peeks at some of the available merchandise and travel options – including sporting events and spa packages. Plus, they'll include a handy link to the redemption site login page. If you don't have a Ripco Visa Platinum Rewards credit card, you can find our application and disclosures on Ripco's website at [ripco.org/accounts/cards](http://ripco.org/accounts/cards).

We invest significant time and money in these enhancements because we sincerely appreciate your membership and your loyalty to Ripco Credit Union. We hope you'll enjoy the results of our efforts and that you'll not only be Ripco members for life, but that you'll invite friends and family to join us too. Our Attitude of Excellence is at the core of all we do...and all we do, is done for YOU.



Liza Edinger  
President/CEO



## Catch the Latest BUZZ

Exciting News for Ripco Debit Card Holders!

If you have a Ripco Debit Mastercard®, you will have recently received a letter explaining the new EMV chip technology, and by now, you should also have your new security-enhanced card in your possession. Your new debit card came equipped with an EMV chip, one of the most effective tools being used to prevent the spread of plastic card fraud.

**IMPORTANT – GREAT NEWS for members currently enrolled in Ripco Debit Rewards!**

Ripco Credit Union will soon be partnering with Buzz Points to bring you an enhanced rewards program for your debit card. We will be discontinuing our current rewards program as

of Friday, April 28, 2017. For members now enrolled in Ripco's Debit Rewards program, here's what you need to know:

**All current rewards activity (earning and redeeming) will stop at the close of business day (5:00 p.m. CST) on April 28, 2017. Beginning May 1, you will have the opportunity to claim any points remaining from your current rewards program to Ripco Credit Union's new and enhanced Buzz Points rewards program.**

Watch for further details on how to claim your existing rewards points and get enrolled in Buzz Points.

# 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](http://ripco.org)

## EMAIL

[ripco@ripco.org](mailto: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



Federally Insured  
by NCUA.

# 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, we may allow no more than six withdrawals or transfers from savings or money market accounts to another credit union account 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. That fee amount is \$30.00. 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.

**I recently changed vehicles and took advantage of your discount offer on car/homeowners/rental policies of insurance that you provided. I am very pleased with what the policies had to offer and, especially, with the money-saving rates. I realize this is only one of the many benefits Ripco customers receive but want you to know it is very much appreciated!**

*-M.W. (Ripco member for over 40 years)*