

## Zipwhip™ –

### Text Messaging now available through Ripco

Ripco Credit Union now has Zipwhip™ Text Messaging to offer an additional vehicle for member conversations with Ripco representatives. Zipwhip™ enables Ripco staff to send and receive two-way text messages with members. This texting option has been added to reduce hold times and improve our members' experiences. "Zipwhip™ texting allows us to be there to connect members with the information they need using the medium they prefer" said Liza Edinger, Ripco President/CEO.

### It's easy....

**Simply text our landline 715-365-4800** to get a response directly from a familiar and friendly credit union staff member (during business hours):

- Find out if a check has cleared, or a deposit has been made (after ID verification)
- Find out if we're open on a holiday or during inclement weather
- Check on your loan payment due dates (after ID verification)
- Send or receive a photo attachment to/from Ripco Credit Union

**Zipwhip™ can save you time by allowing us to share links to specific parts of our Ripco Credit Union website using Keywords:**

- To apply for a loan using our online loan application, text **LOAN**
- To see our current rates, simply text **RATES** - loan rates will be at the top; simply scroll down for savings and certificate rates
- To be directed to our apps in either the Apple App Store or Google Play for Android, text **APPS**
- To see our business hours and branch locations, text **ABOUT**

Ripco is happy to provide this additional way for you to stay in touch with your credit union no matter where you are - with landline texting powered by Zipwhip™.