



**2021 INTERNATIONAL
Credit Union Day®**
Thursday, October 21st
**Member Appreciation Bag
Giveaway!**
11:30 a.m. to 1 p.m.
All lobby locations

Freewill donations will be accepted to support community groups throughout the region.

Enter into the Grand Prize Drawing

from October 18th through October 22nd at any of our locations for the chance to win a Yeti cooler packed with grilling items!

Free, Secure Document Destruction

11:30 a.m. to 1 p.m.
in Black River Falls

Free, Secure Document Collection

at All Other Lobby Locations



We'll hold our second grand prize drawing of the year for the Kids CAFÉ program on October 21st at our Black River Falls Main Office! Kids CAFÉ is our program for youth 17 and under that encourages and teaches the value of saving, community involvement, education and fitness. Each stamp card completed earns a participation reward and serves as an entry into our grand prize drawings, which are held twice yearly! For full program details, stop in or visit the Youth page on our website.

President's Message

October is here – a particularly exciting time for Co-op Credit Union, the credit union movement and cooperatives of all kinds.

Co-op Month is already under way, and we'll celebrate International Credit Union Day on Thursday, October 21st. Both celebrations are particularly important to us because they provide an opportunity to convey the Credit Union Difference and the value of cooperatives.

This year, International Credit Union Day highlights the theme of, "Building financial health for a brighter tomorrow." This is an important message at an important time for our communities, our state, the nation and the world. Co-op Credit Union – and the credit union movement – works tirelessly to support and foster the financial health of our members, our communities and our employees. It's a natural part of our everyday work as a financial cooperative.

That cooperative spirit is what sets credit unions apart. As not-for-profit financials, we harness the power of our democratic structure and shared cooperative principles to put members first. That comes by way of better rates, lower and fewer fees and service from local people you know and trust. At the heart of it all is our enduring commitment to the ideal of people

before profit and the philosophy of People Helping People.

We're excited to share a wonderful day with you on International Credit Union Day. We'll again hand out Member Appreciation Bags at all our lobby locations and offer free, secure document destruction and collection. You'll also be able to enter into the grand prize drawing all week, from October 18th through October 22nd, at any of our locations.

As in many years past, we'll collect freewill donations to support community groups and organizations. We feel strongly about Credit Union Day being a time dedicated to giving back to the community. It's our philosophy of Co-op Cares in action and an important example of living out the cooperative principle of Concern for Community.

As always, we look forward to October as we celebrate all the good credit unions and cooperatives do for members and communities. Be sure to join us on Thursday, October 21st – we'd love to see you!

Thanks for Your Business!

Eric
Eric L. Chrisinger,
President/CEO



"WOW" CORNER

We'd like to share some of the great things happening at CCU. Our employees work hard to provide the best service possible to you. Thanks for providing feedback. Your comments are important to us!

- Kelli, a Member Contact Agent, helped prevent an instance of fraud. She immediately started asking more questions during a suspicious phone conversation and later learned someone was attempting to impersonate a member to gain access to personal information. Kelli's attention to detail and quick action saved potential financial loss to the member and the credit union. Thank you, Kelli, for your commitment and dedication to exceptional service!



Holiday Hours

A reminder about upcoming hours over the next few months. CCU will have the following hours:

Thursday, November 25th

(Thanksgiving): CLOSED

Friday, December 24th

(Christmas Eve): Close at 1 p.m.

Saturday, December 25th

(Christmas): CLOSED

Friday, December 31st

(New Year's Eve): Open regular hours

Saturday, January 1st, 2022

(New Year's Day): CLOSED

Summer of Adventure

We celebrated the summer season in a new way this year! The CCU Summer of Adventure combined outdoor exploration with online and other events to provide families opportunities to enjoy time together.

The highlight was the CCU Backyard Adventure – an activity centered around being rewarded for exploring key places and events throughout our beautiful membership region. The winning family took home a \$500 gift card and other games and goodies.

We also offered Backyard Magic and Backyard Science, two live and interactive online events. The Backyard Coloring Contest awarded the top, winning artists with back-to-school backpacks filled to the brim with school supplies.

Thank you to everyone for their enthusiasm and participation!



CCU Offices Closed October 11th

All our offices and Member Contact Center will be closed on Monday, October 11th as CCU staff members participate in an All-Staff Training Day. The day includes learning and a half day dedicated to completing community service projects throughout our membership region.

We will reopen with regular business hours on Tuesday, October 12th.

Call for Nominations

Qualified candidates who wish to serve on the Co-op Credit Union Board of Directors are welcome to apply for nomination. Two board positions are up for election in 2022, which are the seats held by David Olson and Tim Byom.

Those interested may request an Application for Nomination plus other director qualification information by writing or e-mailing:

Garrett Nix, Nominating Committee Chairman

4410 Golf Terrace, Suite 210, Eau Claire, WI 54701

gnix@vrnlaw.com

Please respond no later than October 29, 2021.

Free Virtual Financial Wellness Sessions

We'll host two virtual financial wellness sessions this fall!

They will be held via Microsoft Teams, which is free to download and use on smartphones, tablets or computers.

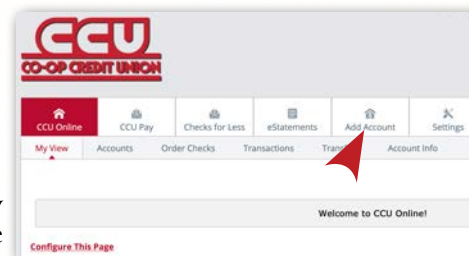
Please check the News & Events page on our website for session topics and registration details!

Open a New Account - It's Easy!

Members can open a new checking, savings, Money Market or certificate completely online! This convenient new feature is available by visiting our website, or by clicking the "Add Account" tab in CCU Online.

- To make the process smooth and efficient, have some items ready:
- Your government-issued ID, like a driver's license, including photos of the front and back so you can upload them when the system prompts you.
- Your social security number
- A means to fund your new account/s (debit or credit card)

This new tool makes it even easier to conduct your business with CCU, no matter the time of day, or where you are! To learn more, visit our website.



Get Social With Us

Stay up-to-date with events, opportunities and promotions by following our social media accounts!

- Co-op Credit Union
- Co-op Credit Union
- Coopcredit
- Co-op Credit Union



President/CEO: Eric L. Chrisinger

Board of Directors: Tim Torkelson (Chair), Sarah Lebakken (Vice Chair), Dave Overlien (Secretary), Steve Hogden (Treasurer), David Olson, Tim Byom and Carol Martin



www.coopcu.com
800-258-0023

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