

Member Connections by Members Choice Financial Credit Union

"Building lifelong relationships... one member at a time."

Winter 2019/2020

President's Message



Happy Holidays from the Members Choice Family to each of you and your families. Our wish is for a Healthy and Prosperous New Year to all. This will be an exciting year starting with 04 01 2020. This is an important day; Groundhog Day! The relevance? The groundhog, none; the movie, the message; for you, some great changes to our website and online banking products.

First, the Website will have a new look with a design that is easy to navigate. There are some exciting tools to capitalize on opportunities to support your Financial Wellness. Convenience was at the top of the list of must haves along with security and value. I hope you can find time to explore the Website and capture all it offers.

The Groundhog is 50/50 on predicting the arrival of spring. If he is wrong, Punxsutawney has its annual day of fame and if he is right, Punxsutawney has its annual day of fame. For Members Choice Groundhog Day is the launch of a product two years in development. We will be consolidating our Home Banking and Mobile Banking platforms into one. The product is called Banno. It is fast, secure and member friendly. For existing users your account and vendor information will be automatically converted. When you access the system, you will be asked to enter your Net Teller user name and password and the journey starts. Banno is featured on page 3 with the specifics and details of the new features and functionality. Please read that section as it contains some important information you will find helpful. Security and speed were two must haves when we developed the specifications for the project. When I signed on to the test database, I was amazed that in three seconds I was into my accounts. The system recognized me through facial recognition, authenticated my phone as a registered device and gave me access. The use of facial and fingerprint recognition are new security enhancements to protect you. Password and security questions are still viable for access, but I would like to see you all use the best defense to protect your information and this product was engineered to meet that objective. As with any new product you may encounter questions so please contact us and we can assist you. This is a great product and we are proud to make it part of our members solution toolbox.

A topic I have written about in the past, and we take seriously, is our role in your financial success. Our financial literacy efforts have enabled hundreds of members to strengthen their knowledge of responsible financial management. These sessions are small group classroom settings that cover an array of important tools, concepts, and practical analysis to strengthen your financial knowledge. If you would like to participate in a session, please contact us at any branch or through our call center.

The goal of our Financial Literacy program is group focused education enabling members to understand the concepts and tools used in financial services. The discussions in class are generic in nature. Participants have had specific questions that pertain to their own strategies, so we have developed a one-on-one opportunity to review the tools discussed in the larger classes as they impact you. The program is called "It's Personal" and the first offering will focus on understanding your credit report and discussing strategies you can execute to become stronger financially. Your credit report is a powerful tool that the industry utilizes in decision making that impacts your borrowing capacity and the interest rate you will be charged for a loan. It also details your history. "It's Personal" is our invitation to you to sit down, review, understand, and discuss strategies around your report. This is a great opportunity, its free, and I encourage you to take advantage by scheduling a session with one of our team members.

I would like to close with a Thank You for being such a key part of our success. 2019 has been a great year for Members Choice; let's continue that momentum into 2020.



Jim Barbarich, President & CEO



Every year young people from local credit unions throughout Pennsylvania compete in regional chapters' Credit Union Ambassador Contests. Every participant writes a speech on topics relating to credit unions, then performs their speech for members of their local credit union chapter. Members Choice FCU employee and member, Ali Munshower (Center-Seated), was awarded the role of NW Susquehanna Chapter of Credit Unions **Credit Union Ambassador** on December 4th at the annual chapter Christmas party. Ali will now advance to the State Credit Union Ambassador Contest Finals at PCUA Connect 2020. Great job, Ali!

Financial Safety Tip

Now is a great time to update your beneficiaries. Review and update beneficiaries for life insurance policies, IRAs, and 401(k)s. Most people rarely look at it, but it's extremely important, particularly if you have been through major life changes such as getting married, divorced, or having kids.



"It's Personal."

Your finances are personal, and we respect that. We have built a level of trust over the years with our members. We do feel we can better serve you by taking the opportunity to sit down and start a conversation. The topic; the importance of understanding and validating your credit report. Every year you are entitled to a free credit report. Do you exercise that right, and more importantly do you understand what the report says? As a member owner your financial success is our success. "It's Personal" is a program where we examine the tools used in our industry as they relate to you.



Your credit report is your financial performance report card. It holds a trove of important information that you should understand, validate, and use to your advantage. It is a fraud prevention tool; new accounts opened using your identity will appear on your report. It is a market validator; late payment practices or small nuisance outstanding balances will impact the costs you pay when you borrow. It's a strategic tool; consolidations might be a strategy to help you get through a life event. What is the interest rate you are paying on an outstanding obligation; credit card or loan? Is it the best rate possible given your history? Let us get personal and help educate you on how to leverage the report. Please contact any office to set up an appointment.

As your Credit Union, we are continually monitoring threats and enhancing security protocols to protect your financial well-being, but we can't do it alone. We need your help in keeping information out of the hands of criminals who are attempting to access your information and steal your money.

In order to protect yourself from these risks, we would like to share with you some things you can do to prevent becoming a victim yourself:

- ☐ Maintain anti-virus software on any computer device.
- ☐ Update your passwords every 90 days.
- ☐ Check your account frequently to verify the activity is accurate.
- ☐ Avoid unusual looking ATM's, gas pumps and points of sale.
- ☐ Be cautious with anyone asking for your account numbers, passwords or other personal information.
- ☐ Never give out confidential information or passwords in reply to an email, or by visiting a website through a link included in an email.

Members Choice introduces the ***BRANCH OF THE FUTURE...***

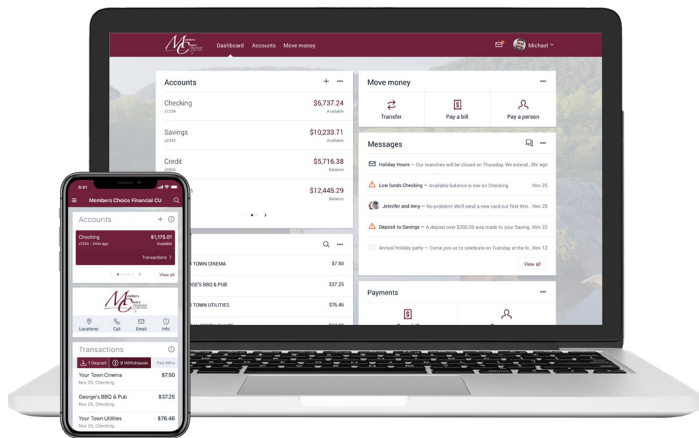
✓ Convenient

✓ Secure

✓ Available Anytime, Anywhere

Coming April 2020

MEMBERS CHOICE
Financial Credit Union
mcfcu.org



Welcome to 2020, the new decade. Jim indicated in his opening message that we are focusing on personalizing our relationship, delivering products and services that offer efficiency and security and enhancing the trusted relationship we have built over the years. Banno is the newest branch strategy driven by four specific objectives.

Objective: Convenience. You can access Banno 24 / 7 from anywhere you can connect to the internet.

Objective: Efficiency. Banno is our new omni-channel personal banking platform integrating our mobile, remote deposit and home banking products into one solution. You will be amazed at the speed and security. The frustration with the app and full site capabilities being different will go away on 04/01/2020; the day of the Banno launch.

Objective: Security. Mobile users will have to download the new app. When you sign in you will be prompted to enter your user name and password. Banno will recognize your old user name and password. You may change the password (recommended) if you would like or you can strengthen your data security defense by also utilizing the facial recognition or thumb print options. All credentials will be carried over to the new system as well as transfers and account nicknames. You will not have to add your existing vendors for bill pay or recurring payments. We recommend you spend some time navigating the system to see the enhanced capability Banno offers.

Objective: Enhanced Member Control. Banno is a self-service product which allows you to reset your own password, set up transfers, execute a member to member transfer within the credit union, stop payments for a share draft and even exercise a Skip-a-Pay option for those who are eligible. The entire format is user friendly, fast, secure and able to be personalized.

The new app also saves where you were in the system if you exit and returns to that area at the next sign in; no more starting over! This enhancement allows BillPay users to toggle through transactions eliminating the burden of restarting and allows you to directly continue where you left off. For members who have and utilize multiple accounts with our institution, there is an option to add additional accounts to your profile and switch back and forth without having to reenter your credentials. This feature will assist business owners, large families, and grandparents who spoil their kids and grandkids.

Banno offers integration on select financial institutions enabling you to view balances from other institutions through our system.

To sum it up, Banno will provide our members with a personalized solution that meets the objectives we established when we looked to upgrade our home banking and mobile offerings. We are the first Credit Union in our area to offer this member friendly solution that is secure, efficient and will carry us into the next decade. If you are a current home banking / mobile user, please let us know your thoughts around Banno. If you are not currently using our home banking solution, we welcome you to enroll. As always, please reach out to us with questions and we will assist you.

Join Us!

Attend Our Annual Meeting

When:

Wed. April 8, 2020

Time:

Doors open at 5:00pm

Dinner starts at 6:00pm

Where:

Pine Barn Inn

43 Pine Barn Place

Danville, PA, 17821

You'll have the chance to visit with staff and board and learn more about your credit union - as well as sign up for a special door prize drawing! The event is free to all members.

RSVP by Mar. 31, 2020 by calling 800.834.0082 or stop in any branch.

The nominating committee has named Richard Knouse and Lindsey Marolf which have previously filed with the secretary of the board of directors. Interested members may submit a petition form to the committee and must be signed by 1% of membership population (135). The deadline for receiving the petition is 2/21/2020.

Calendar

Jan. 1 - New Year's Day - CLOSED

Jan. 20 - Martin Luther King, Jr. Day - CLOSED

Feb. 14 - Valentine's Day

Feb. 17 - Presidents' Day - CLOSED

Mar. 8 - Daylight Saving Time Starts

Mar. 17 - St. Patrick's Day

Apr. 1 - Annual Meeting

Apr. 10 - Good Friday - Close @ Noon

Apr. 12 - Easter

Apr. 22 - Earth Day



GET YOUR MAXIMUM REFUND GUARANTEED

MEMBERS SAVE UP TO \$15



START FOR FREE

lovemycreditunion.org

Members Choice Financial Credit Union

Save The Date!

2nd Annual Charity Golf Tournament Friday May 29, 2020

Visit mcfcu.org/golf for more info



Branch Locations

Danville

390 Walnut Street
Danville, PA 17821
M-Th: 8am-4:30pm
Fr: 8am-6pm
Sat: 9am-12pm

Bloomsburg

599 East 7th Street
Bloomsburg, PA 17815
M-Th: 8am-4:30pm
Fr: 8am-6pm
Sat: 9am-12pm

**Evangelical
Community Hospital**

1 Hospital Drive
Lewisburg, PA 17837
M-Fr: 7:30am-4:00pm

**Merck Cherokee
Pharmaceuticals**

100 Avenue C
Riverside, PA 17868
M-Tu-Fr: 8am-1pm

Lewisburg

1339 Saint Mary Street
Lewisburg, PA 17837
M-Th: 8am-4:30pm
Fr: 8am-6pm
Sat: 9am-12pm

Mount Carmel

11218 State Route 61
Mount Carmel, PA 17851
M-Th: 8am-4:30pm
Fr: 8am-5pm
Sat: 9am-12pm

Call Us Toll Free:

800.834.0082

Get our
Mobile App:

