

Member Matter\$

July - September 2020

A Quarterly Publication by
Hoosier Hills Credit Union

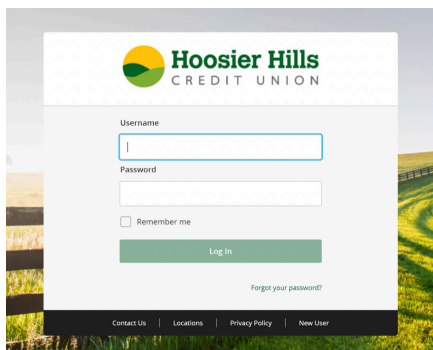


Hoosier Hills
CREDIT UNION

HHCU Launches Upgraded Online and Mobile Banking

As access to Online and Mobile Banking proves more important than ever before, Hoosier Hills Credit Union is proud to offer members a completely upgraded system. Our enhanced Online and Mobile Banking, which launched in June, includes a number of updated features, including:

- See all your accounts in one convenient view.
- Make payments to anyone with People Pay, no matter where they have their account.
- Access your account information with Apple Watch.
- Easily dispute unauthorized charges online.
- Update multiple subscriptions at once with Card Swap.



The upgrade also includes a brand new Commercial Online and Mobile Banking platform. Commercial members are now able to:

- Manage all accounts tied to the same Taxpayer Identification Number in one view with one easy login.
- Give other users varying access, consistent with their responsibilities.
- Initiate ACH payments for invoices and collections online, at no additional charge.
- Make quick and easy mobile deposits.

Ask your commercial representative about **additional options including wires and payroll.**

Complete upgrade details, including feature tutorials, are available at hoosierhills.com/better-banking.

A Message from President/CEO, Travis Markley

In my first column of the year, just a few short months ago, I wrote excitedly about the future of Hoosier Hills and the concept of embracing change. Little did I know just how much change was on the horizon. Nevertheless, my excitement and optimism for the future remains steadfast.

Difficult circumstances can be the catalyst for the kind of problem-solving that is at the heart of Hoosier Hills and who we are as a Credit Union, and who we are collectively as a community. Throughout the COVID-19 pandemic, our employees have brought out their creativity and determination to continue to help our members, who, because we are a cooperative financial institution, are the reason we exist. I'm extremely proud of the response and resolve of our employees, as well as the measures we have taken to protect employees and our members while maintaining a level of service second-to-none. We have



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done some of our best work as an organization during these past few months, undoubtedly fulfilling our mission of making a positive difference in the financial lives of our members and the communities we serve.

Moving forward, we will certainly look at things differently than we did prior to the pandemic. We must keep a watchful eye toward both forthcoming obstacles and future

opportunities. We will continue to embrace change, including how we operate and use technology and how we interact with our members. But that will never change our mission and the relationship we have with our members and communities. Collectively Hoosier Hills and our membership, as an organization and a community, are strong. We are resilient. And we will continue to help our members find their economic opportunities, regardless of circumstance.

Strong Financial Performance Highlights Annual Meeting

2019 was a period of tremendous growth for Hoosier Hills Credit Union, with achievements of record net income and the highest dividends ever returned to members.

The Credit Union's Annual Meeting, which was conducted by teleconference on May 13, illustrated that strong 2019 performance.

HHCU's overall economic impact on the areas we serve reached \$215 million, including loans we originated in our communities, salaries and benefits for HHCU staff, taxes that were paid and supplies purchased locally.

At year-end in 2019, HHCU held total assets of \$609.3 million, an increase of 9.9%. During that same span, deposits grew by 9.2% to \$446.3 million, \$37.9 million above year-end 2018 total deposits.

Contributing to HHCU's 10.8% loan growth was the launch of a new mortgage loan option. Greater Option, or GO Loans, are designed to make home loans available to a broader number of members with low fees, competitive rates and no PMI. Hoosier Hills' Commercial Loans grew by 5.6% as well.

Election results were also announced for the HHCU Board of Directors and Supervisory Committee.

Bryan Johnson was elected to continue as a member of the Board for two years, filling the remainder of his term after having been appointed to the Board in January 2019. Sally Gogel Fischer was appointed after William "Bill" Miller retired in 2019. Fischer's term began January 1, 2020. Her initial elected term will be for one year. Current Directors Alan Cummings, Jennie Edwards and Leo Meadows were each elected to serve another three-year term on the Board of Directors.

For the Supervisory Committee, Janie Craig Chenault was elected to serve a three-year term. Janie was first appointed in June 2018. Tara Jenkins was elected to fill the one year remaining on her existing seat. Chad Helming of Jasper was appointed as a new member, effective January 1, 2020, to fill an open seat. He was elected to complete the remaining one year of the term for this seat on the Committee.

Member Appreciation Days Schedule 2020



Hoosier Hills Credit Union's popular tradition of celebrating our members during Member Appreciation Days is scheduled to return in August with a series of seven stops at our Service Centers.

We are looking forward to seeing you at the HHCU Service Center near you!

Date	Location	Time
Aug. 14, 2020	Tell City	10 a.m. - 4 p.m. Central
Aug. 21, 2020	Paoli	10 a.m. - 4 p.m. Eastern
Aug. 28, 2020	Jasper	10 a.m. - 4 p.m. Eastern
Sept. 4, 2020	Spencer County	10 a.m. - 4 p.m. Central
Sept. 11, 2020	Mitchell	10 a.m. - 4 p.m. Eastern
Sept. 18, 2020	Valley	10 a.m. - 4 p.m. Eastern
Sept. 25, 2020	Bedford	10 a.m. - 4 p.m. Eastern

HHCU Responds to COVID-19 Pandemic with Help for Members

Hoosier Hills Credit Union has helped members through many social and economic disruptions in our 50-year history, and we were among the first to act in March as the COVID-19 pandemic began to impact our area.

President/CEO Travis Markley, along with HHCU Senior Management, made the difficult decision to close Service Center lobbies in the interest of both employee and member health.

Hoosier Hills Credit Union immediately focused on assisting members and communities with the challenges caused by the slowdown of local economies. Actions taken included:

- **Creating a Member Relief program for members affected by the pandemic.** These measures include waiving fees, offering payment deferrals and our Good Neighbor Loan. More information is available at hoosierhills.com/coronavirus.
- **Helping the businesses that make our communities strong through the Small Business Administration Paycheck Protection Program (PPP).** In a few short weeks, we were able to help more than 250 of our business members digest the guidelines and submit \$12.2 million in loan applications so they could continue to meet the needs of their businesses and employees.
- **Assisting even more members with what we are all reminded is the center of our lives—our homes.** Last year, after introducing a new mortgage product that helped more people achieve home ownership, our Mortgage Department set a record for the number of people helped into homes. This year, through staffing and logistics challenges, we are surpassing those records and helping even more members buy or save by refinancing their homes.
- **Helping members trim extra costs by lowering interest as they prepare to weather the rest of the storm.** Through the Lowest Payment Challenge, we help members lower their interest rate, when possible, on their credit card, auto and mortgage payments. You can find more information at hoosierhills.com/lowest-payment-challenge.
- **Donating \$10,000 to the COVID-19 Relief Funds of the Community Foundations in our primary service areas.**
- **Supporting both employees and local restaurants in each service area by providing lunch twice a week in April and May to all employees who worked from our Service Centers and Annex facilities.**

"Our mission is to be better for our members by making a positive difference in their lives and the communities we serve," President/CEO Travis Markley said of the COVID-19 response. "We are committed to living out that mission every day in a number of ways, and in particular by helping members overcome challenges caused by the economic shutdown."



James Aldridge joins HHCUC as Chief Information Officer

James Aldridge was named in May to serve as HHCUC's Chief Information Officer.

Aldridge holds a bachelor's degree in Information Technology from Ball State University and a master's degree in Business Administration from the University of Indianapolis. In 2014, he was the TechPoint Mira Award nominee for Tech Educator of the Year and a nominee for tech innovation in 2004.

With an extensive background in technology – including significant experience in strategy, regulatory requirements, digital transformation and architecture – Aldridge

brings knowledge, comprehensive business acumen and extensive experience to the Hoosier Hills Credit Union team.



Aldridge resides in Santa Claus, Indiana with his wife and children. He is a member of several community boards, which include the Spencer County Regional Chamber of Commerce, the Computer Technology Advisory Board of Ball State University, and the Business and IT Advisory Board of Vincennes University–Jasper Campus.

Visa® Balance Buyout Returns with Your Chance to Win \$2,500!



John Renschler (center) was our third Balance Buyout winner in 2019. Presenting John with his winnings were Jason Hagen, VP of Jasper Operations and Marsha Biever, Loan Officer/MSR.

Every \$1,000 transferred to your HHCUC Visa® credit card September through October will be an automatic entry to win a balance payoff, up to \$2,500, with our Visa Balance Buyout!

Members with our credit card also get great rates and pay no balance transfer fees, cash advance fees or annual fee. The HHCUC Visa is available at our everyday rate as low as 7.9% APR*. That's less than half the national average!*

*7.90 Annual Percentage Rate is valid for new purchases, balance transfers and cash advances on personal HHCUC Visa Platinum credit cards as of 5/18/20. All loans subject to credit approval. Card rate based on credit worthiness. Rates subject to change. Balance transfers must be from another financial institution to be eligible for the drawing. Promotion period is September 1, 2020 – October 31, 2020. No purchase necessary to win. Void where prohibited by law. Complete rules available at [hoosierhills.com/accounts-cards/bbo](https://www.hoosierhills.com/accounts-cards/bbo). **Average APR for all cards in the U.S. is 16.14% as of 4/15/20, according to [creditcards.com](https://www.creditcards.com).

Funds Availability Policy Change

IMPORTANT NOTICE: Effective July 1, 2020, our Funds Availability Policy changed to make additional funds available to you sooner if we place a check hold.

Hold Description	Funds Availability Policy Change	From	To
2nd day availability and longer delays	Immediate availability for a portion of a check(s).	\$200	\$225
Large check(s)	Check deposits total more than the stated amounts on any one-business day to any account(s).	\$5,000	\$5,525
New Account	The stated amount of a day's total deposits of certain check types: cashier's, certified, tellers, travelers, and federal, state and local government checks payable to you will be available on the day we receive the deposit.	\$5,000	\$5,525

Local Service Centers

BEDFORD

630 Lincoln Avenue
812.279.6644

BEDFORD WESTSIDE

Drive-Up and ATM only
3311 Michael Avenue

COOLIC

ATM only
Corner of Hoosier and Main Street

MITCHELL

45 Teke Burton Drive
812.849.6006

PAOLI

960 North Gospel Street
812.723.4700

FRENCH LICK

8487 West College Street
French Lick
812.936.7800

JASPER

3010 Newton Street
812.481.2282

SPENCER COUNTY

419 North Main Street
Chrisney
812.362.7705

TELL CITY

923 Payne Street
812.547.7805

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Hoosier Hills
CREDIT UNION

Better Service, Better Banking, Better for You!



Your savings federally insured up to \$250,000 by NCUA. Additional Excess Share Insurance up to \$250,000 provided by HHCUC. Equal Housing Lender.