

# ANNUAL

August  
Newsletter

# 2023



**Montana**  
CREDIT UNION



# KASASA<sup>®</sup>

A **free** checking account  
built to go where you go.



Federally insured by NCUA.

# President's Update



*Dear* **Montana Credit Union Members,**

I hope this newsletter finds you well and enjoying our all-too-brief summer. As we enter the month of August, I wanted to take a moment to share some exciting developments at Montana Credit Union. First and foremost, I want to express my sincere gratitude to each and every one of you for your continued trust and support. At Montana Credit Union, our mission has always been to serve our members and the wider community with integrity, empathy, and a commitment to financial well-being. Your loyalty has been the driving force behind our success, and we are honored to be your chosen financial partner.

Over the past several years, we have faced numerous challenges together, from the uncertainties of a global pandemic to the ever-changing financial landscape. However, I am proud to say that we have emerged stronger than ever. Our dedication to our members and our community has guided us through these unstable times, and we remain steadfast in our commitment to helping you achieve your financial goals.

In the spirit of continuous improvement, we have been working to enhance our products and services to better meet your evolving needs. We understand that convenience and accessibility are crucial in today's fast-paced world, which is why we are excited to announce the upcoming launch of our new and improved digital banking platform, set to happen this coming September. This platform will offer a seamless and user-friendly experience, empowering you to manage your finances more efficiently from anywhere, at any time. When we launch our new digital banking, all users will need to re-enroll in this service - unfortunately, your old username and password will not transfer to our new system. However, enrolling is simple, and can be done through either the mobile app or online banking. Once set, your log in credentials will be the same between both platforms.

Ahead of this change, we encourage you to make sure that we have your current email address and phone number on file, as well as for any joint account holders that would like access to digital banking. All account holders, as well as friends and family members that you would like to grant access to, can have their own log in credentials for digital banking, making the service more secure for you. You can call or text us at (406) 727-2210 to verify this information. Please note, joint account holders cannot enroll in digital banking without an email address and phone number in our system.

If you are a current online banking or mobile app user, please watch for more information from us about this digital banking upgrade in September. If you are not a current digital banking user but would like some help getting started, feel free to give us a call or stop by one of our branches and we'd be happy to help you.

And finally, we are pleased to announce that this year's annual meeting and member appreciation day will be held on October 26, 2023 at the Mansfield Convention Center. We had great, positive feedback with the switch to a fall member gathering, as well as a more condensed version of the meeting. We look forward to seeing you there this fall!

As we move forward, we remain steadfast in our commitment to upholding the values that have defined Montana Credit Union for over 80 years. We will continue to innovate, adapt, and evolve to meet your changing needs, while never losing sight of our core mission: to guide you ahead to financial well-being and build a stronger community together.

Sincerely,



**John Hageman**, President/CEO  
Montana Credit Union

## Board of Directors Nominees

**Montana Credit Union** is governed by a volunteer board of directors. Members of Montana Credit Union who are 16 years of age and older are eligible to vote, and may hold elective or appointive office. Eligible voters must be members of record on or before October 26, 2023. Voting will be by mail ballot only and mailed to members on September 26, 2023. Ballots must be returned and postmarked by midnight October 21, 2023. There will be no mailed ballots if there is only one nominee for each position to be filled. There will be no nominations from the floor. The Nominating Committee has selected the following individuals for the two open board positions, with the term being three years.



### **Paul Dockter**, 3 year term

Paul has been serving Montana Credit Union since 1996, as a Director, Chairman of the Board and also Chairman of the Supervisory Committee. He has been a long term member of the Credit Union for more than 40 years. After retiring as a successful Great Falls business owner, Paul's passion for working with people, building relationships and having fun while doing it, led to his next endeavor to become a real estate agent in Great Falls and throughout the state. His work as a real estate agent now expands to include being a licensed real estate broker with a supervising broker endorsement. Paul and his wife Brenda, have been married for 40 years and have three sons, a daughter-in-law and two grandchildren.



### **Tammy Stubbs**, 3 year term

Tammy has been a member of Montana Credit Union since 1996, and has served as an associate board member since 2021. Montana born and raised, she owns two Allstate Insurance agencies in Great Falls. She is a proud mom to three amazing children; Kylie, Conley, and Kinley.

# Board Nominations

**Nominations by petition** will be accepted until midnight, September 17, 2023. Only single nominees may be represented on a single petition by an individual wishing to be on the Annual Meeting ballot. A minimum of two hundred and thirty nine (239) Montana Credit Union member signatures must be obtained for the petition to be valid. The following must accompany any petition:

- Biographical data in a format similar to those nominees from the Nominating Committee, printed above.
- The statement: I, \_\_\_\_\_ (print name), agree to nomination and will serve on the Board of Directors of Montana Credit Union, if elected to office.

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This nomination slip must be mailed to: **Montana Credit Union Nominating Committee, PO Box 2849, Great Falls, MT 59403.** If there are no petitions received, there will be no mail ballot, and the Nominating Committee's nominees will be declared at the Annual Meeting as having been elected by acclamation.

## Ask A Lender



### Auto Buying Tips from Loans and Member Services Supervisor Kris Bohl





Choosing and buying a new vehicle is a big decision, and figuring out how to pay for it an even bigger one. As loan officers, our goal is to help make that new vehicle purchase attainable for you, while making sure you have a loan that works with your budget and lifestyle. Here are just a few tips to help guide you through this process, and as always, our lenders are here to help.

- 1. Determine what you feel you can afford before you start shopping for a vehicle.** Make sure to account for expenses in addition to your monthly loan payment, such as insurance and daily driving expenses such as gas and maintenance. It is not uncommon for members to come in not knowing their budget for a vehicle loan, but they may have a payment in mind that they are comfortable with it. Your lender can help you determine a budget you can be comfortable with.
- 2. Once you have an idea of what you'd like your monthly loan payment to be, talk to a lender to get pre-approved for an auto loan.** Knowing what amount and rate you are approved for can help guide your purchase decision. Your lender is your best resource to make sure you have a payment you can afford, and also that you're paying a reasonable amount for your vehicle.
- 3. Don't talk yourself into a higher monthly payment...no matter how much you want the car.** That new vehicle with all the bells and whistles is appealing, but if its more loan payment than you're comfortable with, the added payment stress will continue long after the new car smell wears off.
- 4. Make sure you have a good understanding of your loan terms.** Understand titling and insurance requirements, as well as what happens if you don't meet them. Know your payment due date, interest rate, grace period on the payment date, and what happens if your loan payment is late or missed. Your loan officer can help you set up automatic loan payments or explain how to make your payment online to make things easier for you.
- 5. Do your research so you understand how additional protections on your loan may be a good fit for you.** While GAP, debt protection or warranty options may seem a bit overwhelming and just another expense, they can end up saving you a lot of money out of pocket in case accidents or damages happen. Your loan officer can explain the different coverages and price points in a way that will make sense and work with your budget.

**Your MCU loan officers are a resource for you to help make the best car buying decisions.  
Feel free to call or text us with any questions you may have – we're happy to help.**

## Digital Wallet

Loading your MCU debit and credit cards into your digital wallet can offer several benefits that enhance convenience, security, and accessibility. Here are some of the advantages:

-  **Contactless Payments:** Digital wallets enable contactless payments, allowing users to make transactions simply by tapping or waving their smartphones near compatible payment terminals. This streamlined process reduces the need to carry physical cards, making payments quicker and more efficient.
-  **Convenience:** By loading your debit and credit cards into a digital wallet, you can access all your payment information in one place. When making online purchases, digital wallets can expedite the checkout process. Instead of entering card details for each transaction, you can select your digital wallet as the payment option and complete the purchase with just a few clicks or taps.
-  **Secure Transactions:** Digital wallets use multiple layers of security to protect your financial information. Tokenization replaces the actual card number with a unique digital identifier (token), making it more challenging for hackers to intercept sensitive data during transactions. Additionally, many digital wallets require biometric authentication (fingerprint or facial recognition) or a PIN for added security.
-  **Emergency Backup:** In situations where a physical card is not accessible (e.g., forgotten at home, lost or stolen), having a digital wallet with the card loaded provides a backup payment method, preventing disruptions in everyday transactions.

Available for both  **Pay** |  **Pay**



**Montana**  
CREDIT UNION

## 83rd Annual Meeting.

**Thursday October 26, 2023 at 6:30pm**

*Mansfield Convention Center.*

Join us for **updates** from MCU leadership, cash **prizes**, and more!



*\*Please note: no meal will be served*

## Digital Banking Upgrade

Our digital banking is getting an upgrade this coming fall to add more features, functionality, and increased member security. Here are just a few updates we can't wait for you to see:



**One consistent and cohesive look and functionality between our desktop banking and mobile app.**



**See all accounts you're associated with when logged in.**



**Set up ACH payments between accounts at other financials and MCU.**



**Enable Family and Friends Access to allow others to view account activity that you choose.**



**Easily switch between light and dark mode on both mobile and desktop for a better user experience.**

Watch your mailbox for more information in September. Ahead of that, please make sure we have up to date email addresses and phone numbers for all those associated with your Montana CU accounts, as all members will need to re-enroll in digital banking when our new system goes live. You can update your personal contact information in [cu@home](mailto:cu@home) online banking, or give us a call to verify the information we have in our system.

