

# The Connection

## 2023 Year In Review

2023 was another year of growth and continued strategies to stay connected to our members and communities. We started the year with \$938 million in assets, \$704 million in loans and 65,500 members. Thanks to our strong and empowered team, we have continued to grow and are now at \$943 million in assets, \$780 million in loans, and 66,400 members. This growth would not be possible without you, our loyal members.

**We continue to offer new and innovative products and services.** At the beginning of the year, we introduced Change Counts, a unique and easy way to save, without even thinking about it. Enroll in our Change Counts program by logging into C1st Digital Banking. Then, start making purchases with your C1st Visa debit card. We round up the purchase to the next whole dollar amount and deposit the change into a C1st savings account of your choice. It's that easy to save!

**We're always looking for more ways to enhance our member's digital banking experience.** In July, C1st launched SavvyMoney's Credit Score & Report, a comprehensive product that is offered via C1st's Digital Banking. SavvyMoney provides credit score analyses, full credit reports, monitoring, and personalized product information – all in one dashboard. You can use it for FREE – anytime and anywhere. Master your credit standing, with no purchases or credit card required.

**We are...connected to our communities.** In 2023, the C1st Foundation financially supported many local non-profit organizations in our communities. A total of \$152,340 was pledged and given to communities across our footprint. In addition, we gave our local communities over \$125,000 for local non-profit organization sponsorship and donations. We are also very proud to announce our C1st Foundation exceeded the giving of over \$250,000 in grants – directly affecting our local communities and promoting community betterment. All of these projects were made possible by grants from the C1st Credit Union Impact Giving Fund of Greater Cedar Rapids Community Foundation.

**We are...a strong and empowered team at C1st.** Community 1st Credit Union received its eighth straight Des Moines Register "Top Workplace" award. The newspaper recognized 148 Iowa companies and organizations for the 2023 honor. The employer honor is based on the results of an employee feedback survey. We are proud to hold on to this honor for 8 years.

**In addition, C1st was named by Forbes' annual list of America's Best-In-Credit Unions as the #1 Credit Union in the state of Iowa.** This prestigious award is presented by Forbes and Statista Inc., the leading statistics portal and industry ranking provider. C1st is one of only five Iowa credit unions making the 2023 list. Being recognized by Forbes as the #1 credit union in Iowa is a true testament to how our members feel about us every day. The award validates we are continuing to help improve the lives of our members by helping them achieve financial success.

**We continue to expand and invest in facilities.** On March 29th, we officially opened the new location of our Shenandoah branch – located at 700 Fremont Street, across from the Walmart in Shenandoah. C1st partnered with Single Source Architects & Master Builders out of Waterloo who led the entire project to completion partnering with several local sub-contractors. It was an exciting opportunity for C1st to continue to expand value to our members as well as invest in the Shenandoah community. We believe we have the absolute best spot in the town!

We humbly thank you for being a member of Community 1st. Credit Unions were built on the foundation of 'people-helping-people.' Providing access to affordable financial products and services, and striving to meet the needs of underserved communities is what the credit union difference is all about. At C1st, we're honored to have been a part of that philosophy for over 85 years!



**Greg Hanshaw**  
President & CEO



Greg Hanshaw, President & CEO

# Your Voice Teen Checking Rewards!

## What is Your Voice?

Your Voice is a C1st program designed for teens aged 13–17. Developed to give young members a voice when it comes to their financial needs, and start positive habits such as saving money or budgeting at an earlier age.

## Why is Your Voice important for teens?

Financial education is more important than ever. Learning to make responsible choices and understanding financial basics as a teen will help ensure they are on the right path to make smart financial decisions as they near adulthood.

**Our Your Voice program offers access to financial education, and a CASH BACK rewards checking account with options and benefits tailored just for teens.** It's the perfect way to start learning responsible financial independence!



### When you meet the qualifications<sup>1</sup>:

Get up to  
**3.00% CASH BACK**

On debit card purchases of \$300 or less per qualification cycle (\$9.00 max) AND UNLIMITED nationwide ATM fee refunds.

### <sup>1</sup>Monthly qualifications include:



At least 5 debit card purchases posted per month.



Receive monthly eStatements



Log in to Digital Banking at least once per month.

If qualifications are not met, then no reward is given.

### Take advantage of...

- ▶ No Minimum Balance
- ▶ No Monthly Service Charge
- ▶ Complimentary Debit Card
- ▶ Mobile Banking App with Mobile Deposit<sup>2</sup>
- ▶ Earn Rewards!  
Up to 3.00% CASH BACK (\$9 max) on debit card purchases of \$300/less per qualification cycle AND UNLIMITED nationwide ATM fee refunds.<sup>1</sup>
- ▶ **GET \$10 CASH** within 30 days of signing up for Digital Banking, eStatements & VISA Debit Card when you open your account.
- ▶ Digital Banking
- ▶ eStatements
- ▶ One Overdraft Refund/Year<sup>3</sup>

1. **WHEN QUALIFICATIONS ARE MET:** You will receive unlimited nationwide ATM fee refunds (up to \$4.99 per fee assessed at domestic non-C1st ATMs) AND cash back on qualifying debit card purchases. 3.00% cash back on up to a total of \$300 in PIN-based and signature-based debit card purchases that post and settle to the account during that cycle period. Maximum cash back of up to \$9.00 per monthly qualification cycle. ATM transactions do not qualify. **IF QUALIFICATIONS ARE NOT MET:** ATM fees will not be refunded and you will not receive cash back on your debit card purchases. **QUALIFICATION CYCLE:** To qualify, all transactions must post and clear your account during the monthly cycle which is defined as the calendar month, beginning on the first day of the current calendar month through the last day of the current calendar month.
2. Mobile carrier or data charges may apply.
3. Limit of one overdraft refund per calendar year for a debit/draft transaction.

# Your Savings Can Add Up With Our Change Counts Program

These days, every cent matters. With our Change Counts program, it's easy for you to save your cents. How? When you make purchases with your C1st Visa debit card, we'll round up the purchase to the next dollar and deposit the difference into a savings account of your choice. Every debit card transaction adds to the total. So, how much will you save? Start making your Change Count and enroll today.

The graphic features the text 'At C1st, your ChangeCOUNTS' in large blue letters. Below it, it says 'Make the most of your change in three simple steps. You take the first step; we'll take it from there.' and 'HOW IT WORKS:'. The bottom part shows three icons: a hand holding a debit card with '\$4.75' on it, a receipt with '\$5.00' on it, and a piggy bank with '25c' on it.

At C1st, your  
**ChangeCOUNTS**

Make the most of your change in three simple steps.  
You take the first step; we'll take it from there.

HOW IT WORKS:

\$4.75 RECEIPT \$5.00 25c

Enrollment or cancellation in Change Counts takes 3 to 5 days to take effect. Business checking accounts are not eligible. When you opt into the Change Counts program, we round up the amount of any C1st Visa debit card transaction made by any cardholder of your checking account to the next whole dollar amount in excess of the transaction amount, and transfer that amount from your enrolled checking account to the designated savings account. You must be an account owner on both the checking and savings account you enroll. Both signature and PIN-based transactions made with a C1st Visa debit card qualify, as well as ATM transactions. Change Counts is only available on a C1st Visa debit card linked to your C1st checking account. We will aggregate the round-up amounts from each qualifying transaction that posts to your checking account each business day and make a single Change Counts transfer at the end of the business day. If on a business day you do not have sufficient available funds in excess of any minimum balance requirement in your checking account, we will not round up transactions on that business day and we will cancel the aggregate Change Counts transfer for that day. If any C1st Visa debit card purchase is subsequently canceled or reversed, the corresponding Change Counts transfer will remain in the designated savings account. The Change Counts program will be suspended on your account if all C1st Visa debit cards on the checking account are closed, the checking account enrolled in Change Counts is closed, or the account receiving Change Counts transfers is closed. To enable Change Counts again you will need to activate a new C1st Visa debit card on the enrolled checking account or opt in again with new checking or savings account information. C1st reserves the right to modify or cancel the program at any time without prior notice. You agree to notify C1st in writing or opt-out electronically if you wish to cancel the Change Counts program.

# Scholarship Opportunities



## C1st Scholarships

C1st will award \$50,000 in scholarships to assist active members who plan to continue their education in college or vocational school programs.

- **New for 2024! Rex Stewart Memorial Scholarship:**  
Two \$2,000 awards will be given to a student majoring in Agriculture.
- One \$4,000 award will be given to the child of a Community 1st Credit Union employee.
- 21 - \$2,000 awards will be awarded to any student seeking an undergraduate degree. Awards are not limited to high school seniors. Returning students are eligible to apply.

C1st Scholarship application deadline is **February 14, 2024, at 3:00 pm CST**

Register online at: [c1stcu.com/scholarships](http://c1stcu.com/scholarships)

## Iowa Credit Union Foundation's Warren A. Morrow Scholarship

This application is for high school and post-high school students who will be enrolling in post-secondary education for the 2024-2025 school year. Applicants must be a current member of an Iowa credit union with an account in their own name.

In 500 words or less, please answer the following question:

*As cooperative community organizations, one of the principles at the heart of the credit union movement is concern for community. What does community mean to you? How have you served your community, and how do you see your credit union working in your community? Consider sharing personal examples and experiences.*

The essay must be the original work of the applicant. Judging will be based on originality, clarity, meaningful content, accurate presentation of facts, adherence to contest rules, spelling, grammar, and punctuation. Winners will be notified in April 2024.

The application deadline is **Friday, February 2, 2024 at 5:00 PM.**

Learn more or register online at: [scholarsavvy.com/scholarship/wam](http://scholarsavvy.com/scholarship/wam) or [c1stcu.com/scholarships](http://c1stcu.com/scholarships)

## Iowa Student Loan Scholarships

Iowa Student Loan offers several scholarship programs for high school students, college students and parents and guardians. Check out their website for more details. This site is also a great planning resource full of tips and planning tools for both students and parents.

ISL Education Lending Scholarship Deadline is **March 29, 2024.**

Learn more or register online at: [iowastudentloan.org/scholarships](http://iowastudentloan.org/scholarships)

# Financial Resolutions For The New Year!

While we recognize the importance of saving money, it can be hard to do when your budget is already stretched thin. Try the 52-Week Money Challenge. There are no complicated rules to remember.

- Week 1, save \$1.00.
- Week 2, save \$2.00
- Continue through the year, adding one more dollar each week.

**By the end of the yearly challenge, you will have saved \$1,378!**

Use this easy-to-follow chart to keep track of your deposits each week!

	Week	Deposit	Balance	Week	Deposit	Balance	Week	Deposit	Balance
<input type="checkbox"/>	1	\$1	\$1	<input type="checkbox"/>	18	\$18	<input type="checkbox"/>	35	\$35
<input type="checkbox"/>	2	\$2	\$3	<input type="checkbox"/>	19	\$19	<input type="checkbox"/>	36	\$36
<input type="checkbox"/>	3	\$3	\$6	<input type="checkbox"/>	20	\$20	<input type="checkbox"/>	37	\$37
<input type="checkbox"/>	4	\$4	\$10	<input type="checkbox"/>	21	\$21	<input type="checkbox"/>	38	\$38
<input type="checkbox"/>	5	\$5	\$15	<input type="checkbox"/>	22	\$22	<input type="checkbox"/>	39	\$39
<input type="checkbox"/>	6	\$6	\$21	<input type="checkbox"/>	23	\$23	<input type="checkbox"/>	40	\$40
<input type="checkbox"/>	7	\$7	\$28	<input type="checkbox"/>	24	\$24	<input type="checkbox"/>	41	\$41
<input type="checkbox"/>	8	\$8	\$36	<input type="checkbox"/>	25	\$25	<input type="checkbox"/>	42	\$42
<input type="checkbox"/>	9	\$9	\$45	<input type="checkbox"/>	26	\$26	<input type="checkbox"/>	43	\$43
<input type="checkbox"/>	10	\$10	\$55	<input type="checkbox"/>	27	\$27	<input type="checkbox"/>	44	\$44
<input type="checkbox"/>	11	\$11	\$66	<input type="checkbox"/>	28	\$28	<input type="checkbox"/>	45	\$45
<input type="checkbox"/>	12	\$12	\$78	<input type="checkbox"/>	29	\$29	<input type="checkbox"/>	46	\$46
<input type="checkbox"/>	13	\$13	\$91	<input type="checkbox"/>	30	\$30	<input type="checkbox"/>	47	\$47
<input type="checkbox"/>	14	\$14	\$105	<input type="checkbox"/>	31	\$31	<input type="checkbox"/>	48	\$48
<input type="checkbox"/>	15	\$15	\$120	<input type="checkbox"/>	32	\$32	<input type="checkbox"/>	49	\$49
<input type="checkbox"/>	16	\$16	\$136	<input type="checkbox"/>	33	\$33	<input type="checkbox"/>	50	\$50
<input type="checkbox"/>	17	\$17	\$153	<input type="checkbox"/>	34	\$34	<input type="checkbox"/>	51	\$51
				Success!	<input type="checkbox"/>	52	\$52	\$1,378	



# Annual Meeting Reminder

The 2024 Annual Meeting & Board of Directions Election of Community 1st Credit Union will be held Monday, January 22, 2024 at C1st Headquarters, 1100 Hutchinson Ave, Ottumwa, IA. The meeting will begin at 6:00 pm. Please RSVP to: [marketing@c1stcu.com](mailto:marketing@c1stcu.com).

The nominating committee has selected four candidates to fill four vacancies.

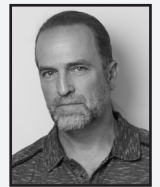
**John Mayberry:** A member since 1982 and resides in Bloomfield, IA with his wife Carol. He is retired from John Deere Ottumwa Works where he was employed for over 30 years. John is currently employed at Mid-States Mfg. in Milton, IA. He is also a member of the Davis County Fair Board and Twin State Truck/Tractor Pullers Association.

**Bianca Myers:** Executive Dean, Advancement at Indian Hills Community College, and has been with the college for 18 years. She has a PhD in Educational Leadership from Iowa State University. Bianca and her husband, Chris have a 7-year-old son and live in Ottumwa, IA. Bianca has been a member of the C1st Board since 2018.

**Courtney Jones:** Director of Training and Development at ImpactLife (formerly Mississippi Valley Regional Blood Center). Courtney has a Masters in Health & Human Performance/ Exercise Science from Oklahoma State University. She has been a member of the C1st Board since 2018. She and her husband, Austin reside in Ottumwa, IA and have two children. Courtney is a former President of the Ottumwa Noon Lions Club and remains very active in it.

**Nathan Caraway:** A self-employed business owner for over 3 decades. Nathan resides in Marion, IA and enjoys spending his free time volunteering on local boards and committees. He has been a member of C1st since 2012 and was nominated to the C1st Board earlier this year to fill a board vacancy. He is now being appointed to serve the remaining two-year term of that vacancy.

There will be no nominations from the floor. Election results will be announced at the annual meeting.



**Cash loan**  
Borrow  
**\$200-\$1,000**

Looking to build better credit? We offer smaller loans for C1st members that can range from \$200 - \$1,000 with a term of up to six months and no minimum credit score requirements. It's similar to a payday loan, only without skyrocketing interest rates and fees. You must be 18 years or older and a C1st member for at least 30 days to apply. Other restrictions may apply. Subject to credit approval and program qualifications. Limited time offer.

**WINTER Coat DRIVE**

Do you have any new or gently used coats, jackets, hats or gloves lying around that don't fit anymore? Give them new life and donate them to our Coat Drive, now until March 29th. Drop off at any C1st location in Bloomfield, Centerville, Fairfield, Oskaloosa, or Ottumwa. All items will be distributed to area families in need, through SIEDA.

## C1st Branch Locations

**Albia:** 1420 S. Clinton St.  
**Cedar Rapids:** 1030 Sierra Drive NE  
**Creston:** 205 E. Taylor St.  
**Indianola:** 300 S. Jefferson Way  
**Osceola:** 714 W. McLane St.  
**Ottumwa Penn:** 739 Pennsylvania Ave.  
**Pella:** 500 Main St.

**Atlantic:** 200 Maple St.  
**Centerville:** 999 N. 18th  
**Fairfield:** 2501 W. Burlington  
**Knoxville:** 1008 W. Bell Ave., Suite 103  
**Oskaloosa:** 1311 A Ave. West  
**Ottumwa Richmond:** 235 Richmond Ave.  
**Shenandoah:** 700 S. Fremont St.

**Bloomfield:** 301 E. Franklin  
**Chariton:** 1934 Court Ave.  
**Grinnell:** 205 West St.  
**Mount Pleasant:** 1800 E. Washington St.  
**Ottumwa (Walmart):** 1940 Venture Dr.  
**Ottumwa - JBS (JBS Employees Only):** 600 S. Iowa Ave.  
**Washington:** 303 S. 2nd Ave.

**Apply Online:** [c1stcu.com](http://c1stcu.com)

**Toll Free:** 866.360.5370

**Email:** [memberservice@c1stcu.com](mailto:memberservice@c1stcu.com)

**TEXT:** 641.638.5015



All C1st locations will be closed Monday, January 15, 2024, in honor of Martin Luther King Jr. Day.

This credit union is federally insured by the National Credit Union Administration.