

The Connection

Letter From The President/CEO

I'm happy to report we're off to a great start in 2021! Despite all the uncertainties of last year, we can see signs of opportunity all around us. We are proud to be your credit union and plan to have a record year of growth. We can't do it without you, our loyal members. Thank you for allowing us to be your trusted financial partner.

The annual board meeting was held February 1st, and we're pleased to announce the re-election of John Mayberry, Bloomfield; Bianca Myers, Ottumwa; and Courtney Jones, Ottumwa to our board of directors. The C1st board of directors is a team of dedicated and passionate people. I'd like to extend a special thank you to them, as they serve as nonpaid volunteers and spend countless hours serving C1st.

What's new at C1st? The C1st Investment Services department recently introduced Trust Services. If you would like to set up a Trust, please reach out to Matthew Vickers, C1st Financial Advisor. His office is located in the Ottumwa – South location (235 Richmond Ave.), **641.684.1114**, or matthew.vickers@cunamutual.com. He's ready to help members protect their hard-earned assets, achieve their financial aspirations and ensure their financial legacy thrives.

We continue to make progress on the new branch facility in Osceola, IA. It will become our 18th branch serving 15 communities in Iowa. We purchased the 2-acre site in early spring of 2020. The single story building will feature 6 offices, a large conference room, a spacious lobby including a children's activity center, and 3 drive thru lanes – one offering an ATM. Grand Opening will be held in summer 2021.

C1st continued plans to grow into western Iowa. C1st and Nishna Valley Credit Union have agreed to merge and partner together for an exciting future. Nishna Valley CU currently has 4,900 members and approximately \$40 million in assets with branches located in Atlantic and Creston, IA. Upon an affirmative vote of the Nishna Valley membership, we anticipate the merger to take place in fall 2021.

Did you know....in 2020 we rewarded our members \$1,345,869 in the form of dividends and cash-back from our C1st Rewards Program? Our rewards program pays you for banking with us. You can earn cash-back or dividends, depending which one is most important to you. The accounts have no monthly maintenance fees and no minimum balance. They also come with nationwide ATM withdrawal refunds. To qualify, we ask that you do a few simple things you may already be doing, including using a debit card, receiving eStatements and utilizing digital banking. Your checking should be paying you. Visit c1stcu.com for more details.

Thank you for your confidence in us. We appreciate your support and loyalty. Together IS Better.



Greg Hanshaw, President/CEO



Greg Hanshaw
President & CEO



Construction of our Osceola Branch continues to stay on target. While snow covered the ground for much of the winter, excellent progress was made to the interior of the building. Plans are underway for a Summer 2021 Grand Opening.

April Is Credit Union Youth Month

Every April, National Credit Union Youth Month serves to encourage kids to develop healthy saving habits by making savings fun and exciting. "Be a credit union saver and your savings will never go extinct." is the official theme of this year's National Credit Union Youth Month. This Jurassic theme makes saving for the future fun and helps younger members appreciate the importance of putting money aside. At C1st, we want our younger members to know that we are there to help them throughout their financial journey.

Visit Community 1st Credit Union during the month of April 2021 and help us celebrate with the following activities for Dollar Dog members.

EARN DOUBLE DOGGIE DOLLARS FOR EVERY \$10 DEPOSIT MADE INTO A DOLLAR DOG ACCOUNT DURING THE MONTH OF APRIL!

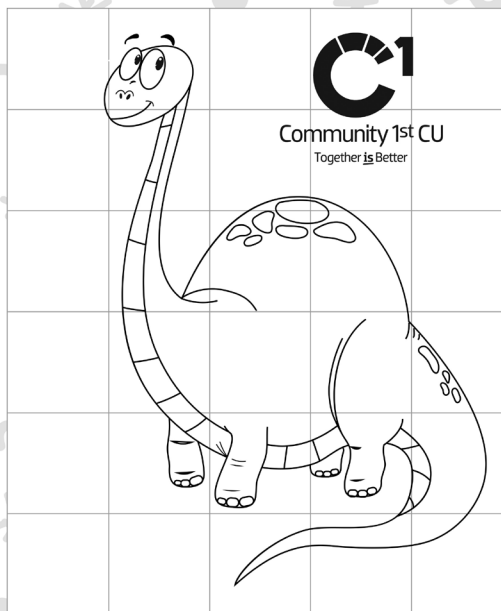
Maximum deposit of \$100 (20 doggie dollars) per child per day.

ENTER TO WIN A FAMILY 4 PACK OF TICKETS TO BLANK PARK ZOO & A \$150 VISA GIFT CARD!

To enter, have your Dollar Dog member complete the activity included here. Don't forget to fill in the contact information below and bring it to your local branch to enter by Friday, April 30 or email it to Marketing@c1stcu.com if you are not able to come into a branch.

Limit one entry per child. Official rules and regulations apply. Three separate winners will be chosen at random and will be contacted the second week of May.

COPY THE PICTURE



Child Name: _____ Child Age: _____ Local Branch: _____

Parent Name: _____ Address: _____

Phone Number: _____ Email: _____

Annual Error Resolution Notice

In case of errors or questions about your electronic transfers:

Please call us at 866.360.5370, write us at 1100 Hutchinson Ave. Ottumwa, IA 52501 or email us at memberservice@c1stcu.com if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared. Please include:

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

C1st Rewards Checking

Say goodbye to points and hello to cash. If you prefer online banking and use a debit card, you could qualify for some serious cash. With a C1st Rewards Checking, you could earn 3.00% APY* on balances up to \$15,000 –OR– get up to 3.00% on debit card purchases of \$300 or less when qualifications are met. And with each account, you'll enjoy unlimited nationwide ATM fee refunds when requirements are met. Both checking accounts are free, and require no minimum balance.

Reward YOURSELF

C1st Cash

Earn

3.00%*
APY

On balances up to \$15,000
when qualifications are met.

C1st Cash Back

Get up to

3.00%*

On debit card purchases
of \$300 or less when
qualifications are met.

Whether you're a saver or a spender, we've got you covered.
Plus, both accounts are free* and require no minimum balance.

Learn More Online! c1stcu.com/rewards

*WHEN QUALIFICATIONS ARE MET: You will receive unlimited nationwide ATM fee refunds and either a premium rate OR cash back on qualifying debit card purchases, depending on your account. C1st Cash: 3.00% APY will be paid on the portion of daily balance of \$15,000 or less. Portion of daily balance over \$15,000 earns an interest rate of 0.15%, resulting in an APY of 3.00% to 0.45%, depending on the balance. The Annual Percentage Yields (APYs) are accurate as of the last dividend declaration date and subject to change without notice. C1st Cash Back: 3.00% cash back up to a total of \$300 in PINbased 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. **MONTHLY QUALIFICATIONS FOR BOTH ACCOUNTS:** At least 12 debit card purchases posted and settled per qualification cycle, receive monthly eStatements, access digital banking at least once per qualification cycle. **IF QUALIFICATIONS ARE NOT MET:** ATM fees will not be refunded. **For C1st Cash:** Entire balance will earn 0.03% APY. **For C1st Cash Back:** 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.

Annual Meeting Results

The credit union is pleased to announce the re-election of Courtney Jones, Ottumwa, Bianca Myers, Ottumwa, and John Mayberry, Bloomfield to its board of directors for 3 more years.

They are joined by Chairman Tim Elliott of Washington, Vice-Chairman Jason Eubanks, of Ottumwa, Anne Leathers, of Ollie, IA, Rex Stewart, Drakesville, IA, D. David Boyer, Ottumwa, IA and Edith Cabrera-Tello of Fairfield, IA.

C1st board members serve as non-paid volunteers and are responsible for directing the credit union in accordance with state and federal regulatory fiduciary responsibilities. They also ensure the financial needs and expectations of the credit union membership are being addressed and met. They are required to complete a variety of continuing education courses, attend regular monthly meetings and serve on one or more committees.

Get Up To \$2,000 OFF Closing Costs On Your New Home!

YOUR NEW HOME IS WAITING

Get up to **\$2,000** off closing costs!*



Apply Online! c1stcu.com/Home

*Offer valid for new C1st primary (single family/primary residence) mortgage loans of \$50,000 or more. Offer must be presented at the start of an application April 1 – June 30 and close by August 31, 2021. Offer is not valid on VA, FHA, or USDA loans, home equity loans and lines, and investment properties. Closing cost credit will be based on the size of the mortgage loan. The closing cost credit will be applied at closing to offset costs associated with the origination of the loan. Subject to credit approval and program qualifications; some restrictions apply. Ask a C1st mortgage lender for details. Federally insured by the NCUA. **Equal Housing Opportunity.**

C1st Branch Locations

Albia: 1420 S. Clinton St.

Bloomfield: 301 E. Franklin

Cedar Rapids: 1030 Sierra Drive NE

Centerville: 999 N. 18th

Chariton: 1934 Court Ave.

Fairfield: 2501 W. Burlington

Grinnell: 205 West St.

Indianola: 300 S. Jefferson Way

Knoxville: 1008 W. Bell Ave., Suite 103

Mount Pleasant: 1800 E. Washington St.

Osceola: Coming Summer 2021

Oskaloosa: 1311 A Ave. West

Ottumwa Venture: 1940 Venture Dr. (Walmart)

Ottumwa Penn: 739 Pennsylvania Ave.

Ottumwa Richmond: 235 Richmond Ave.

Ottumwa JBS (JBS Employees Only): 600 S. Iowa Ave.

Pella: 500 Main St.

Washington: 303 S. 2nd Ave.

Apply Online: c1stcu.com **Toll Free:** 866.360.5370

Email: memberservice@c1stcu.com **TEXT:** 641.638.5015

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



Are You Using Our Mobile App?

At C1st, we're always working to make banking with us easy. That's why we continue to introduce simple ways to manage your money. Square up with friends after lunch with our real-time pay-a-friend feature, check balances on your Apple watch, deposit checks on the go, or pay bills at midnight. We have the technology you need. Are you taking advantage of it? Getting started is easy. Download our mobile app by searching **Community 1st CU**. Your mobile carrier's message/data rates may apply.



Adventureland Tickets Will Go On Sale In May

Are you ready to get out of the house and enjoy some nice summer weather soon? Plan a fun day at Adventureland! Discounted tickets to Adventureland will soon be on sale at Community 1st Credit Union. The cost is \$44 per ticket, which is a \$6 savings on adult admission. Adventureland has over 100 rides, shows and attractions and admission includes Adventure Bay Waterpark. Tickets will be available for purchase in May.



*Proceeds are donated to the credit union political action committee. Contributions are not tax deductible.

Trust & Trust Services: What Is A Trust? A Will Is Not The Only Way.

We're excited to announce that our C1st Investment Services department recently introduced Trust Services. We know that while you can't predict the future, you can prepare for it. Which is why, unlike a will, a Revocable Living Trust is the preferred legal documentation representing how, when and to whom you want your assets distributed upon your death or in the event of your incapacity, no matter how big or small your estate. A trust is established during your lifetime in order to avoid costly probate, lengthy conservatorship proceedings, and to preserve family harmony after you're gone.

Who Needs a Trust & Why



Preserving Family Harmony

Those looking to preserve family harmony after they're gone



Loved One With Special Needs

Those with a loved one with special needs must plan carefully to preserve eligibility for government benefits



Children From Former Relationship

Those who are married with kids from a previous relationship must plan ahead to protect biological children from disinheritance



Irresponsible Loved Ones

Those with irresponsible loved ones who are looking to reduce the likelihood of his or her inheritance being squandered



Planning For Incapacity

Without an estate plan in place, a judge will decide who will take control of your assets in the event of mental or physical incapacity



No/Distant Kids

Those with no/distant kids must plan ahead to ensure financial affairs are managed upon death and incapacity



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Toll Free: 866.360.5370 Ext: 1114

Located at: Community 1st Credit Union
235 Richmond Ave. · Ottumwa, Iowa 52501



Trust services provided by Members Trust Company, a federal thrift regulated by the Office of the Comptroller of the Currency. Trust and Investment products are not federally insured, are not obligations of or guaranteed by the credit union or any affiliated entity, involve investment risks, including the possible loss of principal. This is for informational purposes only and is not intended to provide legal or tax advice regarding your situation. For legal or tax advice, please consult your attorney and/or accountant.