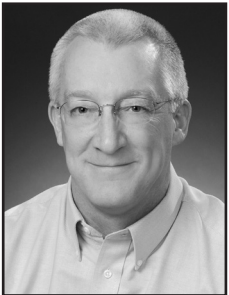


The Connection

Letter From The President/CEO



Greg Hanshaw
President & CEO

Thank you for choosing Community 1st Credit Union! This year has definitely been unprecedented in many ways. So much has changed since the beginning of the year and our lives have been rearranged and redefined. If you've been affected by the pandemic or derecho storm, please contact us to discuss possible financial options available to you. Whether it's a short term loan or working with you on current loan obligations, we want to assist in any way we can. Your membership is greatly appreciated, and thank you for your continued support.

As usual, we've been very busy at C1st. Most recently, we celebrated the groundbreaking for a new branch facility in Osceola, IA. The new facility will become our 18th branch serving 15 Iowa communities. Construction began in September 2020 with a planned completion date of July 2021. We purchased a two-acre site, with plans to build a single story building totaling 5,900 square feet. The building will feature six offices, a large conference room, a spacious lobby including a children's activity center, and three drive-thru lanes – one offering an ATM. We're extremely excited to become an integral part of the Osceola community.

Last month, the Des Moines Register published The 2020 Iowa Top Workplaces, a list of best places to work in Iowa. I am thrilled to let you know C1st has been named to the list for the fifth year in a row. The employer honor is based on results of an employee feedback survey. We're honored to have been selected for the award, and I'm proud of our staff for being a strong and empowered team. When we say 'people helping people' is what we're all about, we back it up!

At C1st, we strive to enrich the lives of our members and the communities we serve. The C1st Foundation continues to award local, community projects that are close to our heart, such as education/financial literacy, mental wellness/suicide prevention, and community betterment. The project awards are made possible by grants from the C1st Credit Union Impact Giving Fund of Greater Cedar Rapids Community Foundation. In August, we awarded \$4,000 to the Ottumwa Area Arts Council for the Main Street Streetscape Art Project and \$25,000 to Jefferson County Kids Early Childhood Learning for a new childcare facility in Fairfield, IA. I'm proud to give back and connect to our communities, because Together IS Better.

If you haven't heard yet, we're upgrading our online banking system on October 20, 2020. You'll love the easier, more intuitive virtual banking experience. With online banking from any device, you'll be able to bank anytime, anywhere like never before. To ensure a smooth transition, we urge you to verify your contact information is updated with us ASAP. Thank you in advance for your help and we're excited for you to see the difference in October.

We are proud to be a member owned, community credit union!
Thank you for your loyal membership, trust, and continued support.



Community 1st Credit Union is pleased to announce plans for a 2021 opening of a new branch facility in Osceola, Iowa. A groundbreaking ceremony was held on September 2nd, 2020 at 714 W. McLane St in Osceola, Iowa, at the southwest corner of Hwy. 34 and S. Dearborn.

Greg Hanshaw, President/CEO

'C' Fraud Before It Happens.



C1st is committed to protecting our members' financial information, as well as educating them on ways they can protect themselves.

The key to fighting fraud of any kind is knowing what to watch out for and how to fight back. This is why we've created a library of education, tips, and a wide variety of other information – so we can fight together. To view our library of videos, tips and more, go to: c1stcu.com/fightfraud

Get the Facts! In 2019¹ ...

- \$1.9 billion lost to fraud
- 3.2 million people reported fraud
- And from Jan – May 2020, over 54,000 COVID-19 related fraud complaints have been filed.²

Here are 3 things you can do right now!

1. **Review your accounts on a regular basis**, watching for any unusual activity.
(Tip! Turn on account alerts in Online & Mobile Banking.)
2. **Take advantage of free credit reports.** Right now, the three national credit reporting agencies are giving people weekly access to monitor their credit report at no charge.
3. **Sign up for the FTC Consumer Alerts.** Customize the alerts to fit your needs.

¹ <https://www.ftc.gov/news-events/press-releases/2020/01/new-ftc-data-shows-ftc-received-nearly-17-million-fraud-reports>

² FTC reports from January 1, 2020 – May 25, 2020. <https://www.ftc.gov/enforcement/data-visualizations/explore-data>

C1st Receives "Top Workplace" Award

Community 1st Credit Union received its fifth straight Des Moines Register "Top Workplace" award. The newspaper recognized 150 Iowa companies and organizations for the 2020 honor on September 13.

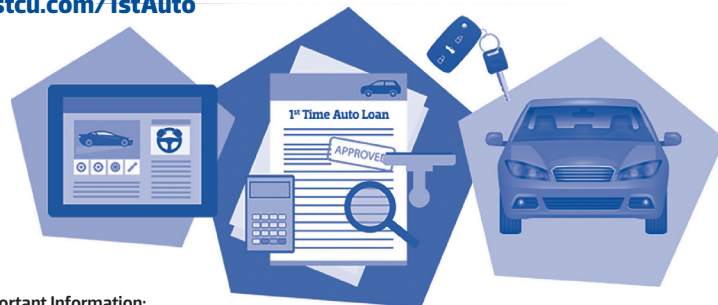
C1st was 12th on the list of Mid-Sized company employers, which is an all-time high for the Credit Union. C1st currently has 226 employees and 17 branch locations. With the 18th opening in Osceola, IA in 2021.

"We are delighted to be named a Top Workplace in Iowa for the fifth year in a row," said C1st President and CEO Greg Hanshaw. "Being 12th out of 50 businesses is an additional honor and an all-time high for C1st! The results show we continue to have something truly special happening here."



1st Time Auto Buyer Program

Looking to purchase your first vehicle? Our 1st Time Auto Buyer Program is designed for young adults who have limited credit and are ready to purchase their first car. Featuring low rates, manageable terms, and even cash back for a limited time only.* We understand the first auto you purchase is a big deal. It's time to get excited about that new car or truck you've always wanted and establish credit for the future. Learn more at: c1stcu.com/1stAuto



Important Information:

* Offer available on new or used vehicle loans. Subject to credit approval and program qualifications. Other restrictions may apply. Must be 18 years or older, employed for a minimum of one year or have qualified co-signer. Maximum loan amount of \$15,000 and terms up to 72 Months. Must complete the 1st Time Auto Loan Online Learning Module prior to applying for the 1st Time Auto Loan. Cash incentive will be disbursed at the time of loan funding in the form of a credit to the member's share account. Amount of cash back received is dependent upon the dollar amount of the loan financed.

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.

Oskaloosa: 1311 A Ave. West

Ottumwa (Walmart): 1940 Venture Dr.

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

Annual Meeting Notice & Board Of Directors Election

The 2021 Annual Meeting & Board of Directors Election of Community 1st Credit Union will be held Monday, January 25, 2021. The nominating committee has selected three candidates to fill three vacancies.



John Mayberry: A member since 1982 and resides in Bloomfield, IA with his wife Carol, and family. He is retired from John Deere Ottumwa Works where he was employed for over 30 years. He's currently employed at Mid-States Mfg. in Milton, IA and works with the manufacture of Mac-Lander Trailers. Currently, John is Chairman of the C1st Board of Directors. He is also a member of the Davis County Fair Board and Twin State Truck/Tractor Pullers Association.



Bianca Myers: Director of Marketing & Community Relations of Indian Hills Community College. Bianca recently celebrated her 15th year with the college. She has a PhD in Educational Leadership from Iowa State University. Bianca and her husband, Chris have a 4-year-old son and live in Ottumwa, IA. Bianca has been a member of Community 1st Credit Union for more than 10 years and a member of the C1st Board since 2018.



Courtney Jones: : Manager of Donor Services at 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 Community 1st Credit Union for 7 years and a member of the C1st Board since 2018. She and her husband, Austin reside in Ottumwa, IA and have two young children. Courtney is a former President of the Ottumwa Noon Lions Club and remains very active in it.

Members wishing to run for one of these seats must file an official petition for nomination, located at: c1stcu.com/petition and must be submitted to the Board Secretary by 5:00 pm on November 20, 2020. Address: Nominating Committee, Community 1st Credit Union, 1100 Hutchinson Ave., Ottumwa, IA 52501
Email: memberservice@c1stcu.com

The petition must be signed by 200 members of C1st. Nominations must also include qualifications, biographical data, and a certificate stating the nominee's agreement to nomination and willingness to serve if elected. Minimum qualifications for nominees include:

- A member or joint owner in good standing with C1st for at least 24 consecutive months
- At least 21 years old and an active user of Community 1st Credit Union services
- Able and willing to serve the membership by giving the time necessary to perform the duties of the board
- Ability to read and interpret financial statements
- Act in the best interest of the Community 1st Credit Union membership at all times

Nominations received after the closing date or incomplete nominations shall be disqualified by the Secretary. There will be no nominations from the floor. Election results will be announced at the annual meeting.

Best Of Southern Iowa 2020

Thank you to everyone for voting us your Favorite Credit Union and Employer of Under 300 in the Ottumwa Courier's Best of Southern Iowa 2020.

- Voted #1 Credit Union in Southern Iowa
- Voted #2 Employer of Under 300 People in Southern Iowa



FLEX Home Equity Line Of Credit

If you're one of the many finding yourself with a little extra time, this may be just the time to start a home project, consolidate debt, or finance a purchase you've been waiting to make. Our new Home Equity Line of Credit – the FLEX HELOC, puts you in control! A great rate with the customization you need – along with **two opportunities to lock in fixed rates**. Get the funds you need, when you need them.

CREDIT ON YOUR TERMS

FLEX

HOME EQUITY LINE OF CREDIT

1.00% APR*
6-Month Intro Rate

3.25% APR*
Based on WSJP + 0%

A great rate and the customization you need.

*Introductory rate offer is effective as of 08/03/2020 and subject to change at any time. Offer is available for new home equity lines of credit (HELOC) for owner-occupied, single-family residential properties. (Current loans must be from another financial institution to refinance.) After the initial 6 months, the APR will become variable. Currently the fully indexed rate after introductory period is 3.25% APR (WSJP + 0%) and is based on a minimum credit score of 740 and up to 90% Loan to Value (LTV). Other rates and terms apply based on the credit score and LTV. Maximum APR is 18%. The monthly payment will be 1.5% of the principal balance of the loan (applied to principal and interest, \$100 minimum payment). The member has the option of choosing up to 2 fixed-rate lock requests at our disclosed rate for a period of 5, 10 or 15 years. Closing costs range from \$0 (for new HELOC with \$10,000 minimum initial advance) up to \$720 (for existing HELOC or those with less than \$10,000 initial advance) plus appraisal fees which may range from \$495 to \$650. This special offer requires a minimum draw of \$500. Limited-time offer. Property insurance required. Subject to credit approval and qualifications. Consult a tax advisor regarding the deductibility of interest. Federally insured by the NCUA. Equal Housing Opportunity.

You'll 'C' The Difference On 10.20.2020

At C1st, one of our five brand promises is having the right technology for today and tomorrow. We're excited to announce we are providing our members with an upgraded Online & Mobile Banking experience you are sure to love, coming October 20, 2020. You'll 'C' the Difference!

PLEASE READ THE FOLLOWING INFORMATION & THE ENCLOSED FLYER SO YOU WILL BE WELL PREPARED, AND NOTE THE UPGRADE DATE ON YOUR CALENDAR (10.20.2020). Important information & FAQ's can be found online at: c1stcu.com/CtheDifference



Our new digital banking system offers robust functionality, and a unified experience across all devices, whether you are logging in via your computer or C1st mobile app. If you prefer to do everything through the app, you'll never even have to log into your computer.

Logging in for the first time on 10.20.2020:

- If you currently use our Mobile Banking App, you will need to go to the app store and **download our new app**. Please search for "Community 1st CU". Once downloaded, please **delete our old app**.
- You can also **log in through your computer**, by going to c1stcu.com, and clicking "LOGIN" at the top, as you normally would.
- You will no longer see a personal image or be asked to verify security questions within Online Banking. This **Multi-Factor Authentication will be replaced with a Secure Access Code** (a one-time code delivered via text, email, or phone call that will allow access to your new digital banking platform.) The code is good for 15 minutes before it expires.
 - ▶ Enter your Online Banking ID and Password as usual.
 - ▶ This will prompt your Secure Access Code, where you will choose to have your code delivered via text, email or phone call.
 - ▶ If we do not have a valid email address or phone number on file, please call us at 866.360.5370, email memberservice@c1stcu.com, live chat or stop by your local branch to update your contact information.
 - ▶ After you enter your Secure Access Code, you will be prompted to set a new password.
 - ▶ Please note the new password requirements, which will be listed.
 - ▶ You will need to accept the Terms and Conditions, by reading and scrolling to the bottom.
 - ▶ If you plan to use the device you are on regularly, please make sure to click "Register Device"

What Internet browsers are supported?

- Browsers must be HTML5 compatible. We recommend updating your browser to the latest version available—not just to ensure compatibility with the new online banking experience, but also to ensure that your online banking is as secure as possible.
- **Browsers below the following requirements will not provide functionality: Internet Explorer – Version 11 and below, Firefox – Version 24 and below, Chrome – Version 30 and below, Safari – Version 6 and below.**

Disaster Relief Loan



Community 1st Credit Union is here to assist if you've been affected by the derecho storm that hit Iowa in August. If you're temporarily out of work or have experienced significant damage to your property, contact your local C1st branch to discuss possible financial options available to you. Whether it's a short term loan or working with you on current loan obligations, we want to assist you in anyway we can. Learn more on our website by going to: c1stcu.com/disasterrelief

Drive Away!

WITH 90-DAY NO PAY*

+ RATES
AS LOW AS **2.69%** APR

APPLY ONLINE TODAY!

Learn more about our Auto Loan Special: c1stcu.com/DriveAway

*APR = Annual Percentage Rate. Disclosed rate includes discount for automatic payment. Rate subject to change without notice. Interest continues to accrue during the 90 days. Offer available on new or used vehicle loans. Must be 18 years or older (or have a qualified co-signer) to apply. Other restrictions may apply. Subject to credit approval and program qualifications. Offer expires 11/21/20.



c1stcu.com

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