

The Connection



Together: We're Here For You

Letter from the President/CEO

I hope this message finds you all safe and healthy in these unique and challenging times. The coronavirus has been quite an experience for all of us. Our new "normal" will be much different going forward. C1st is diligently adjusting operations to best serve our members in the months ahead. I'd like to thank each of you who have trusted Community 1st Credit Union as your financial institution. You are the reason we have a solid foundation, allowing us to provide the product and services you expect from us. I'd also like to thank you for your loyalty. Please know our entire staff is here for you as we navigate through the rest of 2020.



Greg Hanshaw
President & CEO

We are a strong and empowered team. At C1st, we're fully committed to ensuring our members and local communities continue to get the resources they need. Since March, our staff has worked vigorously to fund 191 applications under the Paycheck Protection Program through the Small Business Administration, with a total value of \$12.2 million, which helped local businesses who experienced the financial hardships of the pandemic, saving thousands of jobs. We also provided many other tools and loans to help alleviate financial hardships, including skip-a-pay loan flexibility, mortgage extensions, and personal loan specials. We know it's imperative to provide competitive solutions to alleviate your financial stress. **If you're having trouble paying bills or have experienced a loss of income, we're here to help. We are available to discuss your personal financial situation and ready to work together to avoid possible hardships.**

One of our five brand promises is having the right technology for today and tomorrow. When the pandemic brought most in-person interaction to a screeching halt, C1st continued to deliver top-notch member service. Last month, we closed our first mortgage loan without the member ever stepping into a branch. This was made possible by remote online notarization – a tool for digital mortgage closings. The in-person transaction is not going away, but this is a great way to adapt our services for members who either don't want to come into the branch, or whose schedules can't accommodate coming into a branch during normal business hours. This new feature will help us expand those whom we can offer mortgage products.

We are connected to our communities. Despite everything that is going on, I'm happy to announce we'll be adding an 18th branch in Osceola, IA. Opening in 2021, it's an ideal location and we will be the first credit union in the Osceola community. We look forward to fulfilling the credit union philosophy of 'people helping people' in Osceola and Clark County. A ground breaking ceremony will be announced soon.

We are passionate about our members. This spring, we awarded \$42,000 in scholarships to 22 area high schools seniors and non-traditional students. C1st has a long tradition of supporting local communities and education through its scholarship program. Congratulations to our 2020 C1st scholarship recipients and good luck in your future endeavors!

Again, thank you for your trusted membership.

Greg Hanshaw ~ President / CEO

Community 1st Credit Union will suspend ClubGO events (including luncheons) through the end of September due to the substantial uncertainties surrounding the COVID-19 pandemic. The safety and well-being of ClubGO members remain our utmost concern. Thank you for your patience and understanding through this difficult time. We enjoy providing members with an outlet for some organized, group fun. We miss it too. The good-old, ClubGO days will be back.

We will continue to monitor developments and resume with October dates if travel and group events become a safe option. The October Circa '21 "Guys and Dolls" show and Christmas banquet remain scheduled at the present time. Trip payments and deposits are currently being refunded. The two-night Okoboji trip and this year's Mystery Trip will be rescheduled in 2021. Please contact the C1st Marketing Department with any questions or for more information about ClubGO: Marketing@c1stcu.com.

CANCELLED * July 22, 2020 -- RIVERSIDE CASINO (\$35/person)

CANCELLED * August 5, 2020 -- "NANA DOES VEGAS" at Old Creamery Theater in Amana in Amana. (\$96/person)

CANCELLED * August 18, 2020 -- IOWA STATE FAIR (\$36/person)

CANCELLED * September 9, 2020 -- Annual ClubGO FALL PICNIC at Ottumwa Park Jimmy Jones Shelter. (Tickets \$8/person)

October 21, 2020 -- Classic musical "GUYS AND DOLLS" at Circa '21 Dinner Playhouse in Rock Island!

December 5, 2020 -- ClubGO Christmas Banquet, Empire Lodge, 921 Church St., Ottumwa

Please contact the C1st Marketing Department for more information about ClubGO: Marketing@c1stcu.com

Coming in 2021 ... Osceola

C1st recently announced a 2021 opening of a new branch location in Osceola located at 714 W. McLane St. at the southwest corner of W. McLane (Hwy. 34) and S. Dearborn. A more than 2-acre site has been purchased to construct a 3,500 - 4,000 square-foot branch that will provide full-service banking and drive-through access.

Osceola will become the credit union's 18th branch in Iowa. With a population of 5,000, Osceola is uniquely positioned at the intersections of Interstate 35, Highways 69, 34, 152, making it a crossroads of business, industry, and travel throughout the Midwest. It will also allow us to expand our Hispanic initiatives, as 21% of the population is Hispanic/Latino. "It's an ideal location. Osceola is a wonderful town, very similar to other communities C1st serves," said C1st President and CEO Greg Hanshaw. "We will be the first credit union in Osceola and we look forward to fulfilling the credit union philosophy of 'people helping people' in Osceola and Clarke County."



Online Banking Upgrade Coming This Fall! Is Your Contact Info Up-To-Date?

At C1st, one of our five brand promises is having the right technology for today and tomorrow. We're excited to announce that we are currently working on providing our members with an upgraded Online and Mobile Banking experience you are sure to love, which will go-live in Fall 2020.



Important details about this Online and Mobile Banking upgrade you won't want miss will be sent out to members in the upcoming months.

If you have recently moved, or changed your telephone number or email address - please make sure you have updated this information with C1st. It will not only help to ensure you're receiving these and any other important notifications we may need to send, it will help ensure a seamless Online Banking transition this Fall.

Adventureland Tickets ~ \$41



Discounted tickets to Adventureland are on sale at Community 1st Credit Union. The cost is \$41 per ticket, which is a \$7 savings on Adult admission. Stop by your local branch to get your tickets today!

As you are planning your trip this year - please visit the Adventureland website (www.adventurelandresort.com) to make sure you are familiar with their new and ever changing safety precautions / limitations due to COVID-19.

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

C1st Member Rylie Johnson Awarded \$2,000 ICUF Warren Morrow Scholarship

Rylie Johnson of Unionville was awarded a \$2,000 Warren A. Morrow Memorial Scholarship in the Iowa Credit Union Foundation's 2020 scholarship essay competition. The award was presented by C1st Bloomfield branch manager Angela Shipley.



Rylie Johnson

The ICUF awards 12 scholarships totaling \$23,000. Johnson was one of four, post-high-school recipients. More than 350 scholarship essay applications were received. The 500-word essays addressed how the students and their credit union demonstrate the Iowa credit union "people helping people" philosophy.

To begin, Johnson cited an Anne Frank quote: "No one has become poor by giving." She wrote about C1st's involvement in the community and support of young people through scholarships and community event activities. Her own sense of community came from 4-H service, helping neighbors and volunteering with local efforts.

"I believe that growing up in a small, rural town is one of the best ways to learn how to support one another," she wrote. "When I sold my first calf, I was so excited to start my very own savings account and C1st was so happy to help an eager, young girl like me."

She will be a second-year student at Northwest Missouri State University.

"The mission of the ICUF is to empower people and communities to achieve financial well-being by championing the credit union philosophy of people helping people," said Jaimie Miller, ICUF executive director. "We do this through critical programs such as the Warren A. Morrow Memorial Scholarship."

Private Student Loan Solutions

**COLLEGE
PREPPED**

Clear guidance and flexible funding for uncertain times.

Given the uncertainty of whether colleges will re-open this fall for in-person classes, many families are facing difficult decisions in the coming days and weeks. At C1st, we are here to help. We offer a private student loan solution with your best interest in mind.

Check out some of these great benefits:

- Helpful online resource hub with relevant content
- Flexible funding – apply now, borrow later
- Convenient line of credit structure
- Personalized, one-on-one support
- Borrow from a trusted, not-for-profit credit union
- Multiple repayment/deferment options
- Learn more / Apply Online: [C1STCREDITUNION.STUDENTCHOICE.ORG](https://c1stcreditunion.studentchoice.org)

Subject to qualification and annual credit review

C1st Awarded \$42,000 In Scholarships To Area Students

Community 1st Credit Union awarded a total of \$42,000 in scholarships to 19 area high school seniors in May.

The C1st \$2,000 scholarship winners include:

Faith Royer	Karena Johnson
Rebecca Lynn	Madison Brandt
Allysa Enterline	Taylor Pennington
Elijah Moberg	Alexis Briggs
Heather Willmott	Grace Fleming
Thayda Houser	Delaney Harbison
Madeline Keough	Savannah Stalzer
Hasya Joshi	Laura Hovenga
Simon Novak	

The 2020 C1st \$4,000 scholarship went to Isabelle Hernandez of Linn-Mar High School (Marion). Hernandez was the winner among C1st employees' children.

Four \$1,000 scholarships were awarded to non-traditional students returning to earn a college degree. The winners are:

Frank Vega Velazquez	Karen Pate
Whitney Burton	Jessica Rios

Due to the COVID-19 pandemic, C1st Scholarship awards were mailed instead of given out at area high school scholarship award ceremony events.

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 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.





GET THE
**LOW
DOWN**
WITH C1ST!

First-Time Home Buyers Assistance

Qualify for up to
\$5,000 toward your
down payment!*

First Time Home Buyers Assistance Up To \$5,000

Calling all first-time home buyers! Right now, you may qualify for up to \$5,000 toward your down payment!* Get it all at C1st!

- Quick & Local Processing
- Mortgage Educational Assistance
- First-Time Buyer Programs & Grant Assistance
- Experienced Mortgage Lenders

For more info or to apply online, go to: c1stcu.com/LowDown

*5% down payment assistance program is for single family/primary residences and is available to first-time home buyers with low to moderate household incomes. (If you haven't owned a home in the last three years, you are considered a first-time home buyer.) \$5,000 maximum down payment assistance. Offer runs from April 1, 2020 through December 31, 2020 OR as long as designated funds are available. Payment example: For a \$100,000 in-house mortgage loan, with a term of 15 years and a 3.906% Annual Percentage Rate (interest rate of 3.750%), the monthly principal and interest payment would be \$727.22. Subject to credit approval and program qualifications. Some restrictions apply.

Reg CC: Update To Funds Availability Policy

Effective July 1, our Funds Availability Policy will change to allow \$225 (increased from \$200) available next business day on non-next day checks and \$5,525 (increased from \$5,000) available on new account and exception holds.

This Disclosure describes your ability to withdraw funds at Community 1st Credit Union. It only applies to the availability of funds in transaction accounts. The Credit Union reserves the right to delay the availability of funds deposited to accounts that are not transaction accounts for periods longer than those disclosed in this policy. Please ask us if you have a question about which accounts are affected by this policy.

- 1. GENERAL POLICY** — Our policy is to make funds from your cash and check deposits available to you on the next business day after we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once they are available, you can withdraw the funds in cash and we will use the funds to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. We have different deposit cutoff hours for different deposit locations. The earliest cutoff time that might apply at a staffed facility is close of business. The earliest cutoff hour that might apply for deposits made at an ATM that we own or operate is 5:00 p.m. If you make a deposit before close of business on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after our cutoff hour or on a business day we are not open, we will consider that the deposit was made on the next business day we are open.
- 2. RESERVATION OF RIGHT TO HOLD** — In some cases, we will not make all of the funds that you deposit by check available to you on the next business day that we receive your deposit. Funds may not be available until the second business day after the day of your deposit. However, the first \$225.00 of your deposit will be available on the first business day after the day of your deposit. If we are not going to make all of the funds from your deposit available on the next business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees or if we decide to take this action after you have left the premises, we will mail you the notice by the next business day after we receive your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.
- 3. HOLDS ON OTHER FUNDS** — If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this Disclosure for the type of check that you deposited.
- 4. LONGER DELAYS MAY APPLY** — We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:
 - We believe a check you deposit will not be paid.
 - You deposit checks totaling more than \$5,525.00 on any one (1) day.
 - You redeposit a check that has been returned unpaid.
 - You have overdrawn your account repeatedly in the last six (6) months.
 - There is an emergency, such as failure of communications or computer equipment.
 We will notify you if we delay your ability to withdraw funds for any of these reasons and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.
- 5. SPECIAL RULES FOR NEW ACCOUNTS** — If you are a new member, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$5,525.00 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state, and local government checks will be available on the next business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,525.00 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$5,525.00 will not be available until the second business day after the day of your deposit. Funds from all other check deposits will be available on the tenth business day after the day of your deposit.