

Memberlink

Autumn 2017

Your Quarterly Guide To Connecting You



ONE OF THE
GREATEST GIFTS
YOU CAN GIVE IS
YOUR TIME

Our 2017 Education Day – A lesson in giving back

Each year, we close our offices on Columbus Day. Since people expect us to be closed, we decided to use this day for staff education. As we bring our staff together from all nine locations, we have brought in industry experts, motivational speakers, and have done team building activities, including a poverty simulation program. Our Board of Directors are also invited. This year, our staff will have a unique opportunity to demonstrate our commitment to our mission ***“To be actively involved in the communities in which we serve”***.

Over the past eight months, we have been reaching out to homeless shelters, food pantries, schools, animal shelters, nursing homes, city officials and numerous other community service organizations to see how we could potentially serve them. Based on the feedback that we received, we analyzed the information to see how we could best utilize our staff time and financial resources to provide a valuable impact in our communities.

A snapshot of Education Day 2017:

Morning: Community Service

We will divide and conquer. Over 140 of our staff will be spread out into our communities. The morning will be spent

rolling up our sleeves and volunteering at many non-profit organizations that are in need of assistance. This includes food pantries, nursing homes, parks, roadside cleanup, schools, libraries, shelters, and fairgrounds, as well as other various sites. Duties will vary from cleaning, landscaping, organizing, painting, building, reading, and leading activities. In some cases, we will be working hand in hand with these organizations. In other cases, we will carry the work load that needs to be done. These organizations are cornerstones in our communities, and we are proud to support them.



Afternoon: Donations and Delivery

The afternoon is about organizing our donations and distributing them back into our communities. In doing our research, we found a variety of needs that we could help fulfill. Our staff will be making fleece tie blankets to be donated to local volunteer fire departments, EMS/first responders and shelters. We will be organizing and donating many different types of hygiene items to food pantries and shelters. Food donations will be provided to several schools to

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Brandi Walton,
Investment Professional

What is a Funeral Trust?

A funeral trust is an arrangement entered into with a provider of funeral or burial services. Prepaying funeral expenses may allow you to "lock in" costs for future funeral or burial services at an agreed-upon price. The funeral home sometimes serves as trustee (manager of trust assets), and you usually fund the trust with cash, bonds, or life insurance. A revocable funeral trust can be changed and revoked

by you at any time. An irrevocable trust can't be changed or revoked, and you generally can't get your money out except to pay for funeral services.

Irrevocable funeral trusts may also help you qualify for long-term care benefits through Medicaid. For example, these trusts may be funded with assets that would otherwise be countable resources for Medicaid (i.e., included in determining Medicaid eligibility). They are often sold through insurance companies, in which case they are typically funded

with life insurance. And you can fund the funeral trust right before entering the nursing home — there's no "look-back" period for these transfers, unlike the case with certain other transfers that can cause a delay in the start of Medicaid benefits.

Another advantage of funding your trust with life insurance is that the trust will have no taxable income to report, because life insurance cash values grow tax deferred. Otherwise, income from trust assets may be taxed to you as the grantor of the trust, unless the trustee elects to treat the trust as a qualified funeral trust by filing Form 1041-QFT with the IRS, in which case trust income is taxed to the trust.

But what happens if you want to change funeral homes, or the facility you selected goes out of business? Does your irrevocable trust allow you to change beneficiaries (e.g., funeral homes)? Are trust funds protected from creditors of the funeral home? State laws regulating prepaid funeral trusts often require funeral homes to keep trust assets separate from their own business assets, keeping them safe from funeral home creditors. And most irrevocable trusts are transferable to another funeral home should the initial business fail or you change

funeral homes.

There are expenses associated with the creation of a trust and the purchase of life insurance, and benefits are not guaranteed.

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Irrevocable Funeral Trusts are offered by WCCU Investment Consultants. For information about Irrevocable Funeral Trusts, please schedule an appointment with Brandi Walton, the Investment Professional with WCCU Credit Union.



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SAME-DAY ACH PAYMENTS

As part of an effort to improve and modernize the U.S. payments system, you may have already noticed a change in the times during the day that we apply electronic Direct Deposits to your account. This change was made to help provide you with faster access to funds for same-day Direct Deposits to your account. Beginning on Friday, Sept. 15, 2017, we also changed the times that we apply certain electronic debit payments to your account.*

Many merchants and billing companies may offer you the option to make a same-day electronic payment, such as to pay a bill or to transfer funds. If you agree, then the funds might be debited from your account as soon as that very same day. For example, if you have a bill due on the 25th of the month, the billing company might allow you to call or use its website on the morning of the 25th to make an on-time payment. Your funds will then be debited from your account on the 25th. While these types of payments won't be reflected on your account balance as quickly as your debit card and ATM transactions, you will have access to more accurate information about your actual available account balance more frequently throughout the business day. (The merchant does not have to notify you that they will be using a same-day payment; it may just happen.)

- As our financial lives move faster than ever before, our members have come to expect faster payments and information as a core component of good service.
- To that end, the financial services industry has been working to modernize the systems that allow deposits and payments to move at the pace our members expect.
- As one part of this improvement, beginning on Friday, Sept. 15, certain electronic payments may post to our members' accounts the same day they are made.
- In short, we're doing our part to make it faster and easier for our members to make payments, and to update account balance information more frequently during the day.

***SOME ACH
PAYMENTS MAY
NOW POST TO YOUR
ACCOUNT ON THE
SAME DAY AS THE
TRANSACTION.***

**These electronic debits are commonly known as Direct Payment, Direct Debit, ACH Debit, Electronic Check or e-Check, and similar terms. They are different from your debit card payments and ATM transactions.*



Overdraft Privilege

At times, unanticipated expenses or unforeseen problems can leave you with too little cash in your checking account. Having a check returned due to insufficient funds can be a costly, inconvenient and potentially embarrassing experience.

At WCCU we do not encourage overdrafts. As always, we encourage you to manage your finances responsibly. However, we want to save you from the additional merchant fees and possible damage to your credit history that might result if a check is returned. That is why we provide a discretionary service called “Overdraft Privilege” to eligible accounts in good standing. (For example, we typically do not pay overdrafts if your account has not been positive within the last 35 days, you are not making regular deposits, or you have a past due loan, garnishment, or levy).

With Overdraft Privilege, transactions may be approved, up to the Overdraft Privilege limit when there are insufficient funds in your account. A \$20 fee will be charged for each item presented against insufficient funds and will reduce the amount of Overdraft Privilege that is available to you. Please be aware that Overdraft Privilege is intended for inadvertent or occasional use, such as a balance miscalculation. You are encouraged to use other overdraft protection services WCCU offers such as an automatic transfer from a savings account as your first line of defense against overdrafts.

Overdraft Privilege is automatically provided to eligible accounts and there is no charge unless you use the service. If you do not overdraw your account, you will never be charged an Overdraft or Return Item fee. If you prefer not to have Overdraft Privilege on your account, please contact any of our WCCU offices and we will remove it.

VERY IMPORTANT:

The above protection will cover only checks that you write and ACH items. If you wish to extend your Overdraft Privilege to cover ATM and everyday debit card transactions, the regulation requires that you give WCCU your consent by “Opting In”. To do this, simply contact any of our WCCU Offices and let us know that you want this protection for your ATM and everyday debit card transactions. If you have already given WCCU your consent to opt in there is no need to opt in again. Although you do not ever expect to use it, it will give you peace of mind knowing the Overdraft Privilege is there if you need it. And if you don’t, there’s never a charge.

**Subject to WCCU discretion. An Overdraft charge of \$20 per item will be imposed for overdrafts created by checks, in person withdrawals, ACH, Point-of-Sale, ATM withdrawals or by other electronic means. There is a cap of \$100 per day on the total fees we can charge you for overdrawing your account. Payment of your overdraft is discretionary and we reserve the right not to pay. For example, we typically do not pay if your account is not in good standing, you are not making regular deposits, or you have too many overdrafts. Overdraft Privilege balances must be paid within 35 days. WCCU has the right to require payment to bring the account current immediately after an overdraft.*

(Education Day 2017 cont.)

support their backpack programs. These programs aim to provide students with food to help them through the weekends. Other donations will include food and supplies to local animal shelters.

Recent tragedies in Texas and Florida have shown us the importance of helping others in need. We also recognize the importance of volunteerism and community service on a continuing basis. Education day is not the beginning nor is it the end to our commitment to our local communities. It is a visible reminder of the ongoing need to help our friends and neighbors through our cooperative spirit. As we enter the season dedicated to Thanksgiving, I take this opportunity to thank you, our members, for supporting our mission.



Sincerely,



Kevin Hauser, President

Fritz the Elf is BACK!

During last year's Christmas season, Fritz the Elf traveled from Santa's workshop to bring our members "12 Days of Giveaways". He stopped by this year's Vernon County Fair booth to provide a little mischief and remind our members to follow us on Facebook, as he plans to be back with even more surprises and shenanigans.



Meet Your New Branch Managers



Debbie Smith, Reedsburg

"After serving over five years as the Branch Manager of Lake Delton, I am excited to return to our Reedsburg Office as the new Branch Manager. I will miss working in our Lake Delton office; however, I am looking forward to reconnecting with WCCU members and staff as well as service organizations within the Reedsburg area. I will also enjoy the opportunity meet many new faces. When you are in office please do not hesitate to stop in and say hello!"

In July, we honored the retirement of Mary Schultz. We are excited that Debbie Smith accepted the challenge of becoming the manager of our Reedsburg Branch. Debbie has 28 years of experience in the financial industry, starting with Western Federal Savings & Loan in Reedsburg in 1989. Debbie began her career with WCCU when she was hired as the Member Service Supervisor for our Reedsburg office in 2007. She was a member of Reedsburg Chamber of Commerce Board for four years. In 2012, WCCU built a branch in Lake Delton, and Debbie was hired for the position of Branch Manager. As Branch Manager of Lake Delton, Debbie was committed to being involved in the community. She served on the Lake Delton Rotary, including one year as President, served on the Central Wisconsin Community Action Council (CWCAC) Golf Outing Board, and has been active in the CWCAC Holiday Train event.

Debbie and her husband, David, have lived in Reedsburg since January 1981. They have two daughters, one son-in-law, and three grandchildren. In addition to spending time with her family, Debbie can often be found riding her bicycle on the local trails.

Becky Jennings, Lake Delton

"I look forward to learning more about the Lake Delton and Dells area and am very excited to meet new people. I anticipate a great relationship with this community and all it has to offer. I have been embraced by a wonderful staff that makes every day a joy to come to work. Please do not hesitate to stop in, inquire about a mortgage or consumer loan, meet with me, or simply drop by to visit. I can't wait to meet you!"

Becky Jennings has been with WCCU as a mortgage lender since 2014. She graduated with a Associate of Science and Business Management degree from Cardinal Stritch University in Milwaukee. She was born and raised in Hillpoint, WI, attended Weston High School, and got her start in management with SOS Foods out of Reedsburg. Prior to joining our WCCU team, Becky worked for the Reedsburg Area Medical Center, Our House Senior Living, Community First Bank and was also a Branch Manager at Oakdale Credit Union for six years. In addition, Becky worked part time for 20 years at Lands' End. Becky is a member of the Reedsburg Chamber Board and is also a WIAA Softball and Volleyball Official for High School Sports. Becky and her husband, Tracy, own a 75 acre farm outside of Cazenovia in which they grow some crops and raise a few beef cows. They have six children, four girls and two boys with only the two boys still at home. Becky enjoys fishing with her boys, gardening with her husband, baking and spending time with their 8 grandchildren. She also loves to read and her favorite author is John Grisham. Becky never goes anywhere without her camera and has too many photos to count of her children and grandchildren and their many activities.



Your 2017 Christmas Club Money

For added security and convenience, Christmas Club funds are automatically deposited into your "00" savings account. Your 2017 Christmas Club funds were deposited into your account on Monday, October 2nd, 2017. Members who have requested a check should have received it during the first week of October. Please contact us if you have not yet received your 2017 Christmas Club funds.



Start your 2018 Christmas Club Today – no application needed!

If you had a 2017 Christmas Club Account and there are no changes that need to be made, your 2018 Christmas Club will automatically renew as is. **Be sure to stop in to receive your free gift!**

If you had a Christmas Club Account and would like to make a change, contact WCCU. If we receive your deposits through payroll deduction, you may also need to contact your employer.

If you did not have a Christmas Club with WCCU, but would like to start one, simply contact any of our WCCU offices to open your account and receive your free gift!

Sauk County Shredding Event

Free on-site document shredding at our Reedsburg office



Saturday, October 21st 8:30am - 11:30am

Limit of 3 large boxes per person.

Types of items that can be shredded:

- All types of paper are fine (staples and paper clips can be shredded).
- Items with butterfly clips need to be removed and items in 3-ring binders need to be emptied.
- Small quantities of discs can be taken but must be placed in a separate bag.
- Bring your tax returns, medical records, pay stubs, cancelled checks, old checkbooks/duplicate checks, junk mail and other documents with personalized information.



WCCU Closed November 11th

On Veteran's Day, WCCU will pause in honor of our Veterans. We can never thank you enough for your service, your commitment, and your heroism.

Member Link is published quarterly for our credit union members. To contact us call: 608-634-3118 or write the editor, Kerri Theige - P.O. Box 70, Westby, WI 54667-0070 or katheige@wccucreditunion.coop

| Westby & Viroqua | Coon Valley Cashton | Richland Center East | Richland Center West (Mobil Mart) | Baraboo | Reedsburg and Lake Delton |
|---|---|---|--|--|--|
| Lobby Mon.-Friday 8:30am-5pm Saturday 8am-noon | Lobby Mon.-Fri. 8:30am-5pm | Lobby Mon.-Friday 8:30am-5pm Saturday 8am-noon | Lobby Mon.-Friday 7:30am-5:30pm Saturday 7:30am-noon | Lobby Mon.-Friday 8:30am-5pm Saturday 8am-noon | Lobby Mon.-Friday 8:30am-5pm Saturday 8am-noon |
| Drive-up Mon.-Thurs. 7:30am-5:30pm Friday 7:30am-6pm Saturday 7:30am-noon | Drive-up Mon.-Thurs. 7:30am-5:30pm Friday 7:30am-6pm Saturday 7:30am-noon | Drive-up Mon.-Thurs. 7:30am-5:30pm Friday 7:30am-6pm Saturday 7:30am-noon | Drive-up Mon.-Friday 7:30am-5:30pm Saturday 7:30am-noon | Drive-up Mon.-Friday 7:30am-5:30pm Saturday 7:30am-noon | Drive-up Mon.-Friday 7:30am-5:30pm Saturday 7:30am-noon |