

Memberlink

Summer 2018

Your Quarterly Guide To Connecting You

*Proud supporter of our local
June Dairy Breakfasts!*



WCCU's Teri Mathison, Ashley Toussaint, Brandi Walton and Julie Doudna serve up breakfast at the Richland County Dairy Breakfast!

Countdown to Conversion - October 1st, 2018



It's hard to believe that three months have already gone by since I announced to you that preparations were being made for upgrading our core data processing system, online banking, bill payer and mobile banking products as well as other internal systems. In this issue of the

newsletter, we will outline changes, answer questions, and provide tips on how to prepare for the conversion and minimize any interruption in your banking experience.

Over a year ago, our Management Team and other team members who use our products everyday (and even a member or two) set out on a mission to interview and evaluate a plethora of technology products. With your future financial needs in mind, I am pleased to introduce you to our new core processing software system, **Symitar Episys**. Symitar, a division of Jack Henry & Associates,

Inc., is a leading provider of integrated computer systems for credit unions of all sizes. Symitar has been selected as the primary technology partner by more than 800 credit unions, serving as a single source for integrated, enterprise-wide automation and as a single point of contact and support. We believe that Symitar will provide the functionality, flexibility and stability that our credit union needs to deliver the best products and services to our members. As we convert our core system, it is also necessary for us to convert other systems that are compatible with new core and that will provide your credit union with some of the best technology and services in the industry.

As we navigate through the next several months, we will continue to work hard to provide you with the level of service you expect and deserve. We will strive to do this while we are training, installing, implementing and



Settling an Estate: Executors Inherit Important Title

Being named as the executor of a family member's estate is generally an honor.

Brandi Walton,
Investment Professional

It means that person has been chosen to handle the financial affairs of the deceased individual and is trusted to help carry out his or her wishes.

Settling an estate, however, can be a difficult and time-consuming job that could take several months to more than a year to complete. Each state has specific laws detailing an executor's responsibilities and timetables for the performance of certain duties.

If you are asked to serve as an executor, you may want to do some research regarding the legal requirements, the complexity of the particular estate, and the potential time commitment. You should also consider seeking the counsel of experienced legal and tax advisors.

Documents and Details

A thoughtfully crafted estate plan with up-to-date documents tends to make the job easier for whoever fills this important position. If the deceased created a letter of instruction, it should include much of the information needed to close out an estate, such as a list of documents and their locations, contacts for legal and financial professionals, a list of bills and creditors, login information for important online sites, and final wishes for burial or cremation and funeral or memorial services.

An executor is responsible for communicating with financial institutions, beneficiaries, government agencies, employers, and service providers. You may be asked for a copy of the will or court-certified documentation that proves you are authorized to conduct business on behalf of the estate. Here are some of the specific duties that often fall on the executor.

Arrange for funeral and burial costs to be paid from the estate.

Collect multiple copies of the death certificate from the funeral

home or coroner. They may be needed to fulfill various official obligations, such as presenting the will to the court for probate, claiming life insurance proceeds, reporting the death to government agencies, and transferring ownership of financial accounts or property to the beneficiaries.

Notify agencies such as Social Security and the Veterans Administration as soon as possible. Federal benefits received after the date of death must be returned. You should also file a final income tax return with the IRS, as well as estate and gift tax returns (if applicable).

Protect assets while the estate is being closed out. This might involve tasks such as securing a vacant property; paying the mortgage, utility, and maintenance costs; changing the name of the insured on home and auto policies to the estate; and tracking investments.

Inventory, appraise, and liquidate valuable property. You may need to sort through a lifetime's worth of personal belongings and list a home for sale.

Pay any debts or taxes. Medical bills, credit card debt, and taxes due should be paid out of the estate. The executor and/or heirs are not personally responsible for the debts of the deceased that exceed the value of the estate.

Distribute remaining assets according to the estate documents. Trust assets can typically be disbursed right away and without court approval. With a will, you typically must wait until the end of the probate process.

The executor has a fiduciary duty — that is, a heightened responsibility to be honest, impartial, and financially responsible. This means you could be held liable if estate funds are mismanaged and the beneficiaries suffer losses.

If for any reason you are not willing or able to perform the executor's duties, you have a right to refuse the position. If no alternate is named in the will, an administrator will be appointed by the courts.



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Important Notes for Upcoming Conversion

We strive to remain proactive by keeping you up to date on items that will impact you. Some members may want to prepare by including these dates in their calendars. Please contact us if you have any questions or concerns.

1. **The conversion** will begin on 6:00 pm on Friday, September 28th, 2018.
2. **ALL WCCU branches** will be closed on Saturday, September 29th and Monday, October 1st.
3. **All branches** will re-open on Tuesday, October 2nd with normal business hours.
4. **Online Banking, Mobile Banking, Bill Payer and TellerLine (touch tone phone banking):** These services will be unavailable starting Friday, September 28th at 6 pm. These services will resume on Tuesday, October 2nd. You will be provided with instructions for changes prior to the conversion.
5. **Bill Payer Users:** You will need to schedule bill payments **in advance of the conversion**. The payee lists and scheduled payments will be carried over in the conversion process.
6. **Awards Checking:** Qualifications to earn dividends and ATM refunds must be met by September 28th.
7. **Statements:** All members will receive their September Statements by MAIL. (E-statements will automatically resume with October statements).
8. **Statement History:** Members with e-statements should save files or print copies of their online statements. After September 28th, past e-statements will not be accessible through online banking.
9. **2018 Christmas Club Funds:** All Christmas Club funds will be deposited into your savings account during the first week in October.
10. **CheckMate Cards:** Deposits and transfers made during our conversion hours of 6:00 pm Friday through Monday, will not be available until Tuesday. We encourage you to transfer or deposit additional funds prior to the conversion. This will help you continue to have access to your funds and avoid any inconvenience.
11. **WCCU ATMs:** ATM's at all WCCU locations will be available during the conversion.

What is NOT CHANGING:

- Your member number, checks, credit cards, debit cards and PIN numbers for all WCCU plastics **will not** change.
- All scheduled ACH, transfers, and bill payments will not be affected if they were scheduled prior to the conversion.
- Direct Deposit and Automatic Payments will continue during and after the conversion.

NOTE: WCCU is normally closed on Columbus Day for staff education. Due to the conversion, WCCU will be OPEN on Columbus Day, October 8th.



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.*

WCCU Awards \$10,000 in Scholarships

Area Students Awarded First-Ever WCCU Credit Union Scholarships

WCCU acknowledges the accomplishments of 20 recent high school graduates awarded with the inaugural scholarships in May of 2018. The newly created scholarship program aims to benefit the members or children of members of the Credit Union by providing funding for expenses during their first year at a post-secondary school or academic institution. Each scholarship winner was selected at random, as our scholarship committee decided to embody the second principle of a cooperative defining all members as equals.

WCCU awarded a total of 20 scholarships, for \$500 each, distributed among members of the branches in Baraboo, Cashton, Coon Valley, Lake Delton, Reedsburg, Richland Center, Viroqua, and Westby. The award recipients are **Adam Coleman** (Richland Center HS), **Alicia Brisbois** (Ithaca HS), **Allison Davidson** (Westby HS), **Allison Gesteland** (Reedsburg HS), **Brianna Schreck** (La Farge HS), **Bryce Bierman** (Reedsburg HS), **David McKittrick** (Kickapoo HS), **Gavin Burch** (Ithaca HS), **Julianne Call** (Westby HS), **Kendall Claffey** (Saint Viator HS), **Kristen Felton** (Baraboo HS), **Kylie Heisz** (North Crawford HS), **Madaline Leis** (Cashton HS), **Madelyn Neyhart** (Luther Preparatory School), **Shayla Stefan** (Wisconsin Dells HS), **Sophie Sherry** (Kickapoo HS), **Sydney Sherry** (Westby HS), **Taylor Cowden** (Viroqua HS), **Taylor Hanley** (Cashton HS) and **Taylor Peterson** (River Valley HS).

One local scholarship recipient, Allison Davidson of Coon Valley, wrote "I think financial education is more than just taking helpful classes in high school. I think it's also sharing important and helpful tips in order to create good habits." WCCU is committed to fostering educational opportunities for young people, and believes in the importance of supporting our local communities through the support of students seeking higher education. Kevin Hauser, WCCU President, remarked, "We received more applications than we anticipated. Each student brought a different perspective on the importance of financial education and how volunteering has impacted their communities. We hope to utilize this insight to develop better financial education programs and more community involvement of our staff and members."

WCCU would like to thank all of this year's applicants for taking the time to apply for the scholarship award and wishes all of the applicant's success with their future efforts. Please watch the WCCU website next winter for information about awarding scholarships in 2019, including application criteria and deadlines.



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 improving many of the products and procedures that we use each and every day. Please know that our end goal is to create an environment where we can more efficiently provide you with the best products and services to help you attain financial success. And as we all work through the conversion process together, please know how much we appreciate your patience and understanding. On behalf of our Board of Directors and Staff, we want you to know how much we value your membership and appreciate the opportunity to serve you.

Kevin Hauser
 Kevin Hauser
President



WCCU's "Buck" and friends honor Memorial Day in Coon Valley. Watch for Buck in a parade near you!!



Proud CMN Supporter for over 25 Years!

Kari Snustead and Kerri Theige of WCCU, recently attended the Children's Miracle Network Sponsor Recognition Event. They are pictured here with Lane Cade

of Westby. Lane is one of the five area children being honored as a CMN Hospital Hero. Each year CMN Hospitals at Gundersen Health System selects five children who have benefitted by CMN Hospitals to be their ambassadors for the next 12 months. Lane was diagnosed with Acute Lymphoblastic Leukemia in 2017.

The Children's Miracle Network recently held a recognition event in La Crosse for sponsors, like WCCU, to simply say thank you. WCCU has been an active supporter of CMN for over 25 years. The Children's Miracle Network program at Gundersen Health System in La Crosse helps children and their families throughout the region when they need it most. They serve 24 counties across the Tri-State Region – 15 of those counties are located in Wisconsin. All funds stay local to support families with specialized medical equipment and services, to transportation and meal costs, to respite care to give parents a break. Children and their families receive help they need regardless of where they receive their care and no matter the disease or injury. **We take this opportunity to thank our WCCU members for helping us support such a great program!**



Summer Fun at Noah's Ark!

Receive **over 40% off regular admission** by using the Promo Code from Westby Co-op Credit Union (WCCU). Simply visit Noah's Ark Waterpark's website and enter our promo code to purchase your passes for \$24.99 each (plus tax). **Promo Code: WCCU2018**
 Valid until September 3, 2018

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