

Memberlink

A U T U M N 2 0 1 9

Your Quarterly Guide To Connecting You



Celebrating 80 Years of Growth

Continuing to Grow: WCCU Opening in Prairie du Sac

A Letter from WCCU President, Kevin Hauser 1939... Looking Back

When we think of celebrating 80 years, we typically think of the age of a parent, grandparent or even great-grand parent. As I was contemplating what life was like 80 years ago, I began to think about the innovation and opportunity being recognized in Vernon County. Organized in 1936, the Vernon Electric Co-op began the mission of bringing electric services to their rural members. By 1939, the members of VEC recognized the benefits of the cooperative business model for rural electrification, and put forth the effort to expand that model into financial services. Thus, the Westby Co-op Credit Union was chartered.



First office built by WCCU in downtown Westby (1975).

What a feeling it must have been for members of both co-ops looking to the future with a new financial institution where they could save and borrow money to take advantage of the

new electric technology in their homes and barns.

The more things change, the more they stay the same. Technology has taken on many forms and changed our lives in many ways, but cooperatives like WCCU and many others in our area continue to serve existing and new members in new and exciting ways.

2019... Moving Forward

I am very grateful to the forward thinking, innovative residents of rural Vernon County who helped put us on the track to where we are today. The management and staff at WCCU are committed to the same forward thinking so that we can position our members for financial success for the next 80 years and beyond.

In August, WCCU was granted approval from the Office of Credit Unions to open a new branch office and expand our field of membership.

- After extensive market research, we concluded that **Prairie du Sac would be an ideal placement for a new WCCU Branch.** With offices in Reedsburg, Lake Delton and Baraboo, we currently have members living in the south eastern area of Sauk County as well

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Brandi Walton,
Investment Professional

took a direct hit on your finances.

Regardless of how you got to this point, it's important to develop a strategy that will help you re-establish financial stability.

Regain Control

Start by accepting the reality of your situation. This may be easier said than done when you'd rather avoid the anxiety, stress, and guilt that you may feel when you have money issues. It's okay to feel these negative emotions as part of the recovery process. They are likely to pass with time as you come up with a plan to regain control.

Review Your Spending

Another step is to create a budget to help establish a positive cash flow. If you're spending more money than you earn, you'll need to cut back on your discretionary spending immediately. If you've made cuts and your monthly income still isn't enough, you'll need to figure out a way to cut your fixed expenses or increase your income.

Reduce Your Debt

It's likely that debt is one of the reasons why you're facing a financial crisis. One survey found that people between the ages of 45 and 54 reported the highest amounts of debt overall, totaling \$134,600.¹

To reduce your overall debt, identify the amount and interest rate for each obligation you have. Then tackle it by paying off the debt with the highest interest rate first, then the next highest, and so on.

You might also consider restructuring your debt. This involves negotiating new repayment terms with creditors so you can meet your monthly expenses and pay off your debts within a reasonable amount of time. WCCU Credit Union has Certified Credit Union Financial Counselors available to help you at to manage and potentially restructure your debt. There is no cost for this service.

You should also consider other options, such as seeking part-time work for extra income or liquidating assets, that can help you pay off debt more quickly.

Rebuild Your Funds

Chances are you've drained your emergency savings fund. If so, you'll need to build it back up. Otherwise, you'll risk racking up credit card debt or dipping into your



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How to Recover from a Mid-Life Financial Crisis

A financial crisis can be scary at any age, but this is especially true when you're in your 40's or 50's. Perhaps you're way behind on saving for retirement or have too much debt from unnecessary spending. Or maybe an unexpected challenge, such as a job loss, illness, or break from the workforce for caregiving responsibilities,

retirement savings when the next crisis hits.

It's okay to start small. Set aside a percentage of your paycheck each pay period to go into your cash reserve. Continue adding money after reaching your goal.



Revisit Your Financial Relationships

In order to prevent another financial crisis, what changes will you need to make to your current financial relationships? Consider the following.

- **Career:** Do you need to increase your income with a second or a part-time job? Is there room for growth in your current career, or should you consider additional education or training to help boost your earnings?
- **Home:** Do you currently live in an expensive location? Does it make sense to downsize your home or move to a lower-cost area?
- **Family:** If you're financially supporting adult children, can you reduce or discontinue it? Similarly, if you support your elderly parents, can your adult sibling(s) share the financial burden of care?
- **Habits:** Do you overspend to reward yourself? Are you an emotional shopper? Do you buy things you actually want, or are you just trying to keep up with the Joneses?
- **Health:** Can you make a lifestyle change to improve your health to help avoid future issues and potentially reduce medical costs?

Some of these changes will require careful research (e.g., moving or changing careers), whereas others can be easier to implement (e.g., avoiding shopping sprees or reducing aid to adult children).

Reassess your finances periodically

As you get back on the right financial track, it's critical to monitor your progress. Failure to do so in the past might have contributed to your crisis, so make it a habit to periodically review your finances. You might benefit from working with a financial professional who can help you stay on track with your financial goals as your situation changes.

¹2016 Survey of Consumer Finances, Federal Reserve Board (most recent data available)

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Identity theft hits a new victim every few seconds.
Get protected today!

Have You Ever

- Worried about being a victim of identity theft?
- Been concerned about your child's identity?
- Lost your wallet?
- Worried about entering personal information online?
- Feared the security of your medical information?
- Been pursued by a collection agency?

\$18.95/mo

Family Plan

This plan covers you, your spouse or domestic partner and up to 10 dependents.

\$8.95/mo
Individual Plan

This plan covers you, the named member only.



The IDShield Membership Includes:

Privacy Monitoring

We provide a comprehensive identity protection service that monitors your name, SSN, DOB, email addresses, phone numbers and more!

High Risk Account Monitoring

We monitor financial account numbers like SSN, credit cards and bank accounts (up to 10 each). We track your credit score, send financial activity alerts and assist with sex offender searches. Our family plan includes identity protection for up to 10 dependent children under age 18!

Social Media Monitoring

We watch over your Facebook, Twitter, LinkedIn and Instagram accounts, monitoring for privacy concerns and reputational risks.

Credit Monitoring

We provide continuous credit monitoring, email alerts and mobile app push notification.

Instant Hard Credit Inquiry Alerts

We send alerts when anyone is opening a new account using your information, or when a creditor is requesting your credit file.

Monthly Score Tracker

The credit score tracker allows you to watch your TransUnion credit score on a monthly basis with a map that shows a 12-month

historic view of your credit trends, starting from the month of your membership activation.

Unlimited Consultation

You don't need to have an issue to get support from identity theft specialists. They can advise you on best practices to help you keep your identity safe.

Stay Connected with Our Mobile App

Download our free IDShield Plus mobile app, so you can have 24/7 assistance with covered emergencies - right in the palm of your hand!



\$1 Million Insurance

If you incur expenses as a result of a stolen identity event, this policy covers lost wages, elder and child care, travel, legal defense fees and stolen funds via electronic transfers.

Full Service Restoration and Unlimited Service Guarantee

You cannot put a price on your identity. If your identity is stolen, we will do whatever it takes, for as long as it takes, to restore it to its pre-theft status.

IDShield is a product of Pre-Paid Legal Services, Inc. d/b/a LegalShield ("LegalShield"). LegalShield provides access to identity theft protection and restoration services. For complete terms, coverage and conditions, please see www.idshield.com. IDShield plans are available at individual or family rates. A family rate covers the named member, named member's spouse and up to 10 dependent children under the age of 18. It also provides consultation and restoration services for dependent children ages 18 to 26. All Licensed Private Investigators are licensed in the state of Oklahoma. A \$1 million insurance policy is issued through a nationally recognized carrier. LegalShield/IDShield is not an insurance carrier. Certain limitations apply. Dependent children of the named member or named member's spouse under the age of 23 who permanently live in the same residence as the named member at the time of the stolen identity event are eligible for the insurance policy coverage. For a summary description of benefits for the policy see <https://idshield.cloud/summary-of-benefits>.



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 calendar 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 available funds in your account. A \$20 will be charged for each item presented against insufficient available 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 calendar days. The bank has the right to require payment to bring the account current immediately after an overdraft.*

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- as southern Columbia County. This will allow us to better serve our existing membership, as well as to welcome new members. This is our credit union's tenth branch in Southwest Wisconsin and fourth in Sauk County. We have leased office space at 1170 Prairie Street, and we are currently in the process of updating the building to fit our members' needs. We look forward to being open by late fall.
- **WCCU has also been approved to expand our field of membership.** In addition to our current market of 12 counties in Southwest Wisconsin, we can now serve people living or working in Dane County. Prairie du Sac's proximity to Dane County will allow those community members to utilize the full-service branch location.

As we continue to take advantage of new opportunities for growth, we remain committed to meeting your needs. It is because of your patronage and confidence in WCCU that we continue to enjoy the

benefits of belonging to a strong and growing cooperative. Thank you.

Sincerely,



Kevin Hauser

Kevin Hauser
President

WCCU is Seeking Nominations for Directors

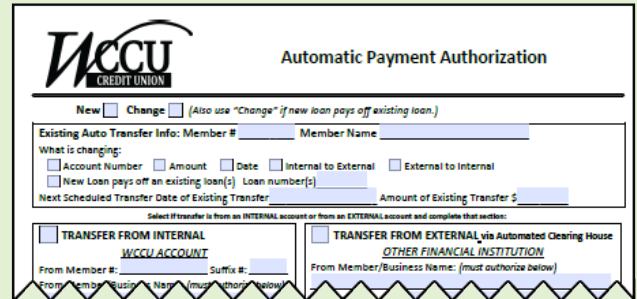
Submit Names to WCCU by November 1st, 2019

In the fall of each year, your Board of Directors appoints a nominating committee made up of representatives from various communities. The committee is tasked with generating a list that has broad cross-section of members nominated to run in the Board of Directors Election. After the nominees commit to being a candidate, the names are posted in all WCCU Offices. Any member that would like to have their name added to the ballot can do so by completing the petition procedure during that time. Please note that while we seek representation from many communities, there are some members who decline the nomination. The nominating committee is seeking members who:

- Use our products and services, including online/electronic services. It is easier to understand our process if you have an overall feel for and are involved in the use of our services.
- Want to be involved and share their points of view.
- Will represent and focus on the best interests of our members.
- Are committed to prepare for and attend board meetings, as well as board development and educational activities.
- Can serve on the Asset Liability Committee, Audit Committee, IT Committee or Personnel Committee to support our organization.

If you or someone you know is interested in running for a director position and would like to be considered by the nominating committee, please contact WCCU President Kevin Hauser by November 1st for more details.

Important Changes to your Automatic Payments from WCCU Accounts



The form is titled "Automatic Payment Authorization" and includes the WCCU logo. It has a "New" checkbox and a "Change" checkbox with a note: "(Also use 'Change' if new loan pays off existing loan.)". Below this, it asks for "Existing Auto Transfer Info: Member # _____ Member Name _____". A section titled "What is changing:" includes checkboxes for "Account Number", "Amount", "Date", "Internal to External", and "External to Internal". It also has a checkbox for "New Loan pays off an existing loan(s)" with a field for "Loan number(s)". There are fields for "Next Scheduled Transfer Date of Existing Transfer" and "Amount of Existing Transfer \$". A note says "Select if transfer is from an INTERNAL account or from an EXTERNAL account and complete that section:". There are two main sections: "TRANSFER FROM INTERNAL WCCU ACCOUNT" and "TRANSFER FROM EXTERNAL via Automated Clearing House OTHER FINANCIAL INSTITUTION". Each section has fields for "From Member #:" and "Suffix #:".

Effective Monday, October 21st, 2019

If you have recurring loan payments or other types of transfers **coming from a WCCU account, we will only attempt to process the transaction three times on your due date/authorization date** (approximate times are 6:00am, 3:00pm & 10:00pm).

If we are unable to process a transaction due to the lack of funds, the transaction will need to be completed by you. We will not attempt again until the next cycle.

If you do not make your payment within the grace period, you may incur late payment fees on loans/credit cards.

*(Automatic Payments/Transfers are transactions that have been arranged directly through WCCU and our Operations Department using the authorization form above. They do **not** include those that you have set up through online banking or any other method.)

If you have any questions or concerns regarding your automatic payment/transfer, please contact any of our WCCU Offices and we will be happy to assist you. Thank You!

Christmas Club Accounts

To all our Christmas Club account holders, congratulations on saving throughout 2019 for the holiday season! Your accumulated savings and dividends from your Christmas Club account were paid out on Tuesday, October 1st. These funds were directly deposited into your Savings Account. Your 2020 Christmas Club will automatically renew. If you would like to make any changes, please contact us. Be sure to stop by our office to **pick up your free gift for having a Christmas Club Account.**

If you forgot to save with a Christmas Club Account this year, why not stop by the Credit Union to open one for the next holiday season? Opening an account is easy, and automatic transfers make saving simple, too. Stop by for details today - **and receive a free gift when you open your Christmas Club Account!**



Upcoming Holiday Closures

- October 14 (Columbus Day)
- November 11 (Veteran's Day)
- November 28 (Thanksgiving Day)
- December 24 (Christmas Eve)
*Open until Noon
- December 25 (Christmas Day)
- December 31 (New Year's Eve)
*Open until 3:00pm
- January 1 (New Year's Day)

Even when our branches are closed, you can still check your balances, transfer money, make payments and stay in control of your finances:

- » Download the **WCCU Mobile App** for free on your mobile device.
- » Access **Online Banking** using the login box on our homepage (wccucreditunion.coop).
- » Call our **Phone Banking** system and use the easy-to-follow instructions.



Harassment in the Workplace

Free Seminar for Businesses

WCCU is sponsoring a training seminar and inviting businesses and their staff to join us.

The training, presented by experienced employment lawyer Jennifer Mirus, will help businesses understand key definitions of harassment and hostile workplaces. She will review what the law expects of employees and management in the workplace and will address how our behavior affects others. Jennifer will explain how we can bring these issues to our employer's attention to get them addressed and resolved.



Jennifer will present real life scenarios that will help us understand why we have to stop, think and be sensitive to everyone's perspectives and backgrounds in what we say and do in the workplace. We look forward to good discussions on these important issues.

This is a training seminar that enforcement agencies are expecting employers to provide, and WCCU is offering the opportunity for businesses to get their employees and managers trained for free.

Tuesday, October 29th 12:30pm - 2:30pm

12:30pm - 1:45pm: General Session for All Staff Members

2:00pm - 2:30pm: Supervisor/Management Session

Westby Performing Arts Center, 206 West Ave. S., Westby, WI

Refreshments Provided. RSVP's Required. For more details and to register, visit our website wccucreditunion.coop or email info@wccucreditunion.coop.

WCCU Baraboo Shred Event

Saturday, October 19th 8:30am – 11:30am

**WCCU BARABOO PARKING LOT
1333 SOUTH BLVD, BARABOO, WI**

All community members are invited to our **Fall Shred Event** in Baraboo. Bring your personal documents for confidential and secure shredding. Please **limit 3 large boxes FREE per person.**



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