

Memberlink

AUTUMN 2020

Your Quarterly Guide To Connecting You



**Platinum Visa
Platinum Mastercard**

Ruby Rewards Visa

**Emerald
1.5% Cash Back
Visa Signature**

Exciting New WCCU Credit Cards Coming Your Way!

Many of our members have expressed their desire to have a WCCU credit card that gives them the option to earn cash back on their purchases. This prompted us to re-evaluate our current credit card programs. On October 13th, we will be changing to a new credit card servicing provider and will be giving you some exciting new options!

If you currently have a WCCU Credit Card, here's what you need to know:

- **Your current WCCU credit card(s) will remain active:** usage will not be impacted, and rewards will continue to be earned at one point per dollar purchased. Your terms (rates, fees, rewards, etc.) will not change. However there are some important dates that you will want to note, which are detailed on the back page of this newsletter.
- If you use WCCU's Online Banking, you will no longer need a separate login to redeem points! **Credit Card Access Point** will replace **MyCardInfo**. Statements will have a new look and payments will be mailed to our new processor. (Payments can still be made online or at any of our WCCU offices.)

- The last three months of your transaction history will transfer to the new credit card management site. If needed, you can print or save any previous online statements/history prior to October 8th.

The new card options shown above will be released on October 13th. Visit our website at wccucreditunion.coop or contact a loan officer for more details.

In 2021, we will be launching **Digital Wallets** for the new cards, which are digital versions stored in an app on your mobile device. (To help protect cardholder's security, the card number and personal information are not stored.)

If you have any questions, call any WCCU office to speak with our Cards Department or send an email to cards@wccucreditunion.coop.



**See
important
credit card
dates on
the back
page.**



Brandi Walton,
Investment Professional

Preparing for Medicare Enrollment

It's a few months before you turn 65. You check the mail and find the box overflowing with materials discussing Medicare enrollment, Medicare Advantage plans, and other pharmacy-related plans. The amount of information is overwhelming—how will you possibly sort it all and figure out what you need to do?



Although many third-party providers offer legitimate products and services, it's often difficult to differentiate between these marketing materials and official mailings from the Centers for Medicare & Medicaid Services. As the Medicare enrollment period approaches, it's best to map out a plan ahead of time to avoid making poor decisions.

Steps to take before you turn 65

To help ensure that you make the best Medicare choices, it's a good idea to check the following items off your list before you turn 65.

Set a reminder. When you turn 64, mark the calendar for your Medicare enrollment period. If you already receive social security or Railroad Retirement Board benefits, you will be enrolled automatically in Part A and Part B coverage on the first day of the month you turn 65. If not, you may enroll during the three months before your 65th birthday or during the three months after you turn 65. If you don't sign up for Part A, Part B, or both when you are first eligible, you can enroll between January 1 and March 31 every year, but you may be required to pay a penalty for late enrollment.

Note the special enrollment period. If you're currently covered by group insurance through an employer or a spouse's employer, you may be able to delay Medicare enrollment. Talk to your employer to determine how the group plan coordinates with Medicare. You may sign up without penalty while you are covered by a group health plan or during the eight-month period that begins the month after your employment ends or the coverage ends, whichever comes first. Note that COBRA and retiree health plans are not considered "insurance based on current employment" and are not eligible for the special enrollment period when that coverage ends.

Research Medigap and Medicare Advantage plans.
It's wise to look into how Medigap and Medicare

Advantage plans work and decide if either type of plan would benefit you. Here's an overview:

- Sold by private companies, Medigap policies—also called Medicare Supplement Insurance policies—can help pay for some of the health care costs that original Medicare doesn't cover (e.g., copayments, coinsurance, and deductibles). Medigap policies require you to pay premiums, which are standardized according to federal and state laws.
- Much like HMOs or PPOs, Medicare Advantage plans (sometimes called Part C or MA plans) are health plans offered by private companies approved by Medicare. These plans provide Part A (hospital insurance) and Part B (medical insurance) coverage, not original Medicare. You can search and compare Medicare Advantage plans on the Medicare website at www.medicare.gov/find-a-plan/questions/home.aspx.

Talk to your health care providers. Unfortunately, not all health care providers accept Medicare, which is why it's essential to double-check that your physician does. Also be sure to ask if the provider accepts assignment, which means he or she will accept the Medicare-approved amount as full payment for services. This is important because, depending on the type of Medicare plan you choose to enroll in, some providers may not restrict their fees to the Medicare limit. Another benefit of assignment is that you won't have to pay up front for treatment, file a claim form, and wait for reimbursement. Instead, the health care provider will file your claims, and you will be billed only for your share of the costs, such as the deductible and coinsurance amounts.

To locate doctors near you who accept assignment, you can use Medicare's provider search, available at www.medicare.gov/find-a-doctor/provider-search.aspx.

Seek advice from a trusted resource. When faced with an array of Medicare choices, it's easy to become confused and frustrated with the enrollment process. Unfortunately, many people aren't aware of the decisions they will need to make or the factors they should consider. We can answer your questions about Medicare, guide you through the enrollment process, and help you make the most of your benefits. By planning ahead, you'll pave the way for a smooth transition to Medicare.

This material has been provided for general informational purposes only and does not constitute either tax or legal advice. Although we go to great lengths to make sure our information is accurate and useful, we recommend you consult a tax preparer, professional tax advisor, or lawyer.

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10 LUCKY WINNERS!

Color and mail this finished page to "WCCU, Attention: Marketing, PO Box 70, Westby, WI 54667" or return to any WCCU location to be entered to win a random drawing for \$10! Entry must be post marked or returned by 10/31/2020.



Name: _____

Town: _____ Age: _____

(Please write Parent/Guardian Name and Phone Number on back of this sheet.)



**International
Credit Union Day
October 15, 2020**

CUNA.ORG/ICUDAY • #ICUDAY



Overdraft Privilege

At times, unexpected expenses 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 fee will be charged per presentment 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 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, ACH items, in person withdrawals and any recurring debit card transactions. 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 or use the Overdraft Privilege widget to enroll yourself. If you have already given WCCU your consent, 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.

**Subject to WCCU discretion. An Overdraft fee of \$20 per presentment will be charged for overdrafts. There is a cap of \$100 per day on the total amount of fees we can charge you for overdrawing your account. Payment of your overdraft is discretionary and we reserve the right not to pay. WCCU has the right to require payment to bring the account current immediately after an overdraft.*

A Letter from WCCU President, Kevin Hauser People Helping People

Not for Profit, Not for Charity, but for Service

As we celebrate Co-op Month in October and International Credit Union Day, I believe the words printed above best describe our commitment to our members, staff and communities. The past nine months provided many opportunities to demonstrate our commitment to these words.

What started out a “normal” year, quickly shifted. As the year began, we were all feeling pretty good about the winter – no extended below zero stretches and we weren’t buried neck deep in snow. But then came a new kind of storm. After the President and the Governor both declared States of Emergency regarding the COVID-19 Pandemic, we knew we were up against something serious, and our members, neighbors, family and friends were all going to be impacted.

Our priorities shifted and by the middle of March, instead of planning our Grand Opening in Prairie Du Sac, we were looking at shutting down our lobby traffic in all offices. Our people had to develop new and innovative ways to help our members and our communities. We had to become creative and resourceful. Our business plan quickly shifted to processing SBA PPP Loans, funding Emergency Loans and Extensions, providing relief for many member businesses with the purchase of gift cards/certificates and showing acts of kindness by randomly distributing them back to our members. We secured a grant money and were able to randomly provide some financial support to several members farms. We also donated money to many food pantries, community organizations and animal shelters.

Safety and security took on additional needs. Our new challenge has been to keep our staff and members safe while still striving to provide quality financial service. Developing new ways to integrate technology and digital services has been key as both members and staff have been adjusting to “a different way of doing business”. We have had to close offices at times to take all necessary precautions with guidance from local Health Departments and recommendations from the CDC. While we apologize for the inconvenience, please know that the safety of our members and staff will continue to be our highest priority.

Someday, when we get this all figured out, we will be able to look back and reflect on just how much our world has changed. Some things may go back to the way they were, others will be changed forever. But at WCCU, we will continue to determine our success on how well our actions reflect **People Helping People**. As your financial cooperative we are **Not for Profit, Not for Charity but for Service**. And at the end of the day, helping our members, staff and communities **build a better life really feels so right!**



Sincerely,

Kevin Hauser

Kevin Hauser
President

Christmas Club Accounts



To all our Christmas Club account holders, congratulations on saving throughout 2020 for the holiday season! Your accumulated savings and dividends from your Christmas Club account were paid out on Thursday, 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 make arrangements 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 open one for the next holiday season? Opening an account is easy, and automatic transfers make saving simple, too. Call or chat with us online for details today - **and receive a free gift when you open your Christmas Club Account!**

2020 Member Survey

In addition to the Spring Newsletter Survey, we emailed an Online Member Survey in late summer to continue receiving feedback and comments from our membership. Congratulations to our randomly selected \$100 Visa Gift Card winners:

- Danielle B. of Viroqua
- Tamara B. of Loganville
- Crystal N. of DeSoto

A complete compilation of the survey results has been presented to our Executives and the WCCU Board to act as guidance for 2021. Our team will continue to process the information and comments received from members.

"We like dealing with a local credit union... We know that we can always count on WCCU for all of our financial needs!" -Kathleen M.



Upcoming Holiday Closures

- October 12 (Indigenous Peoples' Day)
- November 11 (Veteran's Day)
- November 26 (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.

Important Dates for Credit Card Holders

- **10/5/20:** Last date to **make a payment or balance transfer**. This includes payments made through MyCardInfo, Online Banking, at a WCCU Branch or over the phone. After that, all payments will need to be held until October 13th.
- **10/8/20:** Last date to access MyCardInfo. If needed, **print/save available online statements**.
- **10/8/20:** Last date to **redeem your points through MyCardInfo**. Remaining points and their expiration dates will transfer to the new rewards program (CU Rewards).
- **10/13/20: Conversion completed.** Online access for rewards redemption, card management, eStatements, etc. will be available through Credit Card Access Point. (If you do not use Online Banking, a link will be available on our website.)

WCCU Fall Shred Events

Saturday, October 17th 8:30am – 11:30am

WCCU REEDSBURG
(820 VIKING DR.)

WCCU RICHLAND CTR (MAIN)
(2403 US HWY 14 E)

WCCU VIROQUA
(1302 N MAIN ST.)



All community members are invited to our **Fall Shred Events**. Bring up to 3 large boxes of your personal documents for **FREE** confidential and secure shredding.

DEI Initiative Begins at WCCU

Diversity, Equity and Inclusion (DEI) practices are being rapidly implemented within the credit union and cooperative movements. **National Co-op Month** is celebrated by cooperatives nationwide during the month of October. The theme for this year's Co-op Month is "Co-ops Commit: Diversity, Equity and Inclusion," highlighting how co-ops are creating diverse, equitable and inclusive workplaces and boards, and how co-ops can better meet the needs of communities that have been excluded from economic participation and advancement.

Staff members at WCCU have been participating in discussions, surveys and interactive learning opportunities surrounding DEI, in order to work towards developing a DEI policy and committee to maintain a focus and progress WCCU within diversity, equity and inclusion of our members, staff and communities.



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.



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feels so right!

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