

TRUE NEWS

A Publication of TRUE Community Credit Union



Letter from President & CEO, Chrissy Siders

We began 2021 with great excitement and hope as we finalized our merger with Washtenaw Federal Credit Union and emerged as TRUE Community Credit Union. We believed it would be one of our biggest years yet, as we leaned into our new state charter to complete our mission to cultivate legacy-defining moments for the people and places we serve for generations to come. We made it our priority to make our purpose to inspire the pursuit of a life well lived even more critical. It became evident early on that the impacts of the global pandemic were not going to let up anytime soon. In the TRUE spirit, we committed to make joy common in uncommon places.

One of my favorite memories from 2021 is the amazing opportunity we had to flex our value of two-way feedback. Our members expressed their concern with the level of service they were receiving on some channels, especially the phone system. As such, we adapted our strategies, and decided to part ways with TRUDY, our automated phone attendant, and hired more staff. We worked hard to get back to the service, convenience and accessibility that you, our member, have come to know from TRUECCU. I can't thank you enough for the feedback and only ask that you keep providing it!

Although 2021 had the opportunity to be another year of stagnant growth and pure survival, for your credit union, it brought a year of exciting announcements.

- We finalized our merger with Washtenaw Federal Credit Union (WFCU) and rebranded as TRUE Community Credit Union.
- We successfully completed a core conversion, bringing former WFCU members and TRUECCU members onto the same system.
- We opened our new branch in Vandercook Lake in the Fall of 2021, including two Express Teller Machines with video capabilities; enhancing technology for you.
- We partnered with Consumers Energy and Michigan Saves to provide Jackson County residents a clean energy financing program for residential energy efficient upgrades.
- We announced the relocation of our Country Market branch to the corner of Parnall Rd. and Lansing Ave., opening in 2023.
- We donated \$33,000 to schools in Jackson, Ingham and Washtenaw Counties as part of our partnership in education, meeting the needs of students and teachers.

The ongoing challenges presented during 2021 could have threatened the good work and financial health of the credit union. Instead, it was a year to further showcase our resiliency and ability to turn challenges into opportunities as we experienced strong loan growth, expansion and profitability. We are proud of our accomplishments, grateful for our financial strength and humbled by the support of our members and communities.

Our purpose driven team is poised and ready for 2022! Our priorities include expanding our products and services, while connecting members to the products and services they want and need, such as launching a new online banking/mobile app. We are committed to organizational transparency by making it easier to do business with TRUECCU and continuing to engage and grow our wickedly-talented team.

Our focus will be on our TRUE commitment; we will be TRUE to our members, TRUE to our communities, and TRUE to our team. We are all in, and promise to commit our time, talents, voices and resources to show the TRUE difference as we partner with our members and communities alike to write a life story that stretches beyond their imagination!

Student Loan Refinancing With TRUECCU

If you're making payments on private or federal student loans, or a combination of both, you may have considered refinancing them. And with federal student loan payments resuming soon, now is a great time to explore your options. Plus, for a limited time, you can enjoy no payments and no interest for 3 months* when you refinance your student loans with TRUE Community!

Consolidate your private and/or federal student loans (including PLUS loans) into one manageable loan, potentially lowering your monthly payment and reducing your interest rate.

- Rates as low as 3.00%^{APR^}
- Loan limit up to \$125,000
- Flexible repayment terms
- No origination fees or prepayment penalties
- Easy online application and instant credit decision

Whether you want to lower your interest rate, pay your loans off sooner, or reduce your monthly payment, we've got options to fit your needs. Take control of your student loan debt today by refinancing with TRUE Community!

Apply today or learn more at **TRUECCU.StudentChoice.org/refi!**

*Full terms & conditions: <https://TRUECCU.StudentChoice.org/important-disclosures/#Offers>. ^APR = Annual Percentage Rate.

30 YEAR CELEBRATION



TRUE Community Credit Union celebrates 30 years of providing financial education to our members and the communities in which we serve. Our Financial Education team partners with community organizations in Jackson, Ingham and Washtenaw counties to teach financial education on money matters as well as how to save, earn and spend wisely.

The Financial Education team is part of 29 area schools, providing youth with the opportunity to join and/or volunteer in the Student-Run Credit Unions or join the Jackson Saves program. Our Student-Run Credit Unions are operated by a group of more than 250 students that give their time each year. Each student volunteer gains experience and knowledge about how credit unions operate. Additionally, they have first-hand knowledge of the value of saving money.

Our Financial Education team has made it their mission to cultivate legacy-defining moments within the communities we serve by providing fun and free financial resources. Visit **TRUECCU.com** for more information on education resources.

JOIN OUR WICKEDLY-TALENTED TEAM

TRUECCU is on the lookout for talented individuals to join our team. We have positions available for full-time and part-time employment.

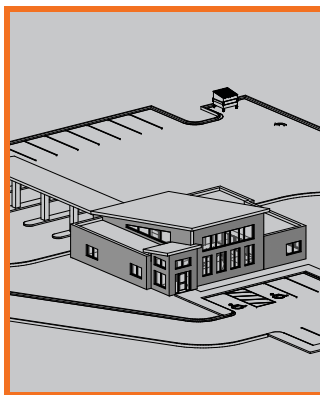
TRUECCU offers competitive pay, flexible hours, PTO/paid holidays, tuition reimbursement, medical/dental, 401K, pension, wellness program and so much more!

TRUE Community Credit Union
Is An Equal Opportunity Employer

EARN UP TO
2.25% APY*

**MICHIGAN MADE
CHECKING™**

*APY = Annual Percentage Yield. APY is accurate as of 6/2/2021. This Account is subject to a Reward-based Tiered Fixed Rate. Rates subject to change. There are no recurring monthly service charges or fees to open or close this account. There is no minimum balance requirement. Rewards Checking Account allows you to control your interest rate reward based on the products/services used during each month. All daily collected balances will earn interest based on the combined rate rewards. Each monthly reward cycle will begin on the last business day of the preceding monthly statement cycle, and end on the day that immediately precedes the last day of the current month's statement cycle ("monthly reward cycle"). Earned reimbursements will post to Your Account on the last day of each statement cycle, subject to Your meeting the qualifying criteria during the preceding reward cycle. The APY shown on your monthly statement will reflect interest earnings for your entire balance. Interest will be calculated and posted on the last day of each month using an Average Daily Balance Method. If you close your account before interest is paid, you may not receive the accrued interest. Fees may reduce earnings. Limit one Michigan Made Checking Account per Social Security number. Debit cards based on eligibility. Loans based on approval. Membership eligibility guidelines apply.



PARNALL ROAD BRANCH

Our Country Market branch is relocating! This branch will move to a new stand-alone location on the corner of Parnall Rd. and Lansing Ave., to provide members more accessibility.

Our goal is to begin construction in 2022 and open the branch in 2023!



BOARD ELECTION

Petition packets will be available Monday, January 14, 2022, at 10 a.m. for anyone interested in becoming a nominee for the TRUE Community Credit Union Board of Directors.

Members interested in a board elective position may apply using the elective office application and petition forms. Please contact

Stephanie Arver, Executive Administration Specialist, via email at sarver@TRUECCU.com or visit the Main Office, located at 1100 Clinton Rd. Jackson MI, 49202. Petitions must be returned no later than Tuesday, February 14, 2022, at 5 p.m.



Love My
Credit Union®
rewards



TRUE Community is excited to offer you exclusive discounts and benefits on products and services you use every day. Credit union members have already saved over \$1.4 billion with Love My Credit Union Rewards discounts. So, along with lower loan rates and fewer fees, here's another way you can save even more.

- ♥ Members save 40% on a 1-year membership at Sam's Club through Love My Credit Union Rewards.
- ♥ Save up to \$15 on TurboTax Federal tax products
- ♥ Save 30% on premium identity theft protection from Financial Lock, with plans starting as low as \$4.95 per month.
- ♥ Earn cash back when you shop at over 1,500 online retailers with Love to Shop.

The more offers you take advantage of, the more you save.
Start saving today at LoveMyCreditUnion.org.

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**INSURANCE BUILT FOR
CREDIT UNION MEMBERS LIKE YOU**
Exclusively for credit union members

TruStage insurance products are only available to credit union members. Your membership means competitive rates, helpful guidance without sales pressure and quality products trusted by your credit union. Regardless of your budget, we can help make sure the protection you need makes sense. It's all part of smart planning and caring about the aspirations and achievements of those who matter most.



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Call us, we'll help you understand all of your options so you can choose the one that is best for you and your family.

Life and AD&D **1-855-612-7909**
Auto & Home **1-888-380-9287**
Visit us at **TruStage.com**

Vandercook Lake Branch

Now Open!

1304 E. McDevitt
Jackson, MI 49203

Monday - Friday
9:30 a.m. - 5:30 p.m.

Saturday from 9 a.m. - 2 p.m.

24-Hour Drive-Thru ATM



TRUE Community
CREDIT UNION



Federally
Insured
by NCUA

BOARD OF DIRECTORS

Chair, Quentin Guinn | **Vice Chair,** Josh Burgett | **Secretary,** Jo Ann Rand | **Treasurer,** Tim Denton

Directors

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Dennis DeCosta, Karen Richard

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Associate Directors

Angela Wetherby, Neil Fernandes

Please submit, in writing, any letters for the Board of Directors to:

Board of Directors, TRUE Community Credit Union, 1100 Clinton Road, Jackson, MI 49202

For any questions regarding your statement, please submit them, in writing, to:

Audit & Oversight Committee, TRUE Community Credit Union, 1100 Clinton Road, Jackson, MI 49202