

# TRUE NEWS

A Publication of TRUE Community Credit Union



## NEW FEATURES WITH THE DIGITAL REFRESH

"We know time is precious, and our members further confirmed this when we asked and heard them say convenience and ease of use are critical. We are so excited for this Digital Refresh that will give members back that precious time as they navigate their legacy-defining moments. Members will not only gain the convenience and ease they deeply want, but they will also experience an ever-growing suite of technologies and innovations."

**TRUECCU President and CEO Chrissy Siders**

Our new Mobile App and Online Banking platform launches October 18 and offers enhanced features and ease of use. For starters, you'll use the same username and password for both mobile and online!

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## TRUE COMMUNITY CREDIT UNION BREAKS GROUND FOR NEW BRANCH ON PARNALL ROAD

TRUECCU broke ground for its newest branch, located at 1309 W Parnall Rd. in Jackson, on September 1. The new stand-alone site will be 2,570 square feet in size. The new location offers easy access from Parnall Road and Lansing Avenue.

The new branch will offer enhanced technology to make it more accessible to members, including four video drive-thru tellers. The video tellers can also be used as ATMs 24 hours a day. TRUE Community Credit Union plans to open the new location in the fall of 2023.



# Refresh RAMP-UP

09.20 Country Market

09.22 Mason

09.29 Grass Lake

09.30 Spring Arbor

10.04 Vandercook

10.05 Brooklyn

10.11 Downtown

10.12 Parma

10.14 Saline

10.17 Whittaker

10.18 Mansfield

## DIGITAL REFRESH, CONTINUED FROM PAGE 1

Other features with the Digital Refresh include:

- Send and receive money with people who use Zelle®, even if they don't bank with TRUE Community Credit Union
- At-a-glance snapshot of your accounts
- Advanced Bill Pay features and scheduling
- Apply for Skip-A-Pay on your loan
- Enhanced card control features, with the option to easily notify merchants you have tied to your card in the event your card number changes
- Spending analytics
- And so much more!

We want to ensure a smooth transition to the new platform and verifying your contact information is key. The first time members log in to the new platform, a verification code will be sent to you via email or text for security. If you haven't already, call our contact center at 800.554.7101 or stop by any branch location to verify your contact information – even if it hasn't recently changed. Our team members will be happy to assist you.

Get more details about the Digital Refresh and our new features at [TRUECCU.com/about/digital\\_refresh](https://trueccu.com/about/digital_refresh).



## HIT 'EM FORE HOSPICE GOLF OUTING

The 22nd Hit 'em Fore Hospice Golf Benefit took place Thursday, September 15 at The Grande Golf Club in Jackson. TRUE Community Credit Union partnered with American 1 Credit Union for the Golf Benefit in support of the Henry Ford Hospice Home in Jackson.

The Henry Ford Hospice Home is the only residence for end-of-life care in Jackson County. All proceeds directly benefit this wonderful, local organization, and patients needing important end-of-life care. We appreciate all our sponsors, volunteers, and team members who helped make this event a success!



# LEGACY-DEFINING MOMENTS



## MEMBER MILESTONE

We were able to celebrate and honor one of our amazing members, Ray Mortimer, on his 100th birthday. We presented him with a signed card by the TRUE team, celebrated his love of cars and granted his wish for a chance to go for a ride around Michigan International Speedway's track! He is scheduled for his big ride in October. We value the chance to be a part of this legacy-defining moment!



## MEETING THE NEEDS OF OTHERS

TRUE Community Credit Union fulfilled a legacy-defining moment for Morgan and his mom Rachel. In partnership with the McLindon Family Foundation, we were able to provide an adaptive bike to Morgan, giving him the opportunity to explore the world like never before. We were so excited and grateful for the opportunity to share in the joy and wear Morgan's favorite color, red, for the celebration!

## UPCOMING EVENTS

### MEDICARE SEMINAR

Please join us Tuesday, October 11 for our free Medicare Seminar with Medicare Insurance Advisor Scott Pangborn. The seminar will be held in the Clinton Branch Community Room from 4 to 5:30 p.m. RSVP by visiting [TRUECCU.com](http://TRUECCU.com).

### REFRESH RAMP-UP EVENT SERIES

Take part in our Refresh Ramp-Up events to learn about the new Mobile and Online Banking platform, win prizes, and get free goodies for you and your furry friends too!

## HOLIDAY CLOSINGS

**OCTOBER 10**

**INDIGENOUS PEOPLES' DAY**

**NOVEMBER 11**

**VETERAN'S DAY**

**NOVEMBER 24**

**THANKSGIVING  
(LIMITED HOURS NOV. 25)**

**DECEMBER 24 & 26**

**CHRISTMAS EVE &  
CHRISTMAS DAY OBSERVED**

**DECEMBER 31 & JAN. 2**

**NEW YEAR'S EVE &  
NEW YEAR'S DAY OBSERVED**

# MEMBER BENEFITS

Being a credit union member comes with its perks, and we love sharing them so our members can take advantage and save money!

## LOVE MY CREDIT UNION® REWARDS

As a member of TRUE Community, you receive exclusive discounts and benefits on products and services you use every day.

Save 40% on a 1 year membership at **Sam's Club**. Save up to \$15 on **TurboTax** Federal tax products. Get up to \$150 cash when you sign up for new **Xfinity** services. Earn cash back when you shop at over 1,500 online retailers with Love To Shop. These are just a few of the many ways you can save by using Love My Credit Union Rewards, and its completely free to you as a member of TRUE Community Credit Union.

Visit [LoveMyCreditUnion.org](http://LoveMyCreditUnion.org) to start saving today.

## TRUSTAGE™ INSURANCE PRODUCTS

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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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## STUDENT LOANS AND REFINANCING THROUGH STUDENT CHOICE

Paying for college is expensive; consider applying for a student loan to get that much-desired college degree. TRUE Community Credit Union is a proud partner with Student Choice in offering our members a valuable student lending solution! Visit **TRUECCU.com** to learn more.



Online at **TRUECCU.com** • Federally Insured by NCUA 

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**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  
**TRUEQuestion@TRUECCU.com**