

UUCU Chronicles

SEMI-ANNUAL NEWSLETTER FROM
UNITED CREDIT UNION

Summer 2024 Member Newsletter



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CALENDAR ITEMS

July 4th- UCU Offices Closed
Sep. 2nd- UCU Offices Closed
Oct. 14th- UCU Offices Closed
Nov. 11th- UCU Offices Closed
Nov. 28th- UCU Offices Closed
Dec. 24th- UCU Offices Close at Noon
Dec. 25th- UCU Offices Closed
Jan. 1st- UCU Offices Closed

ASK ABOUT DEBIT CARD REWARDS

With uChoose Rewards® you can earn points by simply swiping your card! These points can be redeemed for money, discounts, gift cards, and so much more! We are currently offering 1,000 extra reward points to one lucky member. To enter the contest, share a photo of a reward you've redeemed with the hashtag #uChooseUCU.

OPPORTUNITY FOR SAVINGS

Brent H. Sadler President/CEO

United Credit Union rolled out our new digital banking platform in February 2024. We are excited at the positive feedback we have received and look forward to improving your experience with UCU. At our annual meeting on April 25th, we had the pleasure of announcing to the members attending that we had broken ground for our new facility earlier that same day. This new location in the Mexico Business Park will offer space for administrative support, as well as a retail option, to better serve our members. The anticipated date of moving into our new facility is January 2025.

As we move into the summer months (and cicada season), be on the lookout for UCU's Mobile Branch visiting an event near you. UCU is proud of our commitment to support and make a positive impact in our local communities that we faithfully serve. Our annual vehicle loan promotion is currently going on so don't miss this chance to call or stop by a branch near you today and see if we can put you in that new set of wheels, or possibly refinance your current vehicle and save you some money. Every member getting a vehicle, boat, motorcycle, or camper loan will get to scratch off a ticket to lower their interest rate even more.

On behalf of the Board of Directors, staff, and management we want to thank each of you for your membership and the opportunity to serve your financial needs.

As always "WE ARE UNITED!"

YOUR BILLING RIGHTS (KEEP FOR FUTURE REFERENCE)

This notice contains important information about our responsibilities under the Fair Credit Billing Act.

Notify us in case of errors or questions about your statement -

If you think your statement is wrong or you need more information about a transaction on your statement, write to us on a separate sheet at:

United Credit Union, PO Box 858, Mexico, Mo 65265

Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter, give us the following information:

FOLLOW US ON FACEBOOK TO STAY UP TO DATE!

NON-VISA® DEBIT TRANSACTION PROCESSING RULES

United Credit Union enables non-VISA® debit transaction processing and does not require that all such transactions be authenticated by a PIN. A non-VISA® debit transaction may occur on your United Credit Union debit card through the following networks: STAR, PULSE, Alaska Option (A/O) or CO-OP. Below are examples to distinguish between a VISA® debit and Non-VISA® debit transaction:

- To initiate a VISA® debit transaction at the point-of-sale, the cardholder signs a receipt, provides a card number (e.g. in an e-commerce or mail/telephone order), or swipes the card through a point-of-sale terminal.
- To initiate a non-VISA® debit transaction, the cardholder enters a PIN at the point-of-sale terminal or, for certain bill payment transactions, provides the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference to route it as a non-VISA® transaction.

A non-VISA® debit transaction will not provide the zero liability protection benefits and, if a Rewards program is present, a non-VISA® debit transaction may not be an eligible Rewards transaction.

Provisions of the cardholder agreement relating only to VISA® transactions are inapplicable to non-VISA® transactions.

SCHOLARSHIPS AWARDED

UCU was proud to award (8) \$1,000 scholarships to area high school seniors this year. The recipients of those scholarships are as follows: Brooklyn Glasgow, Autumn Moore, Kyriah Anderson, Lani Blair, Kier Henderson, McKenna Engh-Hoffman, Ember Niemeier, and Abigail Mooney.

Continued

1. Your name and account number
 2. The dollar amount of the suspected error
 3. Describe the error and explain, if you can, why you believe there is an error.
- If you need more information, describe the item you are not sure about.

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days we must either correct or explain why we believe the statement was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to send statements to you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your statement that are not in question.

If we find that we made a mistake on your statement, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone that we report to that you have a question about your statement. We must also tell you the name of anyone we reported you to. We must tell anyone that we report you to that the matter has been settled between us when it finally is. If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your statement is correct.

SPECIAL RULE FOR CREDIT CARDS

If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right (a) You must have made the purchase in your home state, or, if not within your home state within 100 miles of your current mailing address, and (b) The purchase price must have been more than \$50. These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

IN CASE OF ERRORS/QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Write us at the aforementioned address as soon as you can if you think your statement or receipt is wrong, or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

Tell us your name, account number, and the dollar amount of the suspected error.

Describe the error or transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will credit your account for the provisional amount you think is in error so that you will have use of the money during the time it takes us to complete our investigation. Upon completion of research, a provisional credit may be removed or made permanent, depending on the outcome of the investigation.

