

RIO GRANDE TIMES

SUPPORT US WITH YOUR BUSINESS

"Make Rio Grande your Primary Financial Provider"

STRONG, SAFE, AND SECURE



HAPPY NEW YEAR



As we close out 2017, (how fast the year went!) we would like again to take this opportunity to tell you how much we appreciate you. Without your loyal membership Rio Grande would not have achieved the success we have enjoyed for 77 years. This past year has continued to be a time of growth, change and transition that will lead Rio into the future to serve our member's needs. Thank you for being a member and your support of Rio Grande, we wish you peace, happiness and abundant good health in the New Year.

Thank You! Member Volunteers

One of the unique characteristics of Rio Grande and most credit unions are the member volunteers who serve on the Board of Directors, and Supervisory Committee. These unpaid volunteers ensure the safe and sound operation of Rio Grande for all members. The Board of Directors is responsible for directing and controlling the affairs of the credit union and providing effective and efficient management of the credit union's operations. They work in conjunction with management in developing a continuing strategic plan, and a yearly business plan for the credit union. They approve all changes and new policies and procedures and meet

monthly in overseeing operations. The depth and breadth of knowledge required to perform their fiduciary duties is considerable, requiring time and dedication. The Supervisory Committee members responsibilities include: engaging an outside CPA to perform an annual audit and verifying the accounts of members at least once every two years, reviewing the performance of officials and employees – making recommendations to the Board of Directors, and auditing, noting exceptions to policy and procedures, and improving the daily operations of Rio Grande. During 2017 the following members have volunteered service:

Board of Directors: Dan Steinkirchner, Harold Davis, Allen Baugh, Danny Moore, Dennis O'Dwyer, Judy Stratton, and Harold Raff. **Supervisory Committee:** Sue Brown, Nona Van Winkle, Harold Raff, Larry Chovancek and new to the committee, Steve Morrison.

Thank You all for your service to Rio Grande and its members. If you are interested in volunteering, stop by or call the credit union to learn more.

The content of this newsletter is not intended to be legal, accounting, tax or other professional advice. While we believe the information to be reliable, professional advice should always be obtained by members.

Notice of 2018 Annual Meeting

Mark your calendar and plan on attending the Annual Membership Meeting of Rio Grande Federal Credit Union on Saturday March 24, 2018. The meeting will be held in the Hospitality Suite at Suplizio Field, Lincoln Park, 910 N. 12th St., Grand Junction, Co., The meeting will consist of a social time from 8:30 am to 8:50 am, the business meeting at 8:50 and for members with reservations a breakfast buffet following the meeting. The business meeting will include the minutes of the last annual meeting, reports from directors, financial officer, supervisory committee and the election of directors. Breakfast reservations will be available at both credit union locations from February 19th until March 16th. Members who make a reservation but do not attend the meeting will be charged \$10 for the cost of the breakfast. *Reservations/Tickets will not be available at the door.*

The appointed nominating committee, consisting of **Harold Davis, Danny Moore and Dennis O'Dwyer** has filed with the Board, the following recommendations to fill the seats up for election: **Dan Steinkirchner, Allen Baugh, Judy Stratton and Harold Raff.** Their qualifications and biographical information is:

Dan Steinkirchner –Currently serves as Chairman and has served as a board member for Rio Grande and Mt. Garfield since 1995. He is also a member of the Asset Liability Committee. Dan recently retired from Xcel energy where he worked as a Manager of Design for the Grand Junction and Rifle areas for over 30 years. He has an engineering degree from CSU and a MBA from Colorado Mesa University (formerly Mesa State College).

Allen Baugh – Currently serves as Secretary/Treasurer and has served as a board member for Rio Grande and Mt. Garfield since 1978 and has held every board position. He is a Navy veteran and a graduate of Colorado Mesa University (formerly Mesa State College).

Judy Stratton – Judy has over 38 years of experience in credit union operations and management. She is retired and had previously worked for Grand Junction FCU as their CEO for 18 years.

There will be no nominations from the floor and there will not be a ballot when the number of nominees equals the positions to be filled.

Harold Raff – Currently serves on the board and on the Supervisory Committee and has been a serving as a volunteer for Rio Grande since 2013. He retired from the Union Pacific Railroad after 40+ years of service.

Nominations for vacancies may also be made by petition signed by 1% of the members with a minimum of 20 and a maximum of 500, (based on current membership it would require 48 or more signatures). Each nomination by petition must also submit a statement of qualifications and biographical data with a signed certificate stating that they are agreeable to nomination and will serve if elected. Nominations by petition must be filed with the secretary by February 13, 2018. All nominees will be posted in all locations on February 16, 2018.

The election will be by mail ballot, which will be mailed to all members eligible to vote no later than February 23, 2018, if there are more nominees than positions to be filled.

2017 Member Surveys

Thank you to all the members who took the time to complete and return the Member Surveys they received. It is greatly appreciated and helps guide the future of Rio Grande. The surveys provided some good information. Fifty seven percent of the members responded that Rio Grande was their primary financial institution. While we have been growing in members who consider Rio Grande to be their primary, this shows there is work still to be done. Respondents stated that location and electronic services was the primary determinant in choosing a primary institution. Over 93% of members were very satisfied with the level of service received and their overall satisfaction with Rio Grande. Perhaps our most satisfying response was that 91% of responding members would recommend Rio Grande to their immediate family, co-workers, and friends. The unsolicited positive comments about the staff were also very gratifying. One member wrote *“Your customer service at RGFCU is above & beyond excellent. Anytime we have needed help, a loan, or questions answered, any employee we have dealt with, has been super pleasant & very professional. Your workers, in the building as well as on the phone, seem eager to serve, as though it will make their day if they can help you. That kind of service means a great deal to us”* That member stated what credit unions are about for their members, every employee strives to achieve people helping people...the Rio Grande way.

New Mobile Banking

At Rio Grande, we continually strive to meet the needs of you, our members. Today, your credit union has been working on implementing a new mobile app, with an updated design, enhanced features and security. This implementation will set us up for the next one, which you have been asking for... **Remote Deposit Capture!!!** We originally thought we would have this up and running by the end of Fall, but the delay was to make sure all security measures are in place. We will be heading into 2018 with our new mobile app!

Is this an app update or an entirely new app?

This will be an entirely new app. Our new app doesn't just have a more modern and user-friendly design, it's also written in a different programming language. This means we can't simply release an update for a new version of the existing app. Instead, we're releasing an entirely new app that you will need to download from the Apple App Store or Google Play Store.

What's going to happen with the current app?

When we go live, the current ("old") app will be removed from the Apple App Store and Google Play Store and won't be available for download anymore. Once that happens, you'll still be able to use the old app if you have it installed on your phone, but we will not be releasing any new updates for the old app once the new app is launched. To enjoy all the new enhancements and security of the new app, you will need to delete the old app and download the newest app from the store.

Why should I download the new app?

In addition to a more user-friendly design, the new app has features that are not available in the "old" app. All new functionality, design and security features developed in the future will only be available to members using the new app. Downloading the new app will ensure you receive the most up-to-date security features and support now and in the future.

The new app is another way we're making banking easier for you.

CYBERAWARENESS/STOP.THINK.CONNECT

One small step can make a big difference in your online security.

Treat personal information like money.

Value it. Protect it. Information about you, such as your purchase history and location, has value – just like money. Not all apps and websites are reputable, so it's up to you to protect your data from being misused. Be sure to read privacy policies and know what information an app, device, or website will collect about you to determine if you really want to share such details. Always be cautious about who you give your information to online. Research an app or device manufacturer or read independent reviews of a website before you trust the app, device or website.

Today's Predictions for Tomorrow's Internet

How much does your fitness tracker know about you? What about your "smart" refrigerator or car? These days even our thermostats and coffee makers can be connected to the Internet and controlled through mobile apps. These technologies make our lives easier, but they also present new security risks.

The security and privacy controls on Internet-connected devices and apps can often be lacking, leaving sensitive personal information vulnerable to cyber criminals. It is essential that users of connected devices understand the risks to their privacy and take steps to protect themselves from fraud and identity theft.

Here are six simple steps to take to secure your Internet-connected devices:

- Read privacy policies and know what information an app or device will collect to determine if you really want to share such information.
- Keep any device that connects to the Internet free from viruses and malware by updating the software regularly.
- Understand privacy settings to control how much information a device or app will collect and display publicly about you.
- Enable multi-factor authentication on your sensitive accounts.
- Change the factory-set password on your home wireless network.
- Be diligent in what links or emails you open.
- Set strong passwords and change them regularly.

For more information on securing your Internet-connected devices, check out the **Stop.Think.Connect**. Campaign's **Internet of Things Tip Card**.

Rio Grande IRA'S – Stable, Safe, Secure

4th Quarter Share Dividends have been declared by the Board of Directors and will be paid and posted on January 1, 2018. The share rate is .15% with an annual percentage yield of .15%. REMEMBER - Kids Club accounts earn a .25% bonus and are paid .40%

Credit Union Share & Share Certificates & IRA Accounts

\$500 to \$10,000

Minimum deposit of \$500.00

Term	Dividend Rate	Annual Percentage Yield (APY)
3 mo.	.25%	.25%
6 mo.	.35%	.35%
12 mo.	.45%	.45%
18 mo.	.50%	.50%
24 mo.	.65%	.65%

\$10,001 to \$100,000

Term	Dividend Rate	Annual Percentage Yield (APY)
3 mo.	.30%	.30%
6 mo.	.40%	.40%
12 mo.	.50%	.50%
18 mo.	.55%	.55%
24 mo.	.70%	.70%
36 mo.	1.05%	1.05%

APY calculation based on quarterly compounding. Dividends paid quarterly, early withdrawal penalties apply to all certificates. Rates are subject to change without notice.

Please make a note that we will be closed for the following holidays:

January 1st (Monday) – New Years Day

January 15th (Monday) – Martin Luther King Jr. Day

February 19th (Monday) – Presidents Day



We publish our rates for our members. Shop and compare our rates to those of the local BANKS you will see the difference – *The Rio Grande Difference.*

RIO GRANDE SCHOLARSHIPS WILL BE AVAILABLE – SPRING 2018

We will once again offer scholarships to members. To qualify, applicants must be members of Rio Grande and either attend or have an acceptance letter from an accredited university, college or vocation trade institute in the state of Colorado. All applications must be received no later than April 13, 2018. Selection of the recipients will be made on April 17th. More details are contained in the application available at the credit union.