

Fall 2009 Issue



# Membership Matters

A publication for members of Midwest Partners Federal Credit Union

## Main Office

PO Box 88538

3823 Kiwanis Circle

Sioux Falls, SD 57109

605.336.0437 or

800.843.8759

Monday - Friday

Lobby 9:00 am - 5:00 pm

Drive up 7:30 am - 5:30 pm

Saturday

Drive up 9:00 am - 12:00 pm

## North Branch

124 S Kiwanis

Sioux Falls, SD 57104

605.978.9620

Monday - Friday

Lobby 9:00 am - 5:00 pm

Drive up 7:30 am - 5:30 pm

Saturday

Drive up 9:00 am - 12:00 pm

## Avera McKennan Branch

Avera McKennan Hospital

800 E 21st St

Room 1520

Sioux Falls, SD 57117

605.322.8041

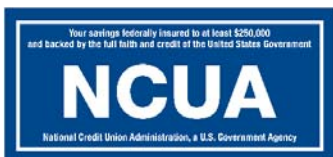
Monday - Friday

Lobby 7:30 am - 4:30 pm



AMERICA'S  
CREDIT UNIONS™

Where people are worth more than money.™



## And the Survey Says...



We would like to thank you, our members, for your incredible response to our survey. We received over 800 responses.

We have looked over the results and we would like to address some common concerns and comments that we received.

It was wonderful to see that for the most part, our members are very happy with Midwest Partners FCU, our staff, and our services.

We found that many of our members plan on some big events coming in the next year. Midwest Partners offers financial solutions for all of life's milestone. Whether you need a loan for a new home or vehicle, money for a honeymoon, or a savings account for your new bundle of joy. We are here for you.

When asking about our online services and web site we found that 55% of those responding do not use them. Midwest Partners web site recently received a new design and is now more user friendly than ever. We also added some great new features including a loan payment and mortgage calculator.

By using our online services you can also have 24/7 access to your checking, savings, and credit card accounts and information on the latest promotions and credit union news.

With our e-checking account you receive free online bill pay, e-statements, and account alerts.

Log onto [www.midwestpartnersfcu.org](http://www.midwestpartnersfcu.org) today and see for yourself how our online services can make your life easier.

Several members expressed that they would like to have free debit cards. There are ways to get free debit cards at Midwest Partners

FCU. The first is to maintain a balance above \$300. The second is to sign up for our e-checking account which also offers you several other free services and online access to your account anywhere, anytime.

We also had questions on several types of loans. Many members expressed interest in student loans. Midwest Partners does already offer student loans, so if you are in need of money for college, stop by and see us.

There were also several questions on 30 year mortgages and out of state mortgages. Midwest Partners does offer both of these services to our members. At this time both of these loan options are later sold to another lender. Midwest Partners is also able to offer 100% loan value on home refinancing. Contact one of our loan professionals at the credit union for more information on any of the loan options.

Many members also expressed interest in IRA accounts. Midwest Partners offers two IRA options, IRA share accounts and IRA certificates.

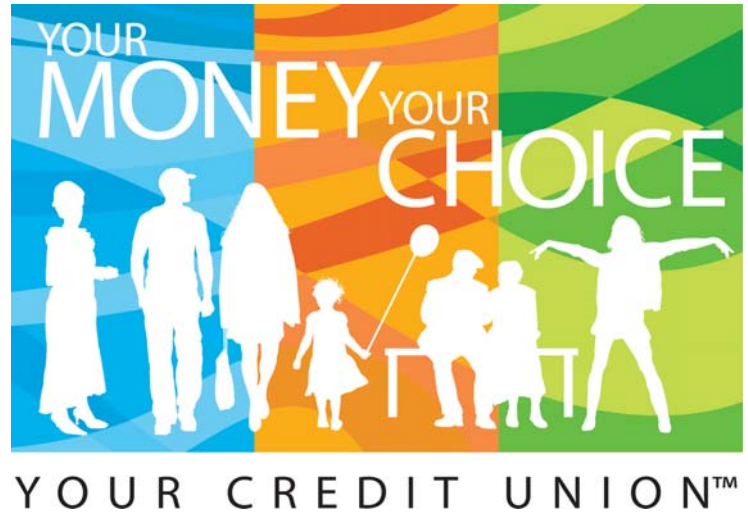
We asked you to let us know your thoughts on the location of a new branch. East Sioux Falls was the overwhelming favorite by 46% of our members. The topic of a possible new branch is an ongoing discussion with the Midwest Partners management and board. They will continue to evaluate and monitor the situation and make a decision based on what is best for our members and the future of the credit union.

Midwest Partners is here to serve you, so if you have any further concerns or suggestions please talk with one of our staff or management.

## International Credit Union Day

On October 15, credit unions members around the world will join together to celebrate International Credit Union Day. This year's theme: Your Money. Your Choice, Your Credit Union celebrates the advantages of credit union membership. You are in charge of your money and your credit union. Credit Unions also share the common philosophy of people helping people. These are reasons why 177 million people in 96 countries have chosen credit unions.

At Midwest Partners FCU, we are proud of our heritage as a cooperative financial service provider. On October 15, we'll join credit unions and their members around the world to celebrate International Credit Union Day in recognition of the benefits those institutions bring to their members.



## International Credit Union Day BBQ! October 15, 2009 ~ 11:00 am to 1:00 pm

Stop by and celebrate with Midwest Partners FCU and your fellow members! Burgers, brats and beverages will be served. Midwest Partners FCU Main Branch ~ 3823 S. Kiwanis Circle, Sioux Falls, SD

## Get Back in the Game After a Job Loss



A major challenge when losing a job is to move ahead and find new work, while trying to process what happened.

These steps can help jumpstart your job search:

\* Get the word out. In addition to getting moving as soon as possible, the most important thing to do is communicate. Let everyone know you're looking for a job.

\* Network. The more people who know you're looking for work, the better, and don't forget former co-workers. Experts agree that the best way to find a new job is through personal and professional contacts. Job seekers have a much easier time job hunting if they keep a current copy of their contact database and personal files.

\* Establish a daily routine. The job hunt is your new job.

\* Be flexible. Finding new work will be easier if you are. For example, consider alternatives to one traditional job, such as a couple of part-time jobs.

\* Consider temp work, especially if you need work now. Some income is better than none at all, especially if you need it to keep you or your family financially stable. Don't make the mistake of holding out for your dream job or for a job with a salary that's unrealistic in the current economic environment. Besides bringing in some much-needed money, you can try to work on weeknights and weekends, leaving time for job hunting during the day. It also can be a good way to position yourself for a full-time job.

\* Consider retraining or going back to school, especially if the hiring outlook in the field you came from is bleak. If you're deficient in a basic skill, many state employment services offer computer classes, for example.

Remember that perseverance and fortitude may be tough to measure, but they're indispensable if you're going to be successful in finding new work, especially if nothing breaks right away. Don't forget to take some time for yourself too. Find some balance, and keep your mind engaged by continuing to read publications related to your field of expertise as well as recreational sources.

Contact Midwest Partners FCU. The professionals are here to help. Don't wait until you're in even deeper trouble financially. We can help you through this difficult time.

## Midwest Partners FCU Debuts Young Adult Account

Midwest Partners is happy to introduce the easy money young adult account. The account is for young adults age 16 - 22 who live, work, worship or attend school in Lincoln or Minnehaha counties or are a relative of an existing member. The objective of the easy money account is to help teach young adults that being financially smart and making sound financial decisions will make managing their money easier. Members will have access to a wide variety of financial information and have the opportunity to attend free financial seminars designed just for them. They will also gain first-hand experience by conducting financial transactions. Plus they will receive lots of free benefits with their account and the opportunity to win cool prizes each quarter if their account has remained in good standing. Bring your young adult into Midwest Partners today to sign up for the easy money account, where smart moves make money easy!

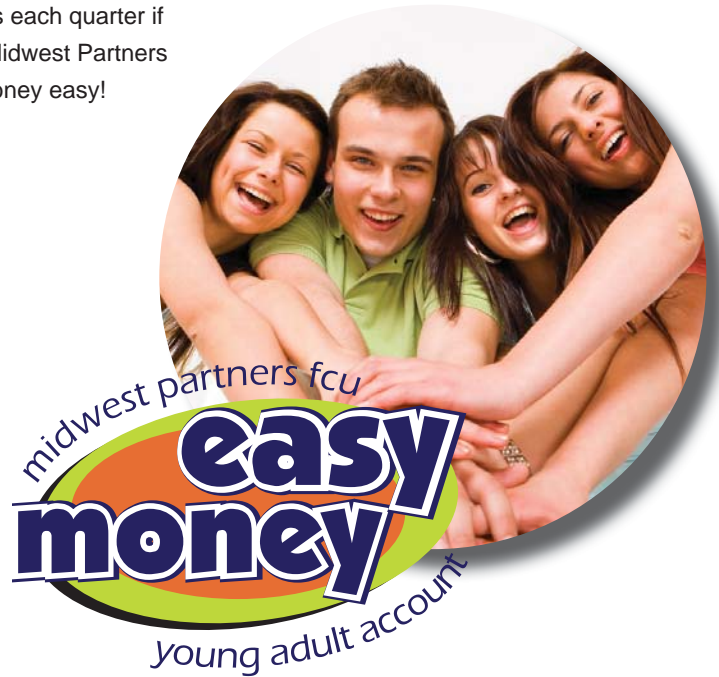
### EASY MONEY YOUNG ADULT ACCOUNT INCLUDES

Share (Savings) Account (\$25 minimum balance) ~ Checking account  
FREE first box of checks ~ FREE e-statements ~ FREE online bill pay  
FREE Visa Debit Card (with parental signature if under 18)  
FREE ATM Usage (Advantage Network ATMs) ~ Web page  
Special events just for easy money members ~ Referral incentives  
Scholarship opportunities ~ Quarterly reward drawings ~ Student loans  
FREE financial literacy seminars ~ Newsletter

### EASY MONEY YOUNG ADULT ACCOUNT ELIGIBILITY

To be eligible for a Easy Money Young Adult Account you must be:

- Ages 16 - 22 and
- Live, work, worship or attend school in Lincoln or Minnehaha counties, South Dakota or be a relative of an existing member.



Midwest Partners Federal Credit Union, where smart moves make money easy!

## Getting to Know Sonny Otto



"It's no wonder your credit union does so well with employees like Sonny," commented a Midwest Partners member during a recent survey.

Sonny Otto, Loan Specialist, has been providing real estate and consumer loan solutions for

Midwest Partners' members for 12

years. Not only does he bring 34 years of experience to the credit union, but he also loves what he does.

"Helping others find financial solutions gives me a good feeling," Sonny commented.

His dedication and passion definitely show. "Loan Department Officer, Sonny Otto, makes dealing with the credit union a

very satisfying, efficient, and friendly customer experience," commented another survey respondent.

Sonny's life is not all numbers though. He loves spending time outdoors and especially loves hunting and fishing.

Sonny also enjoys time with his family. He has been married to his wife, Becky, for 32 years. They have two grown children.

Midwest Partners would like to say thank you to Sonny for his continued service and dedication to the credit union and our members.

## Smart Holiday Shopping Takes Planning

You say it every year after the holidays: "Next year I'm going to spend less money." It's easy to get carried away. It can be just as easy to stay financially fit, even during the busiest shopping season of the year.



Here are a few holiday spending tips:

- 1. Budget your spending and set goals:** Start with a realistic idea of how much you can spend on holiday gifts, food, travel, and so on. Add it up and really give some thought to what you can afford. Think about where you might cut back and stick to your budget.
- 2. Make a list:** Shop from a list to avoid impulse purchases that could leave you snowed under in debt at the end of the season.
- 3. Comparison shop:** Take the time to find the best deal. Fight the urge to get your shopping over with as quickly as possible, and, for the procrastinator: Don't wait until the last minute!
- 4. Trim your interest payments:** If you must pay with a credit card instead of using cash, use a card with a low-interest rate. Midwest Partners offers a Platinum VISA with 6.90% fix rate and 1% cash back. Contact us today for more information.
- 5. Open a holiday club account at Midwest Partners:** Put some money in the account each month based on how much you spent this year; arrange to have that amount automatically deducted from your paycheck. This way, next year you'll have all the money you need. Plus, you'll earn interest rather than making big interest payments to finance next year's holiday shopping.

## Identity Theft Victim Checklist

The Federal Trade Commission (FTC) estimates that almost nine million Americans are victims of identity theft each year.

According to a FTC study, the cost of this crime approaches \$16 billion a year, with the average loss from the misuse of a victim's personal information around \$1,800.

If you are a victim, take these steps immediately:

\* Place a fraud alert on your credit reports, ask for a free copy of your credit report, and review those reports for evidence of accounts you didn't open. Fraud unit contacts are:

Equifax 888-766-0008 - P.O. Box 740241, Atlanta, GA 30374-0241  
[www.equifax.com](http://www.equifax.com)

Experian 888-397-3742 - P.O. Box 9532, Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion 800-680-7289 - P.O. Box 6790, Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)

\* Close accounts, including share drafts/checks or ATM cards that have been tampered with or used fraudulently. Contact all financial institutions and lenders, credit card issuers, utility companies, and the Social Security Administration to notify them of the fraud. Follow up each conversation with a letter.

\* File a report with law enforcement and insist on getting a copy of the report or the report number.

\* File a complaint with the FTC. Visit [ftc.gov/bcp/edu/microsites/idtheft/](http://ftc.gov/bcp/edu/microsites/idtheft/) for more information or call 877-IDTHEFT.

## IMPORTANT ONLINE SECURITY INFORMATION



Midwest Partners Federal Credit Union wants to ensure the online protection of your personal and account information.

Please note: Midwest Partners Federal Credit Union will not ask you to submit personal or account information via email. For your protection, any email sent from Midwest Partners FCU including member service emails or email alerts will be for your information only.

If you ever receive an email appearing to be from Midwest Partners FCU that asks for personal information such as your Account Number or Social Security Number, do not respond to the email. Please notify us immediately at 800-843-8759.

The number one rule... don't respond! Contact Midwest Partners and let us know of the unusual e-mail.

**October 12**  
**Native American Day**

**November 11**  
**Veterans Day**

**November 26**  
**Thanksgiving Day**

**December 24**  
**Christmas Eve**  
**closing at 1:00 pm**

**December 25**  
**Christmas Day**

**January 1, 2010**  
**New Years Day**

**HOLIDAY CLOSINGS**