

News FIRST

a quarterly publication
from your credit union

FALL 2020

Contact us
800.860.3832 • 603.622.8781

Bank online
MembersFirstNH.org

Get social with us
facebook.com/mfcunh

In this issue...

- *we're in your corner*
- *what's new*
- *inspiring hope*
- *wearable banking app*
- *student loan refinace*
- *community corner*
- *a message from the president*



Small enough to make a
big difference.™



WE'RE IN YOUR CORNER

with a Home Equity Line of Credit

The equity in your home can be there when you need it most. And, with our variable rate Home Equity Line of Credit, you pay only for what you use and can make principal payments any time. We're in your corner and here to help:

- Eliminate high-interest credit card balances
- Pay medical bills • Consolidate debt • Pay college tuition
- Start a rainy day fund • Spruce up your home

as low as
2.50% APR*
first 12 months

as low as
3.25% APR*
thereafter (Prime + 0%)
No closing costs

Speak with a
mortgage
representative:

Visit our
website:

(603) 622-8781

MembersFirstNH.org



*Annual Percentage Rate (APR) accurate as of 9.1.20, subject to change without notice and based on credit history. 2.50% APR valid for first 12 months, then rate changes to Prime + 0% variable monthly for remaining life of the line (Prime Rate as published in The Wall Street Journal preceding the start of each monthly billing period; current prime rate is 3.25%). Minimum 3.00% APR; maximum 18.00% APR. 3.25% APR based on a loan-to-value (LTV) of 80% with 360 monthly payments of \$5.67 per thousand during repayment period. Homeowner's insurance required. Monthly payment does not include insurance; your payment may be greater. Appraisal fees refunded at closing. An early closeout fee equal to the amount of Bona Fide Third Party Costs paid by Members First Credit Union on your behalf will be charged to you in the event you make a full prepayment and close the loan prior to 36 months from the date of closing. No Closing Costs incurred when the following requirements are met: 1) Property is a 1-4 family residential owner-occupied property; 2) Home is not listed for sale. Programs, rates, terms and conditions are subject to change without notice. Other restrictions may apply. Membership and credit requirements apply.

WHAT'S NEW

Video banking is here!

We know you want to stay safe during this health crisis so, we're offering video banking.

Now you can connect with a financial service representative from wherever you are.

Video banking allows you to see and speak with us safely, from behind your monitor or mobile device.

- Apply for a loan
- Make a wire transfer
- Open a new account
- Change signers on your account
- Discuss your financial goals

Just call (603) 622-8781 to set up an appointment and we'll send you a link to connect on any device.

INSPIRING HOPE

International Credit Union Day—a time to raise awareness about having a credit union as your financial partner—will be celebrated worldwide Thursday, October 15th. This year's theme is "Inspiring Hope for a Global Community." It reflects how credit unions contribute to a brighter future by providing financial empowerment to people all over the world through financial services, education and support.

The current global health crisis has been trying for many communities around the world, but credit unions have stayed true to their cooperative principles and stepped up during this time of economic uncertainty.

In honor of ICU Day, members from any New Hampshire credit union (and a guest) will enjoy free admission to the Wright Museum of World War II on Saturday, October 17th. Just show your debit card or account statement as proof of membership. Located in Wolfeboro, the museum is a non-profit educational institution dedicated to recognizing and honoring the contributions and enduring legacy of WWII-era Americans.



WEARABLE BANKING APP

We're committed to innovation and providing you with advanced banking solutions like smartwatch banking, available through our mobile banking app.

What's so great about having access to your accounts right on your wrist? You can stay close to your money without the hassle of logging into our mobile app to see account balances, view transactions, and locate nearby branches or ATMs. You can even customize your banking experience by choosing personal view settings.

Worried about security? Don't be! The app deactivates once the smartwatch is removed from your wrist.

Give it a try and see how easy it is!

STUDENT LOAN REFINANCE

In light of the significant economic impact of the Coronavirus Pandemic, we wanted to let you know about our Student Loan Refinance option.

Paying back student loans can be a struggle in the best of times. If you are in grace or repayment on one or more private or federal student loans, we can help make your loan repayment less stressful.

With our Student Choice Refinance solution, you can refinance and consolidate your existing student loans into one convenient payment.

You may be a good candidate for refinancing student loans with us if:

- You're paying a high interest rate on your loans
- You have multiple private student loans and/or higher rate federal loans
- You have a good credit history or a strong co-signer

We offer competitive rates and flexible repayment terms to fit your needs.

Go to MembersFirstNH.StudentChoice.org for more information and to apply.



COMMUNITY CORNER

We're proud to support the Manchester Police Athletic League (MPAL), a center city organization dedicated to mentoring at-risk youth.

Members First was the Presenting Sponsor for the MPAL Out of the Box Ball which was held September 26th. This unique event took the stay-at-home order literally by providing an incredible four-course dinner to "attendees" in their home. Participants were able to choose a romantic dinner for two, an intimate gathering of four, or a festive group of ten.

We're also proud to sponsor The Footrace for the Fallen 5k, a race held to honor the memory and sacrifice of New Hampshire police officers who have died in the line of duty.

This year's race is a virtual 5k to be held October 3rd through the 5th, with participants running a 5k at their convenience and then uploading their time to determine winners.

For more information about MPAL, visit manchesterpoliceathleticleague.org.

A MESSAGE FROM THE PRESIDENT

We truly appreciate your patience as we continue to take creative measures in order to serve you to the extent possible while ensuring everyone's safety, including our employees.

As you probably know, much of the country has seen a resurgence in cases of COVID-19, forcing many organizations to shut down after their initial reopening. Although New Hampshire isn't currently among those states, we realize this could change rapidly and potentially inhibit us from being able to serve you in any capacity if we're not careful. With this in mind, along with the desire to continue serving our membership throughout this crisis, we've taken a conservative approach to opening our lobbies.

Currently, our Bridge Street lobby is open to members for conducting teller transactions and we are accepting appointments for non-cash transactions. With video banking, you can also schedule an appointment to meet with us face-to-face, safely, from behind your computer screen or mobile device. Our drive-up facilities in Manchester and Bedford also remain open.

At a time yet to be deemed safe and appropriate, the next phase of our plan includes opening the Bedford lobby for teller transactions. Once this strategy has proven successful and we feel it's safe to continue expanding our services, we'll launch the third phase of our strategy which includes opening the Union Street, Manchester lobby. As usual, we will keep you informed of ongoing developments, including the timing of all of this, and I encourage you to continue checking your email, our website and Facebook for important updates.

Meanwhile, we've been working to improve your in-branch experience. Renovations are now complete at our 200 Union Street branch in Manchester and construction has begun at the site of our new headquarters and full-service branch on the corner of Elm and Salmon Streets. We look forward to being able to provide you with drive-up service, plenty of parking and easy access from the Amoskeag Bridge when we open our doors next summer.

Your credit union remains fiscally strong, optimistic for the future, and eager to embark on this "new normal" journey alongside you.

Sincerely,

Bruce B. Leighton
President/CEO