

Members Memos

Summer 2020



Online Banking is Easy

A message from MACU's President

The last few months have been interesting to say the least as we all navigate the waters of these unprecedented times together. While COVID-19 has disrupted every aspect of our daily lives, we cannot express how much we appreciate your patience and loyalty during this time.

While many financial institutions were slow to adapt to the "new-normal," MACU's mobile app, phone banking, online banking portal, and numerous online tools allowed us to continue to provide the level of customer service you've come to expect from us. Many of you embraced those technologies and learned how to maximize your relationship with MACU even when unable to meet face-to-face.

If you haven't ventured into using online banking, now is a great time! You'll have full access to your account, wherever you are and whenever you want! If you need help getting set up, give us a call or come in. Our Member Service Representatives are happy to walk you through how to set your accounts up and how to use all the features.

1. GET THE MOBILE APP

Download the free MACU mobile app on your smartphone or tablet by visiting the Apple App Store or Google Play Store. If you didn't log into mobile or online banking when opening your account, please use the username and password that was provided to you. Once you are logged in, create a unique user ID and password.

2. SET UP ONLINE AND MOBILE BILL PAYMENT

Enjoy the ease of paying bills whenever and wherever you are. To pay bills online, log into the MACU online banking portal or MACU mobile and click the "Make Payments" tab at the top of the page. With online and mobile bill pay, you can quickly set up multiple bills, and pay them all in one place.

3. SIGN UP FOR ACCOUNT ALERTS

Once signed up for the app or online banking, you can receive an app notification, text, or email alert when important activity occurs on all of your checking, savings, and credit card accounts. You can even track your debit, credit, and ATM transactions in real time.

4. SIGN UP FOR E-STATEMENTS

Enjoy complete online access to your accounts with MACU e-statements. Plus, by opting to receive monthly statements electronically, you'll cut down on clutter and reduce the risk of identity theft.

Again, I want to thank you for your patience during this time. You continue to prove that MACU has the best members, and we couldn't be more thankful!



MACU is proud to be a part of this rich and vibrant community we all call home. We look forward to serving you all for years to come.

Frank Beachnau, President



No Reason Not to Use Your MACU Visa

Balance Transfer

Transfer your credit card balance from a high-interest card to your MACU Visa, and get 4.99% APR for 18 months with no transfer fees, which can help you save BIG over a 0% offer that has a large transfer fee.*

Low Rate Credit Cards

With rates as low as 8.25%, MACU's standard Visa card rates are substantially lower than other cards. Ask us about our Visa Classic, Gold, or Platinum cards**!

*Transfers cannot be from another MACU card. No transfer fee on transfers greater than \$250. Savings depends on loan term and amount. **Rates accurate as of June 8, 2020. All credit card limits are based on personal credit history. Other restrictions may apply. All rates subject to change without notice.

Record Low Home Rates

Lower interest rates can save you thousands

Home Refinance

Rates make a real difference. Refinancing to save even half a point can save you tens of thousands over the lifetime of the loan.

Cash Out Home Refinance

Need cash right now? Refinance, and walk away with up to 80% of the equity of your home in cash.

Contact us to set up a meeting with our mortgage expert Heather Opperman, so she can find the mortgage option that's right for you. **219.743.6232**

Senior Health Resource Center

Navigating medicare benefits and which supplements are right for you can be a daunting and overwhelming task. However, MACU can help! We have partnered with Medicare expert John Hopkins of the Hopkins agency to assist our senior members in finding the coverage that is best for them.

We are excited to introduce a NEW no cost benefit to our community — the new Senior Health Resource Center, helping you get the most out of your Medicare Benefits & insurance.



- Answer Any Medicare Questions
- Maximize Your Medicare Benefits
- Leverage Medicare Dental Benefits
- Access THOUSANDS \$\$\$ in Vision & Hearing Aid Programs*
- Lower Drug Costs by Hundreds*
- Lower Health Insurance Premiums
- Review Your Medicare Advantage, Medicare Supplements & RX Plans
- Free Valuable Resource to You

*Senior Health Advocate is a state licensed, health agent that can assist with plan enrollment if requested. benefits vary by eligibility and situation. Not connected with or endorsed by the US Government or the Federal Medicare Program.

John, a Senior Advocate, has been a long time MACU member and has a passion for helping people. Reach out to John today to get the free help you need!
219.406.0848 | johnhoppy@comcast.net



When Is the Best Time to Buy A New car? Right Now.

The COVID-19 pandemic didn't help auto sales, which had been slow even before it hit. As a result, dealers are working hard to move vehicles – that means great deals for you! Oftentimes, the best financing is right through your financial institution, and MACU has some of the best rates in the region. So before hitting the dealerships, secure your financing with MACU.

*Rates as low as 1.99% APR. Rate based on personal credit profile. Rate is good for auto loans not financed at Members Advantage Credit Union.

Drive into savings by Refinancing Your Vehicle*

Don't pay extra for your car or truck. Refinance your high-interest loan with a low-interest MACU auto loan, and save money every month. You could save hundreds or thousands over the lifetime of your loan.

Rates as low as 1.99% APR*

Need Cash?

Borrow against the equity in your vehicle to get the money you need for any purpose.



Community-Wide Shred Day

Thank you to everyone who came out to our community-wide free Shred Day. We were happy to be able to host the event and, as a result, were able to help hundreds of people protect their identity by shredding sensitive documents. And, with our drive-up style line, we kept contact to a minimum, which was important to many people who came through.

"We had Shred Day on the books for quite some time and were concerned we wouldn't be able to have it due to COVID. However, the timing worked out great. It's important to us because shredding is a huge barrier in getting an identity stolen, so we were pleased that the event was such a success."

Bob Havens, Executive Vice President of MACU



Staying Well

Resources for Financial Wellness from MACU & GreenPath Financial Wellness

The coronavirus (COVID-19) crisis continues to create stress and financial hardship for many families. You may be feeling a mix of confusion and anxiety. However, the following strategies can help you create some positive momentum.

Track and Prioritize Your Finances

It's overwhelming to decide which bills to pay in the aftermath of the pandemic. The importance of bills is different for everyone, but food, housing, utilities, medicine and transportation are typically people's most important needs.

Focus on your needs, and make a list that tracks the highest priority expenses. To ensure success, encourage everyone in your household to track expenses related to immediate living needs.

Understand Next Steps to Take After Income Loss or Income Reduction

If you have lost a job due to the global pandemic, contact your state unemployment office online and apply for benefits.

Don't think you qualify? It's still smart to connect with the unemployment office. Unemployment income can help you meet your daily expenses. You may qualify for an extra \$600 per week of benefits, which is part of the new CARES legislation, on top of the normal benefits.

Those with reduced income due to the crisis might also be eligible. For example, benefits are now available for those who don't normally qualify, such as contractors who are not able to work right now.

If you're dealing with a loss of income due to COVID-19 or have other financial concerns, we encourage you to explore options with one of our Member Service Representatives.

Michigan City

3064 S. Ohio Street

Lobby Hours: **Drive-Up Hours:**
M-Th: 9am-5pm **M-Th:** 8:30am-5:30pm
F: 9am-6pm **F:** 8:30am-6pm
S: 9am-12pm **S:** 9am-12pm
(219) 874-6943

Drive Up Only:

947 S. Woodland Ave.
M-Th: 8:30am-5:30pm
F: 8:30am-6pm
S: 9am-12pm

Portage

6170 US Highway 6

Lobby Hours: **Drive-Up Hours:**
M-Th: 9am-5pm **M-Th:** 8:30am-5:30pm
F: 9am-6pm **F:** 8:30am-6pm
S: 9am-12pm **S:** 9am-12pm
(219) 762-6228

Holiday Closures

Independence Day: July 3 - 4

Labor Day: September 7

ET (Electronic Teller)

(219) 874-6943, Ext. 6

Toll Free (outside 219 area code)

1-877-874-6943, Ext. 6

Board Members

Frances Brennan
Dennis Fischer
Bob Havens
George J. Kazmierczak
Ben Neitzel
Michael D. Palmer
Jack Van Etten

Supervisory Committee

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Paul Skwiat
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MEMBERS ADVANTAGE
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