



Westminster FCU Of Interest!

Harvey G. Morris, Chairman
John C. Burke, President

Vol. CXVI
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WFCU's 2020 Virtual Annual Meeting

On May 20th, for the first time in Westminster FCU's history, the COVID-19 virus forced the credit union to hold their Members' Annual Meeting virtually.

Re-elected to the Board at the meeting were incumbents directors Robert Byerhof and Ryan Johnson. The other current Board of Directors are William Work, Vice Chairman; Shelly Erb, Treasurer; Michele Kelley, Secretary; and Tim Regas, Director.



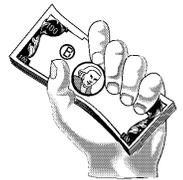
Karen Warner, one of the several Annual Meeting winners of a gift card.



Pictured are Harvey Morris, Chairman and John Burke, CEO.

Dividends Declared

The board of Directors declared dividends for the 2nd quarter of 2020. The rate paid on Share savings is 0.09% APY; checking accounts are at 0.04% and the Money Market Accounts paying as high as 0.23% APY. Dividends are calculated on the average daily balance and paid on the last day of the quarter. Your account must be open at the end of the quarter to receive dividends. Rates may change so please check our website www.wfcu.com for the latest rates.



Find Your Account Number and Win!

Hidden in this newsletter are three (3) account numbers. Find yours by August 31st and you will win \$25. To claim your prize just call or e-mail Westminster FCU when you find your account number. Bmedina5@wfcu.com or phone (303) 427-6466



New Debit Card App



As many of you may have unfortunately experienced, debit card fraud happens all the time. Despite the embedded EMV chips that WFCU and many other banks installed on their cards, thieves are still breaching merchant data bases and stealing your money!

Now you can ‘take control’ as we are fighting back with a new weapon...an APP! The debit card app is available in both Android’s Play Store and Apple’s App Store. Our new app will allow members to ‘turn’ their Debit/ATM card off and on. You will also be able to limit transactions when your card (#699) is turned on by both a dollar amount and geographical distance.

Just leave the debit card turned off when not using it and even if a thief has stolen your card's information, they cannot access your debit card. When you are ready to make a transaction with your debit card, open the app and turn the card on. When the transaction is completed you simply turn the card off, again.

How great is that?



Holidays

Your Westminster FCU offices will be closed the following dates:

- Independence Day – July 3rd
- Labor Day – September 7th
- Columbus Day – October 12th
- Thanksgiving Day – November 26th
- Friday after Thanksgiving – November 27th

Do You Know?

Do you know...you can pay your loan payment, for free, online, with a Debit or Credit card? Why pay the \$5 fee to call us? Look to the top line of our web page www.wfcu.com

Do you know...you can sign up for ‘Account Alerts’ on both Internet and Mobile banking? Set thresholds on your account and you can be emailed or texted these alerts when any account activity occurs. Go to the ‘Self Service’ tab in Internet Banking.

Do you know...we are monitoring your debit card 24/7/365? If this computer notices unusual activity you will receive a phone call. They won’t ask you for your card number, they will tell you what it is. New fraud alerts will now come via text...make sure we have your cell number (#40001606). Also, if you are traveling outside the U.S.be sure to let us know where and the dates, or your debit card will not work. The Fraud call will come from phone # (877) 253-8964.



Shift to Digital

Social distancing guidelines have caused many of our members to trade face-to-face branch visits for digital interactions. Indeed, the digital channel is a useful and efficient one — but only if it is user friendly and meets our member needs. After all, if these members can’t find the help they need via the (#7014) digital channel, they’re likely to feel frustrated. There’s certainly room for improvement in the financial industry, it seems, as only 52 percent of consumers report their institution was “very effective” in meeting their online or mobile banking needs. During this COVID-19 pandemic, as our office was closed for a while, WFCU saw a dramatic increase in usage of our digital access via both Internet and Mobile banking. Especially using Remote Deposit Capture (RDC) to deposit a check via a smart phone picture.