



**JANUARY 2009**  
**NEWSLETTER**

105 EAST CHERRY STREET  
**TEMPORARY LOCATION: 117 E CHERRY STREET**  
 VERMILLION, SD 57069  
 PHONE: 605-677-5214 FAX: 605-677-5449  
 EMAIL: OFFICE@VERMILLIONFCU.COM  
 WEBSITE: WWW.VERMILLIONFCU.COM

**VERMILLION FEDERAL CREDIT UNION HOURS**  
 LOBBY HOURS: Monday through Thursday, 8 am to 5 pm  
 Friday, 8 am to 5:30 pm  
 Saturday, 9 am to 12 noon

While at our temporary location, our lobby hours will be extended to accommodate the hours we were open at the drive-up. Thank you for your patience.

**PHISHING ATTEMPT**

Rest assured your account is safe and sound at Vermillion FCU! If you had not heard, there was a phishing scam in November where the criminals attempted to impersonate Vermillion FCU. However, this was in no way tied to us other than our name; our member database was not compromised! It seems that the criminals picked Vermillion FCU because our name represents our location, as this same thing happened a few months ago in Aberdeen and Rapid City. As we later found out, this was much bigger than anticipated it had been happening all over the country for some time.

The first part of the scam impersonated our website and was sent via email to which seemed to be public email addresses. The first email informed you that you had been selected to answer a survey and we would deposit money to your account. Other emails were created to make you think your account/card would be de-activated and by clicking a security link to enter your card number plus your PIN your account would be safe. Another part of the scam had an automated computer system generate calls to what seemed like every 624- and many 677- numbers. Again these calls attempted to make you think your account/card would be de-activated and asked you to press 1 for security, where then you would again be asked to enter your card number and PIN. What the criminals inspired to do was catch someone that actually had an account with the credit union and who might be naïve enough to give their card number and PIN. Once they acquired these numbers, it was all they needed to wipe out your account!

As we re-iterate time and time again... NEVER, NEVER EVER give your personal information over the phone or internet to someone contacting you. We would never contact you in this way; we already have this information - we are the ones that gave it to you! If you have any questions or concerns, please contact the credit union office.

**ANNUAL MEETING**

Vermillion Federal Credit Union's 49<sup>th</sup> Annual Meeting will be held Tuesday, April 7<sup>th</sup>, 2009. Watch for further details. All members of the credit union are invited to join us for dinner and a brief meeting. Listed below are the current volunteers and staff. There are three Board of Director's terms that expire this year. If interested in volunteering please contact a volunteer or your credit union staff.

* term expires this year			<b>CREDIT UNION OFFICERS</b>		
<b>BOARD OF DIRECTORS</b>		<b>SUPERVISORY COMMITTEE</b>	<b>CREDIT UNION STAFF</b>		
Cathi Powell—President*		Deb Larson, Chairman	Janet Mount, CEO		
John Hagemann—Vice President		Peter Monzel	Julie Becker, COO		
Ruth Bremer—Secretary		Randall Waldron	Robin DeVries, Member Service		
David Aronson—Treasurer			Jamie Neitzke, Loan Officer		
Aaron Fader—Personnel Director			Gabby, Teller		
Nicholas Koster—Marketing Director*					
Michael Gillispie—Security/Compliance Officer					

\*\*\*\*\*Electronic Tax filing will be available beginning January 20<sup>th</sup>. No cost change from last year!\*\*\*\*\*



# NEW SERVICES

**Visa Platinum Credit Card:** No annual fee, 10.00% APR. Pick up an application or ask Jamie for details.

**Check Images:** View your checks online. You must be signed up to receive e\*statements through It'sMe247 (online banking) to view check images. Check images are uploaded twice a month, usually on the 1<sup>st</sup> and 15<sup>th</sup>.

**Receipt Capture:** View images of transaction receipts. You must be signed up to receive e\*statements through It'sMe247 to view these receipts.

**CU\*Easy Pay - Online Bill Pay:** Initiate payment through your credit union account. Set up recurring payments or set a reminder when a payment is due. Payments can be initiated almost anywhere/anyone, with account number or without.

## FREE CREDIT REPORT

You are entitled to one free credit report per year from each of the three major credit reporting agencies.

Log on to [www.annualcreditreport.com](http://www.annualcreditreport.com) and access your free reports, there are no associated fees. You will not receive credit score; but you are able to find a list of creditors, account numbers, balance and contact info. You will be able to print out your credit bureau report and at the end is information on how to correct any errors.

Contact information:

CREDIT REPORTING CONTACT INFORMATION
Credit Bureaus: Equifax – <a href="http://www.equifax.com">www.equifax.com</a> – (800)685-1111
Experian – <a href="http://www.experian.com">www.experian.com</a> – (888)397-3742
Transunion – <a href="http://www.transunion.com">www.transunion.com</a> – (800)888-4213
Free Credit Reports: <a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a> -- (877)322-8228
Social Security Administration (fraud line) – (800)269-0271
Government Assistance: Federal Trade Commission – <a href="http://www.ftc.gov">www.ftc.gov</a> (877)382-4357

## ATTENTION It'sMe247 USERS:

Effective January 1, 2009: If you have NOT logged in to view your account online in the past 90 days (meaning by the end of March) it will be de-activated. You will need to contact our office and talk to a member service representative to have your account re-activated.

If you use CU\*Talk (audio response), you will be prompted to change your 4-digit PIN to a 6-character (combination of numbers, letter and/or symbols). CU\*Talk will also be de-activated if it has not been used in 90 days. Call the CU to have the PIN reset.



### Do you have online banking? Why not... it's safe, convenient and best of all FREE!

The credit union's online banking program – It'sMe247 – is a very safe, convenient way to track your accounts, plus there is no cost to our members! All your personal information is encrypted using advanced algorithms to scramble account numbers, names and addresses so it can not be read as the information travels over the internet by anyone other than the authorized recipient.

## E\*statements – It'sMe247 Online Statements

Do you find it hard to keep track of your monthly statement once it arrives in the mail? Do you set it aside and find by the time you want to balance your checkbook you find it has been misplaced? Do you worry about your statement getting lost or stolen in the mail? Give It'sMe247 e\*statements a try... this way your statement is available before it could arrive in the mail. You will always know where it is and you won't even need to print it, unless you want to. Maybe you've been thinking of signing up, but hesitant because you don't have a printer at home? Go ahead and sign up, at the end of the month or whenever you're ready to review your statement, come to the office and ask us to print it for you.

Listed below are just some of the benefits of e\*statements...

- SEVEN YEARS STORED ONLINE FOR QUICK REFERENCE;
- SAVES YOUR CREDIT UNION MONEY ON PAPER, INK AND POSTAGE;
- SAVES FILE SPACE FOR YOU AT HOME,
- AND BEST OF ALL – IT IS FREE!

## THE NIGHT DROP

Our night drop safe likes to freeze when the weather is this cold. So, if you make a deposit via the night drop please follow up in the morning with a call making sure we got the deposit safely. Thank you for your patience.

## DEBIT CARDS

We've gone "live" with Visa debit cards. What that means to you is the debit card knows your money is available soon after deposit, pin transactions post immediately (in most cases) and signature transactions are held as secured funds until posting. You will notice if you have online banking that there is a new feature showing both your available and actual balances. The actual balance is what is currently in your account. The available balance is your actual balance minus any secured transactions. When looking online, click an underlined balance to show secured funds with the merchant's name and dollar amount. You will be subject to overdrafts and/or NSF items if you have checks or ACH items attempting to clear beyond the available balance. Be sure to note some debit card transactions may take longer to clear than others, depending on where the transaction was initiated; we have no control over the timing of these items. It is not impossible to overdraw your account solely using your debit card. A lot of times pay at the pump fuel transactions are authorized for \$1 to verify the card is open and active. But when the transaction posts for the entire amount, it may be more than available in your account, which caused an overdraft subject to an overdraft fee, which posts directly to the account.

Debit card transactions can not be returned as in the fashion of an ACH or check item. Once a debit card transaction is authorized, the funds will come out of your account. If a debit card transaction occurs in error, the first step is for you (the cardholder) to attempt to contact the merchant to recover any charges. If working directly with the merchant does not work, you may submit a chargeback to dispute the charges through our Visa Chargeback Department. A written statement, signed and dated from the cardholder is required. An entire dispute process may take up to 210 days (US) or 310 days (International).

## Farewell, Hello and Congratulations!

*Farewell:* Best of Luck to our part time person Kylee in her future. After nearly one year Kylee has left the credit union to concentrate on her education. *Hello:* Welcome to Gabby. Gabby is also a student and is working part time hours. Stop by and tell her hello! *Congratulations:* You won't be seeing our loan officer Jamie Neitzke for about 6 weeks beginning in March. Jamie and her husband Mark are expecting their first baby! They are very excited and anxious to become parents.

## Your New Building is really coming.

The weather has not been kind to us in many ways and certainly not where our new building is concerned. Progress is really slow, but we are still optimistic that we will be in the new facility in the spring. The original building was about 1800 sq feet and the new one will be just over 3600. You would think doubling the size would give us more room than we'd need, but somehow that doesn't seem to be the case. Thank you so much for your patience working without the drive up lane and the subject to freezing part time night drop in our temporary location. There will be TWO drive up lanes and a NEW night drop, one that doesn't freeze in the new building.

Our temporary location at 117 E Cherry is very nice but just doesn't give the space that we need. It doesn't allow us the opportunity to provide you the privacy and some of the conveniences you deserve and expect. Cross your fingers that the weather is good to us!



### **UPCOMING HOLIDAY CLOSINGS:**

Monday, January 19 – Martin Luther King Jr's Birthday  
Monday, February 16 – President's Day