



Achieve Financial
CREDIT UNION

ACHIEVE MORE

SPRING 2020

Cover your Financial Bases
with Achieve's convenient
ELECTRONIC BANKING TOOLS!

Online & Mobile Banking with Bill Pay
Mobile Check Deposit
ATM deposits - Direct Deposit
Apply for Loans Online



We are HERE FOR YOU

Credit unions were built on the philosophy of people helping people. We will continue to be here to help you as this situation unfolds.

If you're **experiencing financial hardship** as a result of COVID-19, contact us so we can work with you on assistance, including alternate payment arrangements on loans and Visa balances.

Visit our website at AchieveFinancialCU.com, and the **Member COVID-19 Resource Page** for ongoing updates.

We encourage members to do their banking remotely with:

- **Online banking** and our **Mobile banking App**. Check balances, transfer funds, deposit checks, pay bills, make loan and credit card payments, apply for loans and more.
- **Debit Cards** - AFCU offers members surcharge-free ATM access at CO-OP and Sum ATMs. Use our mobile banking app to **find an ATM** near you.
- **Mobile Deposits** - Use our mobile banking app to deposit checks.

- **ATM Deposits** - Use our debit card to make cash or check deposits at a Credit Union ATM. The first \$200 is immediately available to withdraw in cash.

- **Apply for loans** - Use your desktop, laptop, tablet or mobile phone to apply for a personal, auto or home loan.

Protect yourself from scammers and potential risk

Scam artists take advantage of times like these to gain access to bank accounts.

- Be aware of suspicious emails and text messages.
- Keep your eyes open for medical supply scams, fraudulent donation sites, or anything else that seems fishy.
- Don't provide your personal identification (usernames, passwords, Social Security number, etc.) unless you are 100% certain you are dealing with a legitimate organization—one with whom you have made the initial contact.
- Do not click on links or download attachments from unknown email senders, and do not make purchases or donations on any unknown sites.

Your money is safe. Member deposits are federally insured by the National Credit Union Administration, our equivalent to banks FDIC.



Protect your Achieve Debit & Credit cards from fraud.



- Instant lock (and unlock) of your credit and debit cards.
- Set and remove spending limits.
- Get purchase alerts in real time.
- Limit transactions to a certain area using your phone's GPS.

Download the **CardValet** App

*CardValet is a registered trademark of Fiserv, Inc. or its affiliates. Available for Apple iOS and Google Android devices.



Federally Insured by NCUA

Achieve Financial Designated “Best of the Best” in Providing an Outstanding Member Experience

MemberXP, a credit union member experience measurement platform, has designated Achieve Financial Credit Union as one of 2020’s “Best of the Best” credit unions in providing an outstanding member experience.

The MemberXP “Best of the Best” designation is awarded to credit unions that consistently provide exceptional levels of member service during a calendar year. This prestigious award is given to fewer than one in five of the high-performing credit unions using MemberXP’s service evaluation platform.

MemberXP utilizes mystery shops and member surveys to gauge the overall member experience across multiple delivery channels and specific experiences.

We are delighted that our member service experience had been recognized as high performing. Congrats to our exceptional staff! They make it happen every day, and we’re delighted their efforts have been recognized as high performing.



College Scholarships Now Available

Apply by May 6th, 2020

Any graduating high school student who will attend a post secondary educational institution in the fall of 2020, and who is a member of Achieve or the child of a member of Achieve, in good standing, can apply.

Applications are available on our website. For questions or inquiries, please contact Karen Hayes at Karenh@AchieveFinancialCU.com.

Good luck, students!



Annual Meeting

When: Monday, June 22, 2020

Where: Achieve Financial headquarters in Berlin
*This may change to an online meeting.
Please visit our website for updates.*

Time: Food Service at 5:00p.m.
Meeting starts at 5:30 p.m.

We cordially invite all members to attend as we review the past year’s accomplishments and talk about what’s ahead for your member-owned Credit Union.

We look forward to seeing you there!

CONNECT with Achieve



Contact us: 860.828.2790 or visit AchieveFinancialCU.com