



As a member of CCU, you have undoubtedly worked with an employee in our **membership services department** at one time or another. Perhaps they opened an account for you when you first joined or helped you decide which certificate term would work best for your money? Maybe they explained how our debit card works so you could have access to your accounts when you're on the go? Or perhaps they simply helped you when you called in to ask a quick question?



**Susan P.** is often the first person you talk to when you call the main office. Her friendly voice greets you warmly and she is always happy to help!



**Kristy B.** has been an integral part of CCU membership services since 2006. Her knowledge/experience earned her the title of asst. membership service supervisor.



**Lacy B.** has worked at CCU since 2017 but has been helping members in our main office membership services department with a friendly smile for nearly 2 years.



**Jessica C.** is one of the newer staff members in the main office membership services department but her knowledge and helpfulness are second to none!



**Wendy R.** has been the go-to gal for all your membership services needs at our Weston office since 2018.

Membership service representatives play a vital role in keeping CCU operating smoothly. Among their myriad of responsibilities, their main job is to help members reach their financial goals by suggesting appropriate products and services. But in addition to having a thorough knowledge of all of CCU's accounts and related products, member services reps also need to have a friendly, helpful attitude to ensure our members have the best banking experience possible.

Coincidentally 'knowledgeable', 'friendly' and 'helpful' are just three of the terms we use to describe the five women pictured here. We might also add 'hard-working,' 'dedicated' and 'professional.' We are very fortunate to have these wonderful ladies on the CCU team. Just some more examples of the **BIG DIFFERENCE BENEFITS** you can enjoy as a member of CCU! (NOTE: Although our lobbies are currently closed, you can make an appointment to visit with any of our membership services staff, where masks and social distancing protocols are always observed.)

## Scholarships Available

CCU will again award scholarships to outstanding graduating seniors who plan to further their education beyond high school. To be eligible for the \$500 scholarships, applicants or a member of their immediate family must be a CCU member in good standing. Applications are available from the guidance office at local high schools or via our website. The application deadline is April 1, 2021 and winners will be selected by May 1.

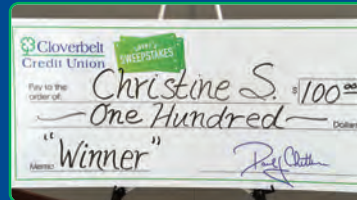




# Congratulations CCU January Saver's Sweepstakes Winners!

Four lucky CCU members got a nice surprise last month when their names were selected as winners in the January Saver's Sweepstakes drawing. Brian T., Kathryn S. and Christine S. each won \$100 in the statewide drawing and Scott G. won \$100 in the CCU member-only drawing.

You could be the next lucky winner just by opening a Saver's Sweepstakes account at CCU. Each \$25 deposit gives you one entry into the monthly, quarterly and annual drawings, where you could win as much as \$5000! If you ever needed an incentive to save regularly, this is the account for you. For more information, see our website or give us a call.



## Debit Cards Fraud Alerts for Your Protection

We've recently received inquiries from members who have received calls, texts or emails about suspicious activity on their CCU debit card. If you question the legitimacy of these fraud alerts, please give us a call. They may be part of the enhanced fraud protection services from our debit card processor, Fiserv. These communications will always state that it is about your CCU debit card and will include the last 4 digits of your card number. Additionally, Fiserv offers these tips for your protection:

1. A text alert from Fiserv warning of suspicious activity on your card will NEVER include a link to be clicked. A valid notification will provide information about the suspect transaction and ask the cardholder to reply to the text message with answers such as 'yes', 'no', 'help', or 'stop,' but will never include a link.
2. A phone call from Fiserv's automated dialer will only include a request for your zip code and no other personal information, unless they confirm that a transaction is fraudulent. Only then will you be transferred to an agent who will ask questions to confirm your identity before going through their transactions.
3. Fiserv will NEVER ask for your PIN or the 3-digit security code on the back of a card.

If you'd like to get more tips or learn about additional fraud prevention tools like CardValet, just give us a call.



## Catch a Great Rate on Boat Financing



[ccuwausau.com](http://ccuwausau.com)

|                 |                         |              |
|-----------------|-------------------------|--------------|
| HEADQUARTERS    | 110 McIndoe Street      | 715-842-5693 |
| WAUSAU WEST     | 625 S. 24th Avenue      | 715-842-1309 |
| WESTON          | 5906 Business Hwy 51    | 715-359-3080 |
| MORTGAGE CENTER | Inside CCU Headquarters | 715-843-4663 |

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