

CCU CONNECTIONS

Member Newsletter

FALL ISSUE 2018

Members speak, we listen

Thank you to our members who completed our annual member survey. The results were overwhelmingly positive with 86% of our members rating us an 8, 9 or 10 on their satisfaction level! We received a '10' from 49% of members; a '9' from 21% of members; and an '8' from 16% of members (on a scale of 0 to 10). Our members' feedback helps us to continue to provide the best service possible, year after year.

We read each and every comment on the member survey responses. We take the suggestions and ideas seriously; we listen to our members' concerns, wants and needs. It is a pleasure to read the kind comments from our members, but we also appreciate hearing about the things we can improve upon. We identified a few key areas for follow up, based on the feedback from the survey responses:

- **Improvements to Online and Mobile Banking.** We understand our online and mobile banking could use some upgrades. We are currently researching new online and mobile banking platforms to bring you a better banking experience in the near future. Stay tuned for more information.
- **Open more branches, please!** We would love to have more branches, too. We are exploring the idea of opening a fifth branch in the next couple of years. Did you know you can complete your CCU banking transactions at more than 5,600 Credit Union Co-op Shared Branch locations across the country? You can make deposits, withdraw funds, make loan payments and complete nearly any other banking transaction at a Shared Branch (with the exception of opening and closing accounts and loans). Visit www.co-opCreditUnions.org to find locations.
- **How can I find free ATMs?** All ATMs displaying the MoneyPass® logo are surcharge-free. Our MoneyPass® network offers free ATMs at more than 32,000 locations. Visit www.moneypass.com/atm-locator or download the MoneyPass® ATM app on Google Play™ or the Apple App Store®.
- **Where did my favorite teller go?** We believe in promoting from within. As the credit union grows, often times our Member Service Representatives or 'tellers' are promoted to other departments. We recognize talented and hardworking staff, and are happy to promote deserving employees who wish to expand their careers at CCU.

We sincerely appreciate the feedback from our member survey. We look forward to continuing to provide you with the best service possible. Thank you for being a member!

"I've been a member of Colorado Credit Union for 28 years... I'm extremely satisfied and that hasn't changed... Thanks so much!"

"We've always been happy and love that you go above and beyond when we come in!"

"The staff is always friendly and helpful..."

"The service has always been spectacular for my personal accounts and business accounts. Can't think of a place I would rather bank."

-2018 member survey comments

Join us for our Member Appreciation Day on October 18

International Credit Union Day is celebrated on October 18, and it is also our Member Appreciation Day! Be sure to stop by any of our branches for yummy treats and fun giveaways. It's our way of saying thank you for being a member of CCU!



Congratulations

to our Member Survey \$500 VISA® gift card winner: Carol M., from Brighton!



CREDIT UNION JOURNAL

BEST CREDIT UNIONS TO WORK FOR 2018



For the fourth year in a row, Colorado Credit Union is proud to be named one of the *Best Credit Unions to Work For!* CCU is one of the top credit unions in the nation that excels at creating a quality workplace for employees. We believe that creating a happy work environment for our employees translates into better business and happier members. We are excited to have received this honor every year since 2015!

Calling all Colorado Credit Union members: Start turning those dreams into plans!

With a Home Equity Line of Credit (HELOC) or Fixed-Rate Second Mortgage from Colorado Credit Union, you can use your extra cash for whatever you've been dreaming about—a home improvement project, consolidating debt, paying for college and more.

Apply by October 31, and members with qualifying loans will receive a **\$100 Home Depot gift card***!



*Restrictions apply, call for details. Must apply by October 31, 2018, and close by December 31, 2018. Property insurance is required. Second lien real estate loans available on Colorado residences only. Colorado Credit Union is not affiliated with The Home Depot. The Home Depot is not a sponsor of this promotion. The Home Depot is a registered trademark of Home Depot Product Authority, LLC. Promo Code: HD2018

FREE SEMINAR: A Closer Look at Annuities



October 23
6:00-8:00pm
CCU Brighton branch

October 24
6:00-8:00pm
Ken-Caryl Ranch House

Hosted by CCU and Bret Eberhardt, A & I Financial Services, LLC

Refreshments provided. Enter to win a \$50 gift card!*

Seating is limited. Please RSVP: marketing@ccu.org
For more information, call 303.978.2274

Securities provided through Geneos Wealth Management Inc., member FINRA, SIPC. Investment advisory services offered through A&I Financial Services LLC, registered investment advisor. Not NCUA insured. No Credit Union Guarantee. May lose value. *Must be present to win. See www.ccu.org for gift card details.