

FALL 2018

# ❤️ #CU1LUV

*Lead Change • Uplift Others • Value People*

**7** WAYS WE *Care* FOR  
OUR GREAT STATE

COMMUNITY EVENTS  
ACROSS ALASKA

VOLUNTEER  
AND MAKE YOUR  
VOICE HEARD

❤️ #CU1LUV

CREDIT  
UNION

1



LETTER FROM THE PRESIDENT/CEO

*James M. Wilbur*

When our very first credit union members joined the fold in 1952, I doubt anyone expected that we'd one day manage funds via a palm-sized phone. Who knew that a check could be deposited by snapping its picture? Or a loan could be applied for and approved while you eat popcorn on the couch? Today, these conveniences are what Alaskans need and expect – and Credit Union 1 is proud to be on the forefront of offering them to you.

By prioritizing technology, we've helped streamline your daily financial tasks in a lot of ways. This leaves more time for you to enjoy your Alaskan life (and stay connected from wherever you are!). Beyond the convenience of online loan applications and life-changing funds at your fingertips, I'm also excited to see these options improve our ability to share environmental stewardship. Each time you choose a CU1 e-Service like Bill Pay over the paper alternative, you're caring for the world around you. In Alaska, where so many of us harvest from the land and water, this mindfulness is particularly important.

Within this newsletter, you'll learn even more ways that we're working to improve your financial freedom and minimize environmental impact. E-Services save you time, they save you money, and they ensure that as our credit union continues to grow, we do so in a responsible and sustainable way.

These efforts represent our love for Alaska and YOUR financial success!



Together, we're leading change.

## TINY FOOTPRINT



# IMPACT

You love Alaska, we love Alaska – let's work together to protect it! As part of our commitment to *lead change* in local communities and across our state, we're taking steps to minimize our environmental footprint. Check out the neat improvements below, and find out how these efforts give you easier access to affordable loans and services.



### RECYCLABLE

Credit Union 1 recycles around 2,300 gallons of paper each month. WHOA! We're glad that recycling is a positive option – but we're even more excited to be moving AWAY from paper usage. Paperless services are more cost-effective, which means we can redirect funds to better meet your needs.



### ELECTRONIC FORM

In 2019, even more credit union communications will move to electronic form. Receive account alerts via text message, statements and letters to your inbox, and even "chat" with us on cu1.org! We're keeping you connected, without waste.



### GREEN THINKING

Our e-Statements are getting an updated look. Check out the back page of this newsletter to learn more! When you scrap paper statements and switch to our beautified e-version, you're choosing the more environmentally friendly and SECURE option. High five!



### AT YOUR FINGERTIPS

With our variety of other e-Services – like 24/7 Online Access and depositing checks through our mobile app – you can manage your accounts without burning fuel to visit a branch.



### PAPERLESS EXPERIENCE

By the end of 2019, we're also excited to achieve a 100% paperless experience for loan applications, new account openings, new members and even transaction receipts. When you need speedy and convenient access to funds, we're here for you.



### ECO-FRIENDLY

Our credit union's marketing materials are FSC Certified, which means the promotional items we do print follow strict eco-friendly guidelines. This empowers us to share money-saving topics and tools with our members in a responsible way, so you can live your best life!



### REDUCING WASTE

On top of reducing paper waste, Credit Union 1 also recycles toner, bottles, cans, computer hardware, and appliances. We're in the process of converting our facilities to LED lighting, to be more energy efficient, and we've also automated our building controls and installed high efficiency boilers and appliances whenever possible! Less \$\$\$ and energy waste = more opportunity to serve you.

*Credit Union 1 is 84,000 members strong and growing.*

Help us care for our environment and make a positive difference in your pocketbook.

LEARN MORE ABOUT CU1 E-SERVICES ON CU1.ORG.



# Community Events

Additional event details will be available on [cu1.org](http://cu1.org) as these dates approach.

## Low Cost Health Fairs

Visit us for health screenings, informational booths and more.

- ANCHORAGE October 17
- FAIRBANKS October 24

## #CU1LUV Days

Come celebrate your co-ownership of Credit Union 1 with free food and drinks at our branch! You'll get a chance to chat with our President/CEO James Wileman (he's the greatest) – and because we #CU1LUV *you*, we'll also be hosting a silent auction during the evening to support a social cause in your community! Come join the fun on the following days:

- KETCHIKAN October 11
- ANCHORAGE Throughout November
- EAGLE RIVER November 29

## Dollar Dog Holiday Bazaars

Come shop kid-made crafts and goodies, or register your child for their very own seller's booth!

- ANCHORAGE December 13
- SOLDOTNA December 20



## Holiday Closures

All branches and our Member Service Center will be closed:

- |                                  |                               |
|----------------------------------|-------------------------------|
| INDIGENOUS PEOPLES DAY October 8 | CHRISTMAS EVE Closing at noon |
| VETERANS DAY November 11 and 12  | CHRISTMAS DAY December 25     |
| THANKSGIVING DAY November 22     | NEW YEAR'S DAY January 1      |

## CU1 Statement Upgrades

Credit Union 1 is upgrading the format of our paper and electronic statements! You'll notice a new look for our statements, and our other letter-based communications will be upgraded as well. These changes will mean a better reading experience and less paper in your mailbox. WIN!

## Save on Insurance This Winter

For a handy way to cut cold weather costs, ask your teller about a seasonal insurance waiver for outdoor toys that sit dormant in winter. You may be able to save money by reducing collision/liability insurance down to a comprehensive plan on your RVs, motorcycles and more! Not all requests are approved, so please don't cancel your collision/liability insurance until you get an approval letter from us in the mail.

## Join Our Leadership Team

Would you like to help shape the future of Credit Union 1 as a volunteer member of our Board of Directors or Supervisory Committee? Please submit your letter of interest and resume to our Nominating Committee by October 31! In our winter newsletter, available in January, we will announce which CU1 members have been nominated. Current board members up for re-election include Colin Baxter and Damien Stella.

### LETTERS MAY BE SENT TO:

Credit Union 1, Attn: Executive Administration, 1941 Abbott Road, Anchorage, AK 99507.



1941 Abbott Road  
Anchorage, AK 99507  
(907) 339-9485  
(800) 478-2222  
[www.cu1.org](http://www.cu1.org)

## Audio Response Teller (ART) (800) 478-2226

24/7 Account Access by Phone

### EXECUTIVE MANAGEMENT

**James Wileman**  
President/CEO

**Rachel Langry**  
Chief Operations Officer

**Chad Bostick**  
Chief Financial Officer

**Davina Napier**  
Chief Lending Officer

**Chrissy Bell**  
Chief Culture Officer

**Mark Burgess**  
Chief Technology Officer

### BOARD OF DIRECTORS

Colin Baxter, Chair  
Steve Cavin, Vice Chair  
Jennifer Bernard, Treasurer  
Damien Stella, Secretary  
Joe Towslee, Director  
Marietta Hall, Director  
Andre Horton, Director

### SUPERVISORY COMMITTEE

Yuliya Mitchell, Chair  
Noel Rea, Secretary  
Ross Risvold, Member  
Diamond Redmond, Member  
Jeff Wood, Member

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