

# The Westerra Way



## The More Money Mortgage: Extra Money for Renovations.

Love the home but hate the kitchen? Great location but not-so-great master bath? No matter how good the home listing sounds, chances are it will need a little work to make it your own. Westerra is here to help with the More Money Mortgage.

### Finance up to 97% of the cost of the home *and* the renovations.

This unique Westerra mortgage provides the extra money you need to get those dream home plans rolling, from major renovations to minor remodeling.

The More Money Mortgage is available for new mortgages and those who want to refinance, allowing you to turn that “fixer-upper” into a “live-it-upper.”

Go to [Westerracu.com/MoreMoneyMortgage](http://Westerracu.com/MoreMoneyMortgage) or call us at 303-321-4209 to learn more and get started.



## Westerra Awards 98 Grants to Local Schools

Westerra Credit Union is proud to have awarded \$48,000 in grants to 98 schools in Aurora Public Schools, Cherry Creek Public Schools, Denver Public Schools, Douglas County School District, Jeffco Public Schools, and Westminster Public Schools to provide financial support for programs and activities that help students achieve academic and personal success. For a full list of schools that received grants—and to learn how they will use the funds—visit [westerracu.com/community/serving-our-schools](http://westerracu.com/community/serving-our-schools).

*At Westerra, it's all about our members!*



*My husband and I joined Westerra when we joined as one. It has been an awesome experience ever since! From planning our wedding and first home, to the birth of our two children, Westerra has been through it all with us. We were able to work out all of our finances with Westerra, making the most memorable times in our lives stress-free and enjoyable. Westerra has been there for us time and again! We would not think about moving to another bank because we feel like Westerra is a huge part of our life story.*

*~ Daisha, member since 2008*



**Due to the rise in COVID-19 cases, Westerra branch lobbies are open by appointment only.**

### Branch Update: Visit Branches by Drive-Up or Appointment Only

Due to a rise in COVID-19 cases and in an effort to protect the safety of our members and staff, we are working diligently to provide the service you need electronically and in-person, while helping to curb the spread of the pandemic, with these latest updates:

- » **Branch lobbies available by appointment only** – Make a virtual or in-person appointment to meet with a representative at the Arvada, Aurora, Belmar, Castle Rock, Cherry Creek, Green Mountain, Littleton, Parker or Central Park branches. The Centennial branch remains available for drive-up transactions only. If you typically visit the Centennial branch, feel free to schedule an appointment for a virtual, phone or in-person meeting at another branch. Schedule appointments at [www.westerracu.com/locations](http://www.westerracu.com/locations) or call us at 303-321-4209.
- » **Drive-ups remain open** – All drive-ups are open for Westerra and CO-OP Shared Branch transactions—Arvada, Aurora, Castle Rock, Centennial, Cherry Creek, Green Mountain, Littleton and Parker. Belmar and Central Park do not have drive-up facilities.
- » **Safety is our highest priority – Facial coverings are required for all members and staff.** Our safety protocol includes appointments to limit the number of people in the branches, social distancing and sanitizing throughout the day. You may be asked to temporarily remove or lift your facial covering for identification purposes. Hand sanitizer is available. Restrooms are closed.
- » **Easy access through the mobile app and online banking** – We encourage you to also continue using electronic services for easy access to your accounts. Download the Westerra Mobile Banking App and you can deposit checks by taking a picture with your phone! You can also access your accounts through Online Banking or Automated Telephone Banking. If you need help using any of these services, visit [westerracu.com](http://westerracu.com), call us at 303-321-4209 or email us at [email@westerracu.com](mailto:email@westerracu.com).
- » **Refinance your mortgage or explore your next car purchase from home** – With today's historically low rates, you may be able to lower your monthly mortgage payment to free up money when you need it the most—go to [westerracu.com/mortgage](http://westerracu.com/mortgage) or call us. You can also buy or sell a car from home through our Auto Resource Center at [westerracu.com/loans](http://westerracu.com/loans).

Westerra is dedicated to serving you safely. Please let us know how we can help—contact us at 303-321-4209 or [email@westerracu.com](mailto:email@westerracu.com). Thank you for your continued support and confidence. Please go to [www.westerracu.com](http://www.westerracu.com) for the latest updates.





## Please Let Us Know How We Can Help You

To help you, your family, and the small businesses in our community, we have been working to add more ways to give you peace of mind during these uncertain times:

- » **Loan Assistance.** If you need help with your monthly loan payment, please reach out to discuss your specific situation at 303-321-4209. We have multiple options that can be tailored to your specific needs.
- » **Most Fees are Waived.** Most fees were waived for all members beginning in late March 2020, and we have continued to waive those fees. We anticipate waiving fees into the new year for overdrafts, late payments on loans (excluding mortgages), credit card cash advances, Certificate of Deposit (CD) early withdrawals, Reg D withdrawal limits, cashier's checks, teller checks, money orders, ATMs outside the CO-OP Network, and fees when balances in Interest Checking drop lower than minimum. These fee waivers are already in place and no action is required on your part.
- » **External Transfers are Free.** You can now send money to other people, and make transfers between other financial institutions—including next day delivery—using Popmoney through Westerra's online banking service without any fees.
- » **Emergency Line of Credit for Business Members.** If you have a business account at Westerra and need short-term working capital or interest relief, please contact us.
- » **Business Unsecured Term Loans -** If your business does not have collateral available for a loan, ask about an unsecured term loan based upon the cash flow of your business. This new loan is an excellent option for consolidating business debt and short-term financing when collateral is not available. Ask about loan amounts from \$500 to \$50,000.

It is important to us to help our members who find themselves in financial hardship from the impacts of this crisis. Please let us know how we can help you. Contact us at 303-321-4209 or email@westerracu.com to discuss your specific situation.

## Help Us Bring Special Olympics to More Schools!



Westerra is proud to sponsor the 2021 Polar Plunge in support of Special Olympics Colorado. Watch our website for information on upcoming dates for the 2021 Polar Plunges and 5K races and how you can safely participate and contribute. All funds raised support and expand Special Olympics Unified Sports in our area schools, bringing kids with and without intellectual disabilities together on the same team – playing together to create an atmosphere of inclusiveness.

## Mark Your Calendar for the Virtual Annual Meeting

Since 1934 Westerra Credit Union has been a trusted local resource for members' financial needs. Please join us to learn the highlights of 2020. Speakers include Board of Directors Chairman Andy Raicevich and President/CEO Jay Champion. The Nominating Committee is pleased to nominate the following qualified candidates to the Board of Directors for three-year terms: Barry Beal, Jr. and JT Gaietto. The other continuing members of the Board of Directors are: Andy Raicevich, Larry Ottele, Bill Abbey, Jim Kullhem and Ron Walker.

Please join us in congratulating our leaders at the Westerra Credit Union Virtual Annual Meeting. If you would like to attend, please RSVP by March 8, 2021 to mchalmers@westerracu.com or 303-329-4517, or through the Contact Center at 303-321-4209. Please provide your name, email address and telephone number so that we may send you instructions for joining us virtually through a WebEx presentation.

MARCH

16

**March 16, 2021**  
2:00 – 2:30 p.m.  
WebEx Presentation

## Member Account Disclosure Updates

**Member Account Agreements, Disclosures and Information Guide and Business Account Agreements, Disclosures and Information Guide** — Effective December 15, 2020, our account agreements are divided into two documents to enable you to more easily find information related to member accounts and information related to business accounts. Below is a summary of additional changes:

**Available Balance and Actual Balance** — The Account Agreements now include examples to clarify the difference between Available Balance and Actual Balance, and that overdraft/NSF fees are based upon Available Balance. It also includes the mechanics of debit card preauthorization holds and how intervening debits (e.g., a check clearing the account) impact the Available Balance potentially resulting in overdraft fees being assessed. It also provides situations where multiple NSF fees may be assessed on the same transactions: National Automated Clearing House Association (NACHA) rules allow Originating Depository Financial Institutions to reinitiate/resubmit an ACH debit returned due to NSF or uncollected funds up to two times. If the same draft or other transfer or payment order is submitted a second time, and there are insufficient funds in the account, it may be returned unpaid a second time with a fee assessed on the same item a second time.

**Class Action Waiver** — Where permitted under the applicable law, you and Westerra agree that each may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any purported class or representative action.

**Privacy Policy Notice** — Effective December 8, 2020, our Privacy Policy provides that in connection with your use of Mobile Banking, Westerra Credit Union and its affiliates and service providers may receive data about your usage of the service and other data and information provided by you. Westerra Credit Union and its affiliates and service providers maintain reasonable safeguards to protect the information from unauthorized disclosure or use.

**Check Deposits Using the Mobile App** — Daily deposits up to \$500 may be available immediately. Funds are normally received within two business days. Please keep your paper checks until the funds are posted to your accounts.

View these full documents at [www.westerracu.com/disclosures](http://www.westerracu.com/disclosures) or call 303-321-4209.

## Year-End Tax Info

Your Westerra Credit Union year-end tax information will be mailed to you by January 31. You can also find your year-end information on your December 31, 2020 paper and online statement. You will find a section that notes dividends earned and interest paid for 2020.

## FYI on IRAs

Please note the IRA "Fair Market Value" on your statement is the end-of-year balance as of December 31, 2020, and will be reported to the IRS. Also, distributions from your Traditional IRA are subject to federal income tax withholding. You may change your election at any time prior to your receipt of a payment. To make a change please contact Westerra at 303-321-4209 or 1-800-858-7212.

## Important Information Regarding Your Account

In case of errors or questions about electronic funds transfers from your share or savings account, telephone us at the following number or send us a written notice to the following address as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem appears.

Call us at: 303-321-4209 or write to:

Westerra Credit Union  
P.O. Box 9408  
Denver, CO 80209-0408

- » Tell us your name and account number.
- » Describe the electronic transfer you are unsure about, and explain as clearly as you can why you believe the credit union has made an error or why you need more information.
- » Tell us the dollar amount and date of the suspected error.

If you tell us verbally, we will require that you send us your dispute or question in writing by completing, signing (preferably including notary where indicated) and returning the necessary forms (to be provided by us) within ten (10) business days. If we do not receive written notice within ten (10) business days, we will proceed with the investigation of your issues, but will not have sufficient information to credit your account.

We will determine whether an error occurred within ten (10) business days after we receive the written dispute or question from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your dispute or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

For errors involving new accounts, point-of-sale, or foreign initiated transactions, we may take up to 90 days to investigate your dispute or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. We will tell you the results within three (3) business days of completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

NOTE: If the error you assert is an unauthorized Visa® transaction, other than a cash disbursement at an ATM, we will credit your account within five (5) business days unless we determine that the circumstances or your account history warrants a delay, in which case you will receive credit within ten (10) business days.

**303-321-4209 • 1-800-858-7212**  
**email@westerracu.com**

Over 1000 free ATMs in Colorado  
200 convenient CO-OP Shared Branches



Your savings are federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.



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- » **Refinance your mortgage or explore your next car purchase from home** – With today's historically low rates, you may be able to lower your monthly mortgage payment to free up money when you need it the most—go to [westerracu.com/mortgage](http://westerracu.com/mortgage) or call us. You can also buy or sell a car from home through our Auto Resource Center at [westerracu.com/loans](http://westerracu.com/loans).

Westerra is dedicated to serving you safely. Please let us know how we can help—contact us at 303-321-4209 or [email@westerracu.com](mailto:email@westerracu.com). Thank you for your continued support and confidence. Please go to [www.westerracu.com](http://www.westerracu.com) for the latest updates.





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**Privacy Policy Notice** — Effective December 8, 2020, our Privacy Policy provides that in connection with your use of Mobile Banking, Westerra Credit Union and its affiliates and service providers may receive data about your usage of the service and other data and information provided by you. Westerra Credit Union and its affiliates and service providers maintain reasonable safeguards to protect the information from unauthorized disclosure or use.

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Westerra Credit Union  
P.O. Box 9408  
Denver, CO 80209-0408

- » Tell us your name and account number.
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If you tell us verbally, we will require that you send us your dispute or question in writing by completing, signing (preferably including notary where indicated) and returning the necessary forms (to be provided by us) within ten (10) business days. If we do not receive written notice within ten (10) business days, we will proceed with the investigation of your issues, but will not have sufficient information to credit your account.

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