

The Westerra Way



**Now Available Virtually,
by Phone or In-Person**

Financial Checkups are Available Again

Want to be more proactive about your financial life? Financial checkups are now available *virtually, by phone, or in-person at a branch*. We'll help you discover how to:

- » **Save money** with lower and fewer fees.
- » **Earn more money** with higher savings rates.
- » **Lower your payments** with lower rates on loans and credit cards.
- » **Save time** with Westerra's convenient technology.
- » **Understand your financial picture** by reviewing your credit report.

Plus, you get a **Free Annual State or National Parks Pass** with your Financial Checkup when you open a *checking account, auto loan, first mortgage, home equity loan, credit card, certificate of deposit or money market account*.* You choose the date to activate your pass! Please schedule an appointment at westerracu.com/locations or by calling 303-321-4209.

*Limited time offer. Your choice of a free annual National Parks Pass or Colorado State Parks Pass is included with the completion of a free Financial Checkup and one new service, excluding adult share savings account. Annual Parks Passes are good for 12 months from activation date. Financial Checkup includes obtaining your credit report. Limit of one Parks Pass per account per year. Value may be reported to the IRS. The National Park Service and Colorado Parks and Wildlife are not participants in or sponsors of this promotion.

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



"I have been a member of Westerra since Safeway Credit Union merged, and I will continue to use this credit union for all my financial needs! They have helped me with many loans in which I have attained - a house, a couple cars and a lot of other financial assistance! Thank you Westerra for all your help through many years, for me and my family!"

~ Jessica J., member since 1999

BRANCH UPDATE

With the safety of our members and staff the highest priorities, we are continuing our phased approach to adding in-person and virtual services, and opening branch lobbies:

- » **Seven branch lobbies now open** – Arvada, Belmar, Cherry Creek, Green Mountain, Littleton, Parker and Central Park (formerly Stapleton) branch lobbies are open. Reflecting the new community name, our Stapleton branch is now known as the Central Park branch.
- » **Three branches remain drive-up only** – The Aurora, Castle Rock and Centennial branch drive-ups are open. Appointments are available at the Castle Rock branch. If you typically visit the Aurora or Centennial branch, feel free to schedule an appointment at another branch.
- » **Meet by virtual appointment, phone or in-person at a branch** – Schedule an appointment online at westerracu.com/locations or by calling 303-321-4209. If you do not find an appointment available on the day you prefer, please check another branch, or contact us with your specific questions.
- » **Safety is our highest priority – Facial coverings are required for all members and staff.** Our safety protocol includes a host to limit the number of lobby visitors, floor decals to mark 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** – Even though more branches are open, 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 smartphone! 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, call us at 303-321-4209 or email us at email@westerracu.com.

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. Thank you for your continued support and confidence.

WORKING FOR YOU AND OUR COMMUNITY

We have been busy behind the scenes adding more ways to give you peace of mind during these uncertain times. To that end, we want to share with you some steps we've taken to help our members who find themselves in financial hardship from the impacts of this crisis.

- » **Waived Fees.** Most fees were waived for all members for three months beginning in late March, and we have continued to waive those fees. We anticipate waiving fees through the end of the 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.
- » **Fees Eliminated.** To help members now and in the future—and to make it easier to do business with Westerra—some fees were permanently eliminated on May 1, 2020: fees for cashier's checks, money orders, official checks, temporary checks, returned mail, express delivery, account research/reconciliation, printed copies/account histories, deposits of foreign items, third party returned deposit items, ATM access card annual fee—and there is no longer a fee for notary service for all of our members and shared branch guests.
- » **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.
- » **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.
- » **Support for Small Locally-Owned Businesses.** If you follow Westerra on social media, you likely saw our *Yes Denver, We're Open* campaign which helped bring awareness—and business—to the small locally-owned businesses that had remained open to serve our community. Westerra put its own marketing dollars behind boosting the Facebook posts in the targeted areas where the businesses are located.
- » **Contributions to School District Foundations and Other Non-Profits.** Eight Denver teachers started our credit union in the midst of the Great Depression. They pooled their funds and made loans to each other to strengthen families and our community during that crisis. Today we carry that mission forward to help families and communities through the financial hardship of this COVID-19 crisis. We have made donations to the Foundations for Denver Public Schools, Douglas County Schools, Jeffco Schools, Mapleton Public Schools, and Cherry Creek Schools, as well as area food banks and other non-profits in our community.

Please let us know how we can help you. Contact us at 303-321-4209 or email@westerracu.com to discuss your specific situation.



Seeking Candidates for the Board of Directors

One of the unique aspects of credit unions is our cooperative structure—everyone who has an account at the credit union is a member and an owner. There are no stockholders. Profits are returned to members through lower fees, better rates and enhanced services. The Board of Directors is made up of individuals who are members of the credit union. They serve in their role on behalf of all members.

Board of Directors – Members elect the Board of Directors to guide the organization to fulfill its purpose by setting the plans and policies which direct the affairs of the credit union. The Board of Directors meets monthly to review the direction of the credit union and to ensure plans and policies are properly implemented. With the increasing complexity of Director obligations, the Nominating Committee is seeking candidates who have expertise in one or more of the following areas: law, marketing, accounting, education, non-profit board experience, collegiality, community/civic engagement, finance, management, leadership, lobbying (registered), computer science, security, human resource services, lending, investing and other related areas. **The Nominating Committee is accepting applications for two (2) openings on the Board of Directors.**

Qualification Criteria: Candidates must be a member of Westerra Credit Union in good standing and be at least 21 years of age. The Nominating Committee will use the following criteria in reviewing and evaluating candidates:

- » Knowledge of and commitment to the history and culture of Westerra Credit Union.
- » Member with an active account at Westerra Credit Union for not less than 5 years.
- » Ability to meet time and participation commitments as a board member.
- » Any actual or potential conflicts of interest.
- » Skills, background and expertise that the board needs.

How to Apply: If you would like to contribute your skills and time to the credit union on the Board of Directors, please contact Steve Schmidle, Chief Financial Officer at candidate@westerracu.com or 303-329-4509 for an application. Applications must be submitted by Monday, October 19, 2020 and will be reviewed by members of the Nominating Committee.

The Nominating Committee is comprised of Bill Abbey, Jim Kullhem, Larry Ottele and Ron Walker. Successful candidates will be officially announced at the Westerra Credit Union Annual Meeting on Tuesday, March 16, 2021 and will begin their three-year term at that time.



Celebrate Credit Union Day with Random Acts of Kindness Inspiring Hope for a Global Community

On October 15, credit unions worldwide will be celebrating *International Credit Union Day*. This year's theme *Inspiring Hope For A Global Community* shows how credit unions across the world provide hope through financial services, education and support, working to advance the lives of members every day.

In a year like no other, credit unions can embrace this day to celebrate the difference credit unions make locally and globally. While we will not celebrate in branches this year as we typically do, we ask our members to join with each of us in making a *random act of kindness on October 15*.

Thank you—we appreciate your membership.



Introducing Westerra's More Space Mortgage 3% Down On Up To \$850,000

Times are tight. And we mean that in the most literal sense, now that going to work entails setting up camp in the kitchen, and a school day feels like more of a vacation for them and all-day detention for you. You need your space. Room to work, play, breathe, think or just close your eyes and simply be in the moment. To this aim, there's the More Space Mortgage loan from Westerra.

You can purchase a new spacious home with only 3% down on up to \$850,000, enough to give you all the space you need – even if you didn't need it until now.

Want to make more space in your current home? Look to Westerra for Home Equity Loans, Cash-out Refinances or Renovation Loans. Visit MoreSpaceMortgage.com to see our rates, talk to a specialist or apply online.

Mark Your Calendar for the 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.

Tuesday, March 16, 2021
Watch for details on the time and location.

Federally Insured By NCUA

Your savings at Westerra are federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government, through the National Credit Union Administration, a U.S. Government Agency. IRAs are separately insured up to \$250,000 by the NCUA.

Learn more at ncua.gov.



I have been with Westerra since 2015. They have helped me save money and learn how to be more responsible with my funds. I always recommend them. What I value the most is the customer service – someone is always there to help me.

~ Kim E., member since 2015

Convenient Westerra Locations

- Arvada**
7270 West 88th Avenue
- Aurora**
14305 East Alameda Avenue
- Castle Rock**
4625 Trail Boss Drive
- Centennial**
20991 East Smoky Hill Road
- Denver**
Cherry Creek – 3700 East Alameda Avenue
Central Park – 7305 East 35th Avenue
- Lakewood**
Belmar – 7740 West Alameda Avenue
Green Mountain – 375 Union Boulevard
- Littleton**
8906 West Bowles Avenue
- Parker**
10169 South Parker Road
- 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.

www.westerracu.com