

WINTER 2021

ALASKAN @ HEART

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CREDIT
UNION **1**

Focusing on what matters

Alaska, I think we can all agree that we're welcoming 2021 with open arms and a hopeful heart. Last year was hard on so many families – and as a financial institution, we saw your struggles firsthand. From Anchorage to the farthest corners of this vast state, Credit Union 1 gave a listening ear and a warm welcome to every opportunity to help our fellow Alaskans. This year, we'll be doing more of the same. It's who we are, and it's how we live Alaskan@Heart.

There's no telling what 2021 will bring, but I do know this: when times get tough, Alaskans are tougher. We encourage one another, we help whenever and wherever we can – and that spirit is alive and well at your credit union. If you have a friend or neighbor in need, please let them know we're here.

Thank you for your membership, and cheers to the new year!



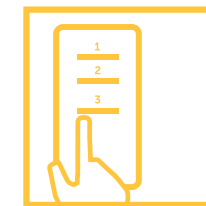
James Wileman
President/CEO



Empower Yourself with eServices

Whether you're next door to a CU1 branch or cozied up in a remote cabin, access to your Credit Union 1 account is always only a few steps away. As we remain conscious of social-distancing and continue to protect one another's wellbeing in the new year, look at steps you can take to empower yourself for a fresh beginning.

STEP 1: Register for online banking.



Make sure you are registered for Online Access – and if you have a smart device, download the CU1 Mobile App. These two resources are both free, and they're like having a CU1 branch in the palm of your hand. You can transfer funds, deposit checks, make loan payments and more! If you're new to these services, don't worry. We're happy to walk you through how to use them, any time.

STEP 2: Connect with us virtually.



Video appointments are the perfect way to chat with a member service representative "face-to-face." From the comfort of home, you can discuss your account and even apply for and close a loan! You'll enjoy personal assistance, without the need to enter a branch. "Zooming" via video is new to many Alaskans; we'd love to show you how this handy service works.

STEP 3: Rebalance your accounts.



If 2020 was a year of financial hardship for you, let's collaborate on ways to change that tide. One simple way to start is by getting rid of high-interest rate credit cards via a fee-free balance transfer to Credit Union 1! Get started today by viewing the Credit Score tool on your Online Access dashboard. You can click to see a picture of your current loans, and then apply with us online (or via video!) to improve that view.

How to View Our Privacy Policy

As a CU1 member, we value your privacy. Here are a few important points to know:

- Our privacy policy has not changed since you last received it.
- If you'd like an in-depth look, you can find this policy at cu1.org.
- Prefer a paper copy? Call our Member Service Center at (907) 339-9485 and we'll mail it to you within 10 days.

Alaskan Scholarship Opportunities

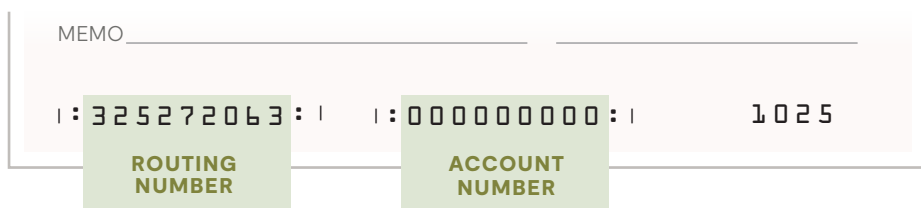


Each year, Credit Union 1 is proud to offer the Bill Countryman Scholarship to Alaskan students pursuing higher education. Visit cu1.org/scholarship to apply and be sure to submit your completed application by April 1.

Faster Access to Your PFD

Alaska's PFD application period is officially open! Enjoy faster access to your funds this year by choosing "direct deposit" on your application instead of a paper check.

- Provide Credit Union 1's bank code on your application: "CQ"
- Provide our routing number: 325272063
- Provide your 11 digit account number, found under Account Details > MICR Number in Online Access and also on the bottom of your checks:



Attend the CU1 Annual Meeting

As a co-owner of our credit union, please join us via Zoom on March 30 at 6pm for CU1's annual membership meeting! Connection details for this video meeting will be available on cu1.org in March. This year we have two current Board of Directors members up for re-election: **Joe Towslee** and **Andre Horton**. In addition, we have one board position opening. Please contact our Administration Department at (907) 339-9485 for more information.

ALL BRANCHES AND OUR MEMBER SERVICE CENTER WILL BE CLOSED:

- Martin Luther King Jr. Day – January 18
- Presidents' Day – February 15



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EXECUTIVE MANAGEMENT

James Wileman
President/CEO

Rachel Langtry
Chief Operating Officer

Chad Bostick
Chief Financial Officer

Davina Napier
Chief Lending Officer

Mark Burgess
Chief Technology Officer

BOARD OF DIRECTORS

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

SUPERVISORY COMMITTEE

Yuliya Mitchell, Chair
Jeff Wood, Secretary
Ross Risvold, Member

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