



Fall 2010

A NEWSLETTER PUBLICATION FROM RIPCO CREDIT UNION

# WHY 186 MILLION PEOPLE WORLDWIDE CHOOSE CREDIT UNIONS

On October 21, credit union members worldwide will join together to celebrate International Credit Union Day and this year's theme: Local. Trusted. Serving you. Do you remember why you chose Ripco Credit Union to be your financial services provider? It may be among many reasons shared by the 186 million people in 97 countries who have also chosen credit unions, but it most likely has something to do with the common philosophy of people helping people.



Unlike most other financial institutions, credit unions are not-for-profit, democratically-controlled, volunteer-run, member-owned cooperatives. We exist to serve our members, and that level of service remains high during even the toughest times. Instead of issuing stock or paying dividends to outside shareholders, credit unions provide value to our members by returning earnings in the form of lower loan rates, higher interest on deposits and lower fees.

This year's theme celebrates the advantages of credit union membership. Value, trust and service are just some of the many benefits of being a credit union member. You are in charge of your money and your credit union.

At Ripco, we are proud of our heritage as a cooperative financial services provider and our connection to the more than 54,000 credit unions worldwide. On October 21, we'll join credit unions and their members around the world to celebrate International Credit Union Day in recognition of the benefits credit unions bring to members.

Check out our Web site at [www.ripco.org](http://www.ripco.org) for more information about International Credit Union Day, and prepare to join us as we celebrate the credit union difference.

## HERE WE GROW AGAIN!

Ripco is undertaking another building expansion project to better serve you! You'll be noticing a lot of activity in the front of our building over the next few months, as we add on and remodel our loan department, lobby and entrance. We don't anticipate any interruption of service or lobby access in the immediate future, but at some point we'll be adding a canopy over the entrance for the convenience and comfort of our members.

Please use caution near the construction area and help ensure safety of all. Your understanding and cooperation is greatly appreciated. We and our contractors will make every effort to keep any inconvenience to an absolute minimum.



### IN THIS ISSUE

- 2 RHINELANDER PARTNERS IN EDUCATION (PIE)
- 2 MOBILE WEB BANKING ENABLED
- 2 ONLINE BANKING – KEEPING YOU OUT OF THE COLD
- 3 PLEASE HELP US SERVE YOU BETTER
- 3 CAR BUYING TIPS
- 3 HOLIDAY CLOSINGS
- 4 IMPROVING DATA SECURITY
- 4 DEBIT CARDS NEED TO COME OUT AND PLAY
- 4 IMPORTANT REMINDER
- 4 HOURS AND LOCATIONS



## Rhinelanders Partners in Education (PIE)

You may already know that Ripco has a student-run branch at Rhinelanders High School, but did you also know that your credit union supports our schools in many other ways? One of those ways is through our support of and participation in Rhinelanders Partners in Education (PIE).

PIE is a formal relationship between Rhinelanders schools, local businesses and community groups. Formed in 2009, this grassroots organization goes beyond partnering with a specific class or event to reach a higher level.

We actually sit at the table with business leaders, community leaders and education leaders to work together to meet the needs of our students, our community and our partners. All members have a common understanding that the success of our future workforce and community relies on the education students receive today.

The goal of our organization is to promote student success while providing enriched learning opportunities.

### Partnerships can impact:

- Academic Achievement
- School Attendance
- Career Planning
- Student Enrichment
- Self-Image and School Pride

For additional information, you may contact Rhinelanders PIE President Leah Van Zile at 715-369-7179 or via e-mail to [lmvanzile@wisconsinpublicservice.com](mailto:lmvanzile@wisconsinpublicservice.com).

## Mobile Web Banking Enabled

In an effort to always offer you the best service possible, we have added yet another way for you to access your accounts. You may now use your Internet-enabled cell phone to transfer money or to obtain information regarding your account balances and activity. No more waiting until you are sitting in front of a computer to access It's Me 247!



To learn more, simply sign in to "It's Me 247" via your home or office computer and click on the "Go Mobile" button. There's even an online phone emulator and an "It's Me 247 Mobile Enabled Banking" video so you can see how it all works!

## ONLINE BANKING – Keeping You Out of the Cold

For day-to-day monitoring of your Ripco Credit Union accounts, nothing beats It's Me 247 Online Banking. All you need is a spare moment to log onto the Internet and you can keep tabs on your account activity, transfer funds and pay bills. When the skies turn gray and the north winds blow, you can take care of business without bundling up and heading out into the cold. The amount of information at your fingertips makes it the ultimate timesaver. And it's totally free!

It's Me 247 provides you with a secure connection to Ripco, giving you access to all of your accounts, 24 hours a day, seven days a week.\*

### Benefits

- Check account balances and transactions
- View and reconcile statements online when you enroll in e-statements
- Verify deposits
- View check images online
- Transfer funds between account types within the same base account
- Transfer funds between different accounts available with signed authorization
- View account history
- View ATM/Debit card transactions
- Check your loan balances and loan payment information
- Request a check withdrawal by mail
- View, track and pay all your bills with FREE\*\* member E-Bill Pay



\*24-hour access exclusive of end-of-day processing times, scheduled and emergency downtimes for system maintenance.

\*\*E-Bill Payment enrollment is available to members with Ripco share draft/checking accounts in good standing. There will be no charge for initial enrollment and for the first 15 bills paid/checks issued via E-Bill Pay in any month. Thereafter, there will be a fee of \$.50 per item for any bills paid/checks issued via E-Bill Pay in excess of 15 in any statement period (calendar month). If you do not use your E-Bill Pay service for 60 days, your enrollment may be cancelled due to inactivity.

# PLEASE HELP US SERVE YOU BETTER

Please use regular blue or black ink for all checks and deposit slips. Kindly do not use colored gel inks.

Use of gel inks may result in denied transactions and in our inability to reproduce records you may wish to obtain in the future. Please ask people who pay you for goods or services to refrain from using colored gel inks when they write checks to you; we may be unable to accept these checks for deposit into your account.



## CAR-BUYING TIPS

Buying a car is an exciting step – but it can also be overwhelming and stressful. If you take the time to do a little research before visiting the dealerships, your car-buying experience can be a lot less stressful and a lot more fun!

**Visit Ripco Credit Union to get pre-approved for financing.** Before you fall in love with a car you may not be able to afford, come to Ripco. Our lenders can get you pre-approved for financing at a great rate that fits your lifestyle and budget. You'll also know exactly how much you can spend, which will give you added negotiating power at the dealership.

**Do your research.** Informed shoppers are smart shoppers, so gather some information before you start shopping. Resources like Consumer Reports ([www.consumerreports.org](http://www.consumerreports.org)), Edmunds ([www.edmunds.com](http://www.edmunds.com)) and Kelley Blue Book ([www.kbb.com](http://www.kbb.com)) offer helpful vehicle reviews and pricing information that can help you determine a fair price for the car you want.

**Negotiate your price.** Price negotiation is probably the most overwhelming part of the car-buying process, but it is important for you to stick to your strategy. If you've done your research, you'll have a good idea whether the dealer's offer is fair. Keep in mind that the dealer's first price is rarely their best price, so don't be afraid to reject the initial offer. If the dealer can't meet your target price, walk away. Buying a car is a big step and the transaction has to be right for you.

**Buyer beware.** Before signing the final contract, ask the dealer to explain each item. Dealers have been known to include extra charges for items like "fabric protection," "paint sealant" or "rust proofing" that may not be necessary. If there are charges you're not comfortable with, don't be afraid to point them out.

Car buyers should also be wary of financing deals that sound too good to be true. Offers like "0% dealer financing" may sound good, but the problem is that not every potential car buyer qualifies. The too-good-to-be-true rate applies to people with very high credit scores, excellent credit records and little or no debt. Unless you fall into this category, you may get stuck paying a much higher rate.

You may be surprised to learn that even if you do qualify for 0% financing, it could cost you more in the long run. If the dealer offers you the choice of 0% or a cash rebate, taking the rebate and financing through Ripco Credit Union could save you money – even if our rate is higher. Let's do the math:



	Dealer Financing	Ripco Auto Loan
Vehicle purchase price	\$30,000	\$30,000
Cash rebate	\$0	\$5,000
Amount financed	\$30,000	\$25,000
Interest rate	0	4.75% APR
Term of loan	72 months	72 months
Monthly payment	\$416.67	\$399.73

You'll actually save more (over \$1,200 in the above example) by taking the dealer's rebate and financing your vehicle purchase at Ripco. To learn more about vehicle financing or to apply for your low-rate auto loan, visit us online or call to speak to one of our lenders. With a little advanced planning, a solid negotiating strategy and financing from Ripco Credit Union, buying your next car can be a fun and stress-free experience!

The VOICE is published in the Spring, Summer and Fall of each year for members of Ripco Credit Union.

## IMPROVING DATA SECURITY



In a continuing effort to improve security, our data processor has advised us that they are discontinuing support for older, less secure versions of Internet Explorer. Effective Monday, October 4, 2010, members still using Internet Explorer versions 5 or 6 will no longer be able to access their accounts in It's Me 247 online banking. This is

necessary because Microsoft® has ended mainstream support for these versions, and no longer provides security updates for these outdated browsers.

If you are one of the very few members who still use Internet Explorer 5 or Internet Explorer 6, we urge you to update your browser to a supported version (IE7 or IE8) or download one of the other supported browsers for It's Me 247 (Safari, Firefox or Google Chrome).

We apologize for any inconvenience this may cause, and hope you understand that this necessary change will help protect your personal financial information.

## DEBIT CARDS NEED TO COME OUT AND PLAY

Please be aware that as a security precaution, Ripco debit cards that have been unused for a year or more may be closed for inactivity or may not be reissued after the plastic card expiration date. To make sure you'll always have the convenience of your Hodag MasterMoney debit card at your fingertips, please use your debit card for purchases and/ or ATM cash withdrawals regularly!

## Important Reminder

It is very important to always provide us with current and accurate contact information.

We can serve you best when we have your correct e-mail address. If you use online banking, we need a valid e-mail address to notify you of personal information changes and other account events; if you're enrolled in e-statements, an accurate e-mail address will ensure that you receive your e-statement notifications and other important information. Please be sure to let us know if your e-mail address changes. Simply update your personal information via It's Me 247 or drop us an e-mail (including your old and new e-mail addresses) to [ripco@ripco.org](mailto:ripco@ripco.org). For your protection and account security, we ask that you do not include your Ripco account number when e-mailing us. E-mail address change requests via e-mail or telephone will be subject to verification.

If your postal mailing address has changed – even temporarily – please notify us in writing immediately in order to avoid the \$5.00 Incorrect Address Fee .



### RIPCO IS LOCATED AT

121 Sutliff Avenue • Rhinelander, Wisconsin  
~And at~  
Rhinelander High School  
665 Coolidge Avenue • Rhinelander, Wisconsin

### MAILING ADDRESS

P.O. Box 278  
Rhinelander, WI 54501-0278

### MAIN TELEPHONE NUMBER

365-4800 (local) • 1-877-365-4800 (toll free)

### CU\*TALK AUDIO RESPONSE

365-4801 (local) • 1-877-365-4801 (toll free)

### LOAN DEPARTMENT

365-4876 • 1-877-365-4800 (toll free)  
(24-hour access to CU\*TALK;  
operator access during regular office hours)

### LOBBY HOURS

Mon – Wed: 8:30 a.m. – 4:00 p.m.  
Thurs – Fri: 8:30 a.m. – 5:00 p.m.  
Saturday: Closed

### DRIVE-IN HOURS

Mon – Thurs: 7:30 a.m. – 5:00 p.m.  
Friday: 7:30 a.m. – 6:00 p.m.  
Saturday: 7:30 a.m. – 12:00 Noon

### RHS STUDENT BRANCH HOURS

Tuesdays & Fridays: lunch hours from  
11:30 a.m. – 1:15 p.m. when school is in session.  
ATM available whenever the Commons area is open.

### RCU ATMs

- 24-hour accessible drive-up ATM on site at  
121 Sutliff Avenue, Rhinelander
  - Walk-up ATM located inside of the main Wausau Paper  
Company building on Davenport Street, Rhinelander
  - Walk-up ATM in the LRC building at Nicolet  
College, Highway G, Rhinelander
  - Walk-up ATM at Rhinelander High School
- All Ripco ATMs are fee-free when using  
your RCU debit, ATM or credit card!**

### WEBSITE

[www.ripco.org](http://www.ripco.org)

### E-MAIL

[ripco@ripco.org](mailto:ripco@ripco.org)

### LOST/STOLEN VISA®/MASTERCARD®

1-800-556-5678 (24-Hours)



**RIPCO  
CREDIT  
UNION**



#### GOOD NEWS ABOUT YOUR NCUA INSURANCE COVERAGE

You may recall that the Emergency Economic Stabilization Act of 2008 increased the insurance coverage on all accounts in federally-insured credit unions to \$250,000 (up from \$100,000) until December 31, 2013. This increased coverage limit was made permanent by the Dodd-Frank Wall Street Reform and Consumer Protection Act of July 2010.

You should take great comfort in knowing that not one penny of insured savings has ever been lost by a member of a federally-insured credit union. For more facts about share insurance coverage, please call or visit Ripco, or learn more online at [www.ncua.gov](http://www.ncua.gov).