

April 2024

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Our Minot team had an incredible time volunteering at Souris Valley United Way, filling bags in January for Backpack Buddies. Backpack Buddies is a locally funded program providing nutritious food to children who might not otherwise have food over the weekend.

**OUR OFFICES
WILL BE CLOSED:**

**MEMORIAL DAY
MONDAY, MAY 27**

**JUNETEENTH
WEDNESDAY, JUNE 19**

**INDEPENDENCE DAY
THURSDAY, JULY 4**

UPCOMING EVENTS:

**KENMARE
TACO IN A BAG LUNCH
WEDNESDAY, JUNE 12
11:30 A.M. - 1 P.M.**

**STANLEY
SLUSHBURGER LUNCH
FRIDAY, JUNE 14
11:30 A.M. - 1 P.M.**

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ANNUAL MEETING & BOARD ELECTION RESULTS

Town & Country Credit Union hosted its 85th Annual Meeting, virtually and in-person, on March 21, 2024. The meeting included announcing the results of the Board of Directors election, as well as reports from the Board Chair, Kevin Harmon, and the Credit Union's Interim President/CEO, Kalli Schell.

Board of Directors Election

Members were invited to vote electronically, by phone or by mail in the weeks leading up to the Annual Meeting. The election results were presented at the Board meeting.

This year, the nominating committee submitted four candidates for consideration for three seats on the Board of Directors. The following candidates were elected:

- **Kalvin Larson** will fill the Minot Board seat (3-year term)
- **Wendy Loucks** will fill the Fargo Board seat (3-year term)
- **Curtis Smith** will fill the At-Large Board seat (1-year term)

Congratulations to the new Board members, and thank you to all our Board candidates for their willingness to serve.

A Year in Review

Kevin and Kalli both shared reports with attendees that focused on the credit union's accomplishments in 2023, as well as thanking members for their support of the credit union this past year. Some of the highlights included:

- Asset growth of 7% which brought the credit union's total assets to more than \$680 million.
- Exceptional Ag & Commercial loan growth of over \$72 million.
- An additional \$40,410 in deposit matches and special offers earned by youth members.
- We achieved a Net Promoter Score of 79.07, putting us above the gold standard benchmark NPS for the financial service industry.



Kalvin Larson



Curtis Smith



Wendy Loucks

You can watch the meeting for yourself by visiting townandcountry.org/annual-meeting.

For a deeper dive into all we accomplished in 2023, check out our 2023 Impact Report at townandcountry.org/impact-report.



\$25 TEEN CHECKING ACCOUNT BONUS

Are you looking for a reliable checking account for your teen? Look no further!

From April 1 through May 31, teens ages 13-17 can get \$25* deposited into their account after opening their first checking account. Our checking accounts are designed with teens in mind, giving them the tools they need to manage their money effectively.

Benefits of Town & Country Checking Accounts:

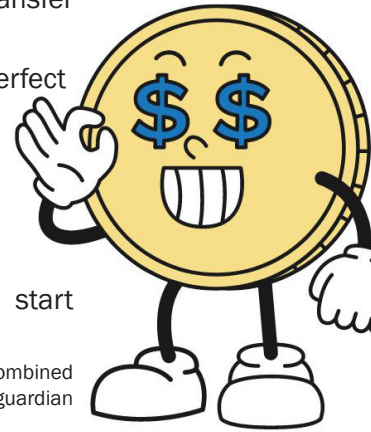
- No monthly fee
- No minimum balance requirement
- Online account access and mobile app
- Instant issue debit card

Parents can keep an eye on spending and transfer money as needed.

Town & Country checking accounts are the perfect choice for families looking to help their teens establish good money habits. Don't wait – sign your teen up for their first checking account today using **promo code TEEN25** to get \$25 deposited into their account.

Open a teen checking account today and start building a better financial future!

* Limit of one \$25 deposit per SSN, ages 13 to 17. Cannot be combined with other checking account offers. Requires parent or legal guardian as joint owner. Offer valid April 1 - May 31, 2024.



Beware of Inheritance Scams

Inheritance scams pose a serious threat to your financial well-being. Understanding the intricacies of these scams is the first step in protecting yourself.

WHAT ARE INHERITANCE SCAMS?

Inheritance scams involve fraudsters falsely claiming you're entitled to an unexpected inheritance. These scammers use various tactics, such as posing as lawyers or representatives, to exploit victims emotionally and financially.

HOW THEY OPERATE:

Scammers often send a convincing check, creating a facade of legitimacy. Once you cash it, they request payment in the form of Bitcoin, gift cards, or immediate cash. It's a classic bait-and-switch, leaving victims with devastating financial losses and emotional distress.

SPOTTING THE RED FLAGS:

Here's the kicker - *scammers manipulate emotions, creating urgency for victims to provide personal information or make upfront payments. If you find yourself being pressured to act quickly or share sensitive details, it's a major red flag.*

TIPS TO SAFEGUARD YOURSELF:

Verify Sources: Legitimate inheritances are not randomly awarded. Confirm the authenticity of claims through official channels.

Question Unsolicited Communications: Be wary of unexpected emails, calls, or messages. Scammers often use unsolicited approaches to catch victims off guard.

Research and Confirm: Investigate the details provided in inheritance offers. Legitimate transactions have a clear and verifiable trail.

Guard Personal Information: Never share sensitive information without first doing your research. Legitimate entities will not ask for confidential details up-front.

Consult Financial Experts: When in doubt, seek advice from our financial experts. Our team can provide guidance on the authenticity of the inheritance claim.

Empower yourself against inheritance scams by staying informed and vigilant. Your legacy deserves protection! Questions? We're here to help. Give us a call at 1-800-872-6358.

LET US CALL YOU BACK

In January, we implemented a new feature for when members call the Credit Union – callbacks. The callback feature creates an improved member experience when calling the credit union. Instead of waiting on hold, members can request to be called back at a more convenient time. In the first month of having the feature live, members requested **364 callbacks**.

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