

July 2020

www.townandcountry.org
(800) 872-6358
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Employees had some socially distant fun while our lobbies were closed. Not only did we have the opportunity to wear jeans, we also had some special dress-up days for staff, including hat day, athletic wear day, and red, white & blue day. Pictured here are employees Elyse Anderson and Emily Stadler at our 25th Street location in their Bison gear on comfy clothing day.

OUR OFFICES WILL BE CLOSED:

INDEPENDENCE DAY

FRIDAY, JULY 3 &
SATURDAY, JULY 4

LABOR DAY

MONDAY, SEPTEMBER 7

UPCOMING EVENTS

MEMBER APPRECIATION AT THE FM REDHAWKS

TUESDAY, JULY 28

Stop by any Fargo-area TCCU to pick up your free tickets.

MINOT FILL THE BUS SUPPLY DRIVE

WEDNESDAY, AUGUST 5
10 a.m. - 3 p.m.

MINOT PEE WEE POOL DAY

THURSDAY, JULY 30
Roosevelt Park Pool

FARGO PEE WEE POOL DAYS

SATURDAY, JULY 25 TO
FRIDAY, JULY 31
Davies Recreational Pool

Our Annual Minot Club 55 Picnic has been cancelled due to COVID-19

TERMS & CONDITIONS

The Terms and Conditions of your account will be updated effective July 1, 2020. Included with your statement is a copy of the Change Notice. Please contact our offices with any questions.

BOARD EXECUTIVE COMMITTEE NAMED

Town & Country Credit Union is governed by a board of volunteers elected by the credit union membership. Board election results were announced in March followed by the annual Board of Directors reorganization meeting on April 20 to elect the new Board executive committee.



DelRae Zimmerman Geinert will remain the Board Chair for another year. She is a licensed REALTOR®, Broker and one of the owners of Brokers 12 Real Estate in Minot.

Kevin Harmon is the new Board Vice Chair. He currently serves as the Vice President for Student Affairs at Minot State University.



Jeff Stremick will serve another term as the Board Secretary/Treasurer. He is a REALTOR®, Broker and part-owner of Signal Realtors in Minot.



They will hold these positions for one year, and are joined on the Board of Directors by: Jim Anderson (Kenmare), Brian Nelson (Fargo), Leah Dalton (At-Large) and Jay P. Hight (At-Large).

JOIN US FOR A REDHAWKS GAME!

Baseball season is in full swing for the Fargo Moorhead RedHawks and we're giving away free tickets to our members while supplies last! Stop by any Fargo Town & Country branch to pick up a free ticket for the Tuesday, July 28 game to cheer on the RedHawks as they take on the St. Paul Saints. The game starts at 7:02 pm and gates open at 6:02 pm.



The RedHawks will be implementing special guidelines to limit fan, staff and client contact at all games to ensure an enjoyable experience for fans! Take your family out to the ball game on Town & Country!

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- Get quick access to your money*

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TOWN & COUNTRY
CREDIT UNION



Checks deposited Monday - Friday before 4 p.m. CST will be deposited in your account that day. Deposits made after 4 p.m. CST or on the weekend will be deposited the next business day. Terms, conditions and check holds may apply and are subject to change.



TOWN & COUNTRY EMPLOYEE UPDATES

GLEICH, HACKMAN AND SILVERTHORN PROMOTED



Chelsea Gleich was promoted to Senior Communications Specialist. In her new role, Chelsea will plan and coordinate events, promotions and public relations campaigns to reinforce the credit union's brand. She will also create and edit advertising content and internal communications and serve as the community involvement coordinator for locations in Western North Dakota.



Stephanie Silverthorn has been promoted to Assistant Vice President, Human Resources. In addition to overseeing all functions of the HR Department, Stephanie will focus on building a positive, employee-oriented culture that emphasizes empowerment, quality, productivity and goal attainment. She will also lead recruitment efforts and the ongoing development of a high-performing workforce within the credit union.



Sadie Hackman has been promoted to HR Generalist. In her new role, Sadie will provide administrative support to the President/CEO and board members, as needed, as well as playing a vital role in supporting all HR functions. She will also assist with recruiting, onboarding, payroll, and state licensure program administration for staff.

ANDERSON HIRED AS DIRECTOR OF INTERNAL AUDIT

Lindsey Anderson recently joined the team as the Director of Internal Audit. A Minot native, Lindsey holds a degree in finance from the University of North Dakota and is a Certified Community Bank Internal Auditor. She brings five years of experience as an internal auditor to her new position.



As the Director of Internal Audit, Lindsey will complete internal audits and work with outside audit firms to provide independent, objective feedback and assurance to the board and management team.

FAREWELL TO CHRISSY HAUGEN



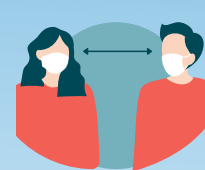
Chrissy Haugen, Vice President of Accounting, retired after more than 34 years with Town & Country Credit Union. Chrissy joined in 1985 as a member services representative and filled multiple positions over the years including Account Opener, Accounting Specialist and VP of Accounting. Congrats on a well-deserved retirement, Chrissy!

TOWN & COUNTRY LOBBIES ARE NOW OPEN

We're excited to announce that our lobbies are now open again, with the exception of our location in the Fargo Sanford Broadway Medical Center which remains closed due to visitor restrictions at the hospital.

Now, we ask you to join us in taking precautions to keep all of us healthy when you come in:

- Use the hand sanitizer that's available near the entrance.
- Maintain a 6-foot distance whenever possible. Stickers are installed on the floor for you to stand on while waiting in line.
- Plexiglass germ guards have been installed on our teller lines. Please stand behind them while conducting your business.
- Masks are allowed, but not required in our branches. If you choose to wear a mask, we ask that you do not wear anything else to obstruct the view of your face such as a baseball cap, sunglasses or a hood.
- Do not come in if you're feeling sick. Give us a call or access your account online to conduct your business.



If you need to meet with an account opener or loan officer, call us at 1-800-872-6358 to make an appointment. When you get to the branch, wait in your car until your scheduled appointment time.

We've also increased our cleaning protocols, limited lobby seating, and clean our workspaces between every member interaction as an added precaution. Thank you for your patience in allowing our staff to complete these activities before serving the next member in line.

Thank you for your understanding during our lobby closure and for following these precautions. Working together, we can all move forward.



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