

April 2020

www.townandcountry.org  
(800) 872-6358  
Insured by NCUA



Minot employees volunteered to help fill backpacks for the Backpack Buddies program in January. The program provides food for school children who might not otherwise have food over the weekend.

Pictured (L to R): Sadie Hackman, Jocelyn Walz, Renata Buen, Lisa Thuner, Kathleen Henjum, and Stephanie Silverthorn.

**HOLIDAY HOURS:**

**MEMORIAL DAY**  
Monday, May 25  
Offices Closed

**INDEPENDENCE DAY**  
Friday, July 3 and  
Saturday, July 4  
Offices Closed

All branch lobbies, with the exception of Kenmare, will continue to be temporarily closed until further notice.

**UPCOMING EVENTS:**

We are not planning any events at this time. Please continue to check our website for updates.

**LOAN DISCLOSURE**

Effective April 1, 2020 the variable interest rates based on the Wall Street Journal Prime Rate will decrease by 1.50% and the TCCU Internal Index will decrease by .50%. Please contact the loan department with any questions.

**AFFECTED BY COVID-19?  
WE'RE HERE TO HELP**

The COVID-19 outbreak is not only impacting people's health, but also their finances. If you are experiencing financial difficulties due to layoffs, unpaid time off, closures and more, we're here to help.

**MEMBERS ARE ELIGIBLE TO:**

- Skip an upcoming loan payment.\*
- Make an early withdrawal from your CD with no penalty fee.
- Apply to refinance your home or auto loan to save on your monthly payments.

We can complete all these applications over the phone or online, so no need to come into the branch during this time. Just give us a call at 1-800-872-6358 or apply to refinance or skip a payment at www.townandcountry.org.

Looking for additional assistance or guidance on what's the best option for you? Please reach out. Our certified financial counselors and lenders are ready to help.

Read more on page 2.

\*Visa, agriculture, annual payment and commercial loans are excluded, as well as loans subject to the MLA. Terms and conditions apply.

**81<sup>ST</sup> ANNUAL MEETING**

Due to recommendations to discontinue gatherings of 10 or more people, our 81st Annual Meetings in Fargo and Minot on March 17th and 19th were canceled. We wanted to share a short recap of what our Board Chair, DelRae Geinert, and President/CEO, Jeremiah Kossen, had planned to report at the meetings.

**Board Chair Report**

Chairman Geinert's report focused on major milestones achieved by the Credit Union:

- **#1 for Member Growth in North Dakota** — while many of our credit union counterparts are seeing negative member growth, we increased by nearly 7% this past year.
- **#1 for Loan Growth in North Dakota** — With increased member deposits, we're able to lend those out to other members



**DelRae Geinert,  
Board Chair**



**Jeremiah Kossen,  
President/CEO**

and they're taking advantage of our great rates.

- **#1 Mortgage Lender in Ward County!** — According to 2019 North Dakota Guaranty & Title reports.

# YOUR MONEY IS SAFE AND ACCESSIBLE



While it seems like the world is changing by the minute, there is one thing you can be sure of — your

credit union is committed to you. Making sure that you have access to your funds is our top priority. Credit unions are an essential service and we take that responsibility seriously. We have a plan in place to continue serving you through whatever is to come, while keeping our staff safe and healthy.

## Your Money is Safe with Us

There are a lot of things to worry about these days, but the safety of your money in our credit union isn't one of them. Your money is safe, and your accounts are insured by the NCUA.\* There is no risk to keeping money in your account. You can be confident that we are a financially sound organization prepared to weather any economic downturn.

## Your Funds are Accessible

Our lobbies may be closed, but we're committed to making sure you have multiple ways to access your money during this time, including:

- Check balances, make transfers, deposit checks, pay bills and more with TCCU Online and the Town & Country CU mobile app. If you're not currently signed up for online services, fill out a form on our website and we'll grant you access.
- Open a new checking or savings account or CD by giving us a call.
- Apply online and get approved for a new consumer or home loan.

- Drive-thru service during regular hours at 9 convenient locations.
- Scheduled in-person appointments available on a limited basis.
- Call 1-800-872-6358 from 7 a.m. – 7 p.m. Monday through Friday or 8 a.m. – 2 p.m. Saturday. Our in-house experts are ready to help you with balance inquiries, transfers, loan payments and more.
- Add your debit or credit card to your phone's mobile wallet so you can pay without a touch.
- If you need cash, our ATMs are always available, or you can use any ATM in the MoneyPass network fee-free.

**Plus, if you're a qualifying Star Rewards account holder, you can earn 3%\*\* and any ATM fees you do incur will be automatically refunded up to \$25 each month.**

Town & Country Credit Union is here for you today and for the long haul. If you have any questions about how you can still conduct financial business, please give us a call at 1-800-872-6358 so we can help. We're here to serve you however we can while keeping you, our members, and our employees safe and healthy.

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

\*\*Balances up to \$20,000 receive Annual Percentage Yield of 3.00% and balances over \$20,000 earn the regular checking account dividend rate ranging from 0% to .02% APY. If qualifications are not met all balances earn the regular checking account dividend rate ranging from 0% - .02% APY. Terms and conditions apply and are subject to change.

## PROTECT YOURSELF FROM FRAUD

During emergencies, it's common for scammers to increase their efforts. It is important to note that if we reach out to you, we will NEVER ask for confidential information such as your name, password, personal identification number (PIN) or other account information.

If you are unsure if the call is legitimate, please hang up and call us right back. Our staff appreciates your diligence and will not be bothered. If you have any questions, give us a call at 1-800-872-6358.



**Text TCCU  
to 31996  
for updates!\***

Stay up to date on all things Town & Country Credit Union by signing up for text alerts. We'll send updates and relevant credit union information right to your mobile phone. To sign up, text TCCU to 31996 or visit our website to sign up. You'll receive no more than 10 messages per month and message and data rates may apply.

# MEET BRIAN NELSON, YOUR NEW FARGO BOARD REPRESENTATIVE



Brian lives in Fargo with his wife Ellen. He is currently employed as the Superintendent in both Rosholt, South Dakota and Fairmount, North Dakota. Brian also has ties to Western and Central North Dakota. He has taught in Rolette, ND and was principal in Carson, ND. He later served as Superintendent and Elementary Principal for Berthold Public School and went on to be the superintendent of the Lewis and Clark Public School District when Ryder, Makoti,

Berthold and Plaza schools reorganized. Brian was named Superintendent of the Year for 2008-2009 for the Northwest Region in North Dakota. He also serves on the Fargo School Board, a seat he has held since 2018. Brian and Ellen enjoy fishing in Alaska and Lake Sakakawea, as well as traveling, cruising, and spending time at their lake house on Lake Lida 5.5 miles east of Pelican Rapids, Minnesota.

## MINOT NAMED #1 CREDIT UNION

The Minot Daily News hosts the Readers' Choice Awards each year where readers are invited to nominate the best businesses and organizations in the city by category. This year, Town & Country Credit Union once again took home the title of Best Credit Union. "Thank you to everyone who voted for us again this year," said Kossen. "It makes us proud to know that community members and our credit union members recognize us as the #1 Credit Union in Minot. We look forward to continuing to earn that title each and every day."



## TOWN & COUNTRY AWARDED HOMEOWNERSHIP AWARD OF EXCELLENCE

North Dakota Housing Finance Agency (NDHFA) recognized ten of the lending institutions, loan officers and real estate agents who promote its homeownership program as Champions of Affordable Housing. The state agency provides individuals and families, primarily first-time buyers, with low-cost financing, and down payment and closing cost assistance.

Town & Country Credit Union was recognized with the Homeownership Award of Excellence for their best practices and outstanding delivery of the agency's programs. "We're honored to have received the Homeownership Award of Excellence," said Roseann Lund, SVP Mortgage at Town & Country Credit Union. "At Town & Country, our mission is to 'Positively Impact Those We Serve' and we believe that one of the best ways we can help is by providing access to home loan programs that allow first-time buyers to achieve the American Dream of homeownership. This award is a true testament of our entire mortgage team's effort in making that dream a reality for our members."

A self-supporting state agency, NDHFA is dedicated to making housing affordable for all North Dakotans. Set up a free consultation with a local Town & Country

lender to discuss NDHFA programs by calling 1-800-872-6358.

Pictured (L to R): TCCU employees Roseann Lund, Jacqi Lien, Mike Hennebry, Jessica Lochthowe, and Interim Executive Director of NDHFA Dave Flohr.



# Auto Loan

Rates as low as

# 1.99%

APR\*



 **TOWN & COUNTRY**  
CREDIT UNION

Apply online today

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

\*APR = Annual Percentage Rate. Rate is effective from 2/28/2020 through 4/30/2020. Stated rate applies to 36-month term with automatic payment from TCCU checking account, 36 monthly payments of \$28.64 per \$1,000 borrowed. Rate and approval based on credit history and underwriting factors. Terms, conditions and restrictions may apply and are subject to change.



# 81<sup>ST</sup> ANNUAL MEETING, CONTINUED

In addition to those major milestones, we received a 96% member satisfaction rating from our members and achieved impressive financial growth over the year:

- Loans increased by \$31.3 million.
- Deposits increased by \$39.1 million.
- Return on Average Assets was .56%, only slightly lower than 2018 due to investments in technology and locations to serve our members better.
- Total dividends and interest paid to members was \$3,575,121, which increased by 66% from 2018.

## President's Report

President/CEO Kossen's report acknowledged the growth of the Credit Union by touching on the year's initiatives and new services including:

- **Expanded Instant Issue to all our full-service locations** allowing us to print members a working debit card or HSA card in 15 minutes or less.
- **Launched Apple, Google & Samsung Pay** allowing members to pay with their phone at local retailers.
- **Launched docusign for consumer products** which allows our consumer members to verify their identities and securely sign account and loan documents on their own computers instead of having to come in to the location.
- **Opened two new locations** in two years which include our Eagle Run office in West Fargo and more recently, our Dakota Square branch near the mall in Minot.
- **Launched a Contact Center** which has benefited our members as they handle all phone calls so member service staff can focus on assisting the members in front of them.



View our Impact Report by searching Impact Report at [www.townandcountry.org](http://www.townandcountry.org).

## Giving Back

For the past seven years, Town & Country has been making an Annual Meeting donation to local nonprofits selected by employees. Although the meetings were canceled, donations of \$500 were still provided to local nonprofits. Receiving the donations were the El Zagal Shriners of Fargo and the Magic City Discovery Center of Minot.

## Board Election Results

In accordance with our bylaws, voting for our Board of Directors election was conducted online, by phone and mail prior to the annual meeting. The election was for one Fargo board seat, one Kenmare board seat and one Minot board seat.

Incumbent Jim Anderson was the only candidate presented for the Kenmare board seat and will serve another three-year term representing Kenmare. Brian Nelson was the only candidate running for the Fargo board seat and will serve a one-year term due to the Fargo seat being vacated early. Incumbent DelRae Geinert and Joseph Hurt ran for the Minot seat. DelRae earned the most votes and will serve another three-year term representing Minot.

## NEW HIRES & PROMOTIONS



**Emily Brick** was recently promoted to Branch Manager of our West Fargo office. Emily joined the credit union in 2019 as an Assistant Branch Manager. She brings over six years of customer service experience in the finance industry to her new role at the credit union. As Branch Manager, she will assist members with their personal loan and deposit products as well as manage and lead branch staff. In addition, Brick is a Certified Financial Counselor and will provide individual counseling to members. Emily can be reached at 701-356-1818 or by email at [emily.brick@townandcountry.org](mailto:emily.brick@townandcountry.org).

**Shawn Carlson** joined us as an Executive Mortgage Officer. Carlson earned his Business Administration degree from the University of North Dakota. He brings over 15 years of mortgage lending experience to his new role and is well versed in mortgage lending and operations. He will provide Fargo-area borrowers with local mortgage lending services. Shawn is experienced in all mortgage loan types and specializes in first-time homebuyer loans and home refinancing. His office is located at our 815 25th Street South location in Fargo. He can be reached at 701-356-1724 or by email at [shawn.carlson@townandcountry.org](mailto:shawn.carlson@townandcountry.org).



**Town & Country** Insurance Agency, LLC

*"Your best insurance is your agent."*

1-866-639-1261

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

Proudly serving the Minot, Berthold and Fargo areas.

Check us out on **Facebook!**