

# THE CREDIT UNION COLUMN

## LOCAL DIFFERENCE

Tomorrow night, a benefit concert will be held at the Boulder City Library Amphitheater to raise funds for victims and families of last week's horrific shootings. Reading Bad Moon will be an outdoor concert consisting of several bands and cultural readings.

At the time this column was written details were still being worked out, but they are hoping to collect not only funds, but also coordinate on-site blood donations.

Boulder Dam Credit Union has agreed to underwrite the cost of the sound system for this event in order to ensure all donations made during the evening go 100% towards the intended recipients.

Look elsewhere in today's paper for additional details, but please stop by and help our community with the healing process.

## PASSWORDS PLEASE!!

A part of our security procedures is the placement of a member chosen password on your accounts so if you (or more importantly someone else) tries to call in and access your accounts, a password will be required.

So, if you are asked by one of our staff for a password for your account, please make every effort to provide something you can remember, but no one else would know. And, if your first thought is "well I don't ever call in to access my accounts", remember it isn't you we are worried about.

## SPEAKING OF CALLING IN

For those members who do call in for account and/or transaction requests, please be prepared to provide your account number and other relevant information on your account.

For members who call in and all they can provide is their name and address, our job becomes much more difficult to verify that the member is who they say they are.

The staff will sincerely appreciate our members being prepared with the necessary information before calling in!

## WHAT DOES YOUR CREDIT UNION MEAN TO YOU?

Do you have a passionate answer to this question? If so, we would love to hear from you. You can submit a written response to any Credit Union employee or send directly to [eestes@boulderdamcu.org](mailto:eestes@boulderdamcu.org). What does your Credit Union mean to you? We would love to hear.

## GOOD SERVICE, BAD SERVICE

Over the last few months I have been the recipient of some very outstanding customer service at local establishments. Has it always been perfect, no, but for the most part everyone I've come in contact with reflects the passion you would hope tourists see when they visit our town.

It is human nature to quickly react to bad service, but be slow to respond to outstanding service. If you are the recipient of outstanding service while shopping, dining or visiting any local establishments, be quick to mention it to whoever provided the service. Better yet, ask to speak to the owner or manager and pass on your congratulations. You will quickly make someone's day and hopefully encourage the service level to continue. It's called "paying it forward," and it is what makes our community stronger each day.

## DAM PLATES

If a picture is worth a thousand words then whenever you see a picture of Hoover Dam you automatically think of all the good things about Boulder City. You can carry this picture with you wherever you go by subscribing to the Boulder City license plate through the Department of Motor Vehicles. 50% of the registration fee for these plates comes back to Boulder City to benefit the Boulder City Chamber of Commerce. The next time you renew your license plates, ask for the Boulder City plates with a picture of Hoover Dam. Wear your home-town with pride and help the local financial picture at the same time.

## WORDS OF WISDOM

*You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face. You are able to say to yourself, 'I lived through this horror. I can take the next thing that comes along'.*

Eleanor Roosevelt



**Boulder Dam Credit Union**  
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ACCOUNTS INSURED UP TO \$500,000



American Share Insurance insures each account up to \$250,000. Excess Share Insurance Corporation provides up to an additional \$250,000 of insurance per account. This institution is not federally insured.