

July 2017

Did You Know...?

Toll Free: 877-717-2328
(B.D.C.U.)

BDCU News & Information

www.boulderdamcu.org

Serving members since 1940

THE STORY OF OUR MUTUAL SUCCESS

There is no doubt Boulder Dam Credit Union and its members are a mutual success story that's been playing out in Boulder City since 1940. For financial institutions, one of the usual measures of success is asset size. It is mind blowing to realize that the town of Boulder City is now supporting a \$600 million dollar Credit Union. The \$600 million milestone was reached in March of this year and the trend is holding. How is it even possible that a relatively small community can support such a large Credit Union? The answer is simple and straight forward. There is mutual trust and respect between the Credit Union and its owner/members.

The members have come to expect a type of service that consistently delivers an answer to a member request that is "yes" rather than "no" in most instances. Further, the service request is routinely delivered for little to no additional cost in an atmosphere that respects individual privacy and the transaction is then recorded efficiently and accurately.

Compared to other financial institutions that seem to be primarily profit driven largely as a result of fee income and other charges, your Credit Union represents a refreshing difference in how service gets delivered. As technology advances and human interaction becomes less necessary, it's still nice to know a person will answer your call or email if there's a problem, and more times than not find a resolution. Member trust, respect, and service equate to member loyalty and the reason your Credit Union is the asset size it is today.

SUCCESS IN LIFE TAKES PLANNING

Most folks expect certain things to happen in life. Children expect to grow into adults. Adults expect to obtain an education or training in order to make a living. Adults often expect to gain a family of their own and perhaps raise children to start the life cycle all over again. Credit Union employees regularly deal with member life events that are planned and some that are unplanned. No one plans to become ill, lose a job, or die at a young age. Yet the fallout from those unplanned events can be mitigated, by communicating the details of your finances with someone close to you.

Every day we help older members who for years had a husband or wife handle all the finances for the household. Can you imagine the ensuing chaos when the one left behind has no idea where the money comes from and where it goes month in and month out? Wouldn't it be easier if the surviving family member knew where to locate important papers and who regularly provides services to the household? All that chaos could be avoided by regularly communicating who you are doing business with and why. If for no other reason than making life easier for the one who may come behind you, please make sure you make a financial plan and everyone in the household understands at least the basics of the plan. While you're at it, please also let your family member know how to access information stored on a computer if you regularly pay bills electronically.

TRAVELLING THIS SUMMER?

As your summer travel plans take shape, please remember if you are taking your VISA credit or debit card along, call us with your plans before you leave. Why? We lock down international transactions routinely to limit fraudulent transactions, but we can open up purchases internationally for your convenience for the duration of your trip. Our security department routinely monitors your domestic transactions also to see if they fall within your usual pattern of purchases and in your usual geographic purchase area. If you are making a legitimate purchase we don't want the purchase denied because we didn't know you were travelling. Please be sure we have current phone numbers on file before your leave home and let us know where you are going and for how long. Phone numbers and travel plans are the key to avoiding any problems with your cards on your trip. Thanks in advance.

% RATES %

Regular Shares	0.25% (0.25% A.P.Y.)
I.R.A.	1.00% (1.01% A.P.Y.)
Checking	0.00% (0.00% A.P.Y.)

INTEREST REFUND - 2nd Quarter
40% (4.80% A.P.R.)

WE KEEP OUR EXPENSES LOW

It doesn't take our members long to find out they pay next to nothing in fees at the Credit Union when compared to similar services provided elsewhere. We don't charge your account for services like E-Statements, CU@Home, or Bill Pay. But, if you ask for these services and don't use them, we will remove their availability to keep our overall expenses lower. We are more than happy to provide any conveniences you may need, we only ask that you use them in return. The account charge for Bill Pay is to us for example is \$6.75 per account per month. With over 1500 active accounts, it's not hard to figure the Credit Union's monthly bill for the service adds up quickly. We consider it our job to monitor all expenses regularly to keep them as low as possible. You can help by requesting only the services you truly intend to regularly use.



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(702) 293-7777

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Boulder Dam Credit Union

BOARD OF DIRECTORS

Dale Imlay - Chairman
Doug Scheppmann - Vice Chairman
Charmaine Ferrari - Secretary
Robert Merrell - Treasurer
Helena Broadbent - Director
Milo Hurst - Director
Frank Di Sanza - Director

SUPERVISORY COMMITTEE

Helena Broadbent
Tina Mullis
Kathy Hicks

CEO

Eric Estes

OFFICE HOURS

Mon. - Thurs. 9:30 to 5:00
Friday 9:30 to 6:00

Accounts in this credit union are insured to \$500,000 by American Share Insurance (ASI) and Excess Share Insurance Corporation (ESI).



This institution is not federally insured, and if the institution fails, the Federal Government does not guarantee that depositors will get their money.

BILL PAY

Many members prefer to pay their bills electronically through their computers. That service is also available on our CU@HOME service. Call 702-293-7777



(Accounting Dept.) to be set up.

JUST DON'T ANSWER THE PHONE

The best defense against scams for our members seems to boil down to stop answering the phone when you don't expect a call or don't recognize the number calling. If you do happen to answer, hang up before the person has the chance to launch their spiel. Remember Microsoft does not call you and neither does the federal tax collection agency. The I.R.S. only communicates with taxpayers in writing through the mail. You contact Microsoft if you're having a problem with your operating system. You have no reason to talk with anyone you don't know and you certainly don't have to be polite to someone being aggressive or threatening. The best advice we can give is "Don't Answer" or "Just Hang Up". Following that advice can alleviate a whole lot of trouble down the road.

YOUR CREDIT UNION'S MARKETING DOLLARS AT WORK

We are a Credit Union operating in a small community. The people we can work with by our charter must have some tie to Boulder City. Either the member lives, works, or has family members with similar ties to Boulder City. By policy we don't advertise our presence on television or radio. We do let our presence in the community be known by our sponsorships of teams and events throughout the community. The bulk of our support was in place well over thirty five years ago and continues year after year as new teams form and ask for help covering costs. We support teams from our schools and through the city recreation department. We have provided a score board for the high school football field, wind screens at the tennis courts, entry carpets for businesses and organizations, and financial education programs for children and adults. There's a cash prize for a hole-in-one at the golf course as well as one at the bowling alley for a perfect game. If there is a community-wide event for a cause, your Credit Union is no doubt involved. In short, we consider it our duty to support the programs that help make our town the unique community it has been from its beginnings.



Boulder Dam Credit Union

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CU@Home

Your Virtual Branch and Bill Pay Center

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