

# NEWSLETTER

WINTER 2020



## UPGRADES ARE ON THE WAY FOR OUR MOBILE APP & ONLINE BANKING!

Visit [COOPTEACHERS.COM/UPGRADES-COMING-SOON](https://COOPTEACHERS.COM/UPGRADES-COMING-SOON) for more details.

## JOIN US FOR OUR ANNUAL MEETING ON MARCH 16!

(SEE INSIDE FOR MORE DETAILS)

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### WE'RE COMING TO LINDALE IN 2020!

We are excited to announce that we will be opening a new branch at The Cannery in Lindale this year!

Stay up-to-date on our progress by visiting [COOPTEACHERS.COM/stay-connected](https://COOPTEACHERS.COM/stay-connected) to sign up for our Text Club and eNewsletters.



## ANNUAL REMINDERS

### DORMANT ACCOUNTS

As a reminder, accounts go into a dormant state after one year of no activity. After three years of inactivity, CTCU is required by the state of Texas to turn over your account(s) and remit all funds to the Unclaimed Property Division. Please make a transaction (deposit or withdrawal) from your account annually to avoid this inconvenience.

### ACCOUNT VERIFICATION

Please verify your address, phone numbers, and email address with us to ensure that we have the correct information in our system.

### COMPLAINT NOTIFICATION

This Credit Union is incorporated under the laws of the state of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. Any member wishing to file a complaint against this Credit Union should contact the Texas Credit Union Department through one of the means indicated below.

#### IN PERSON OR BY U.S. MAIL:

914 East Anderson Lane  
Austin, Texas 78752-1699  
Phone: 512.837.9236  
Fax: 512.838.0278  
Email: [complaints@tcud.state.tx.us](mailto:complaints@tcud.state.tx.us)  
Website: [www.tcud.state.tx.us](http://www.tcud.state.tx.us)

### BOARD OF DIRECTORS ELECTION

We invite members interested in seeking election to the CTCU Board of Directors to submit a written application to the Nominating Committee.

An application can be obtained through our website ([coopteachers.com](http://coopteachers.com)) or by emailing [marketing@coopteachers.com](mailto:marketing@coopteachers.com). The application must be received by March 1, 2020. Completed applications can be dropped off at the credit union or mailed to:

Cooperative Teachers Credit Union  
Attn: Nominating Committee  
1424 WSW Loop 323, Tyler, TX 75701



# DREAM. ACHIEVE.



## Join us for great food, fun, and door prizes at our 2020 Annual Meeting!

See above for highlights from our 2019 Annual Meeting.

## FUNDS AVAILABILITY CHANGES

Changes to Regulation CC, which implements the Expedited Funds Availability Act were published and become effective on July 1, 2020. CTCU implemented them early on January 2, 2020 since they are a benefit to our membership.

**See chart below for changes effective as of 01/02/2020.**

Regulation Reference	Thresholds prior to January 2, 2020	Thresholds on and after January 2, 2020
Next day availability (229.10)	\$200	\$225
Large Deposit (229.13 (b)), New Account (229.13 (a)), and Repeated Overdraft (229.13 (d)) limits	Aggregate amounts over \$5,000	Aggregate amounts over \$5,525

E. SUCCEED. TOGETHER.

# 2020 ANNUAL MEETING

**MARCH 16, 2020**  
**6:00PM**  
**HARVEY HALL**

Reserve your tickets at [coopteachers.com/community](http://coopteachers.com/community). Admission is free for all members; however, if a member reserves tickets but does not attend, they'll incur a \$15 cancellation fee. Guests are welcome for a \$15 fee.

## 2019 BONUS DIVIDENDS

We were proud to award our members with bonus dividends totaling over \$99,000 (with a minimum payout of \$5) to their dividend-eligible Regular Share and Investors accounts in December! This was the seventh consecutive bonus dividend paid, totaling more than \$647,000.

*"The Credit Union paid its first bonus dividend in December 2013. It is becoming less frequent that Credit Unions pay bonus dividends. It is a great accomplishment for CTCU to pay a bonus dividend in addition to the above market deposit rates for our accounts." -Tim Miller, CEO*



### BOARD OF DIRECTORS

- Wayne Boshears.....Chairperson
- Lynne Stainback.....Vice-Chairperson
- Zeb Cantley.....Treasurer
- Cynthia Johnson.....Board Member
- Gary Howell.....Board Member
- James Hayden.....Board Member
- Ora Taylor.....Board Member

### Financial Highlights

As of 11/30/19

Assets.....	\$114,797,474.26
Loans.....	\$88,500,130.43
Shares.....	\$76,179,841.28

### VISION

To be the Primary Financial Institution for our Field of Membership.

### MISSION

Our purpose is to create a thriving cooperative financial institution that will help our members achieve their financial goals by offering comprehensive financial products and services that they can receive in person, online or wherever they may be.

### CORE VALUES

The Credit Union commits to consistently serve our members in an honest manner that will benefit them and the community we live in.

### COMMITMENT

Promise to be here in the future when you need us

### CONSISTENCY

Conduct ourselves in the same quality way, time and again

### MEMBERSHIP

Members are the owners of the Credit Union

### HONESTY

Fair and straightforward

### COMMUNITY

We are linked together by a common interest of where we live, work and worship

Federally Insured by NCUA



# PRIVACY NOTICE DISCLOSURE

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share and protect your personal information. Please read this notice carefully to understand what we do.

## INFORMATION WE COLLECT AND DISCLOSE ABOUT YOU:

The type of personal information we collect and share depends on the product or service you have with us. This information can include: social security number and account balances, overdraft history and credit history, and payment history and wire transfer instructions.

When you are no longer our member, we continue to share your information as described in this notice.

## HOW WE SHARE YOUR INFORMATION:

All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information, the reasons CTCU chooses to share, and whether you can limit this sharing.

1. For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations or report to credit bureaus
2. For our marketing purposes - to offer our products and services to you
3. For joint marketing with other financial companies

State law and individual companies may give you additional rights to limit sharing.

## WE DO NOT SHARE INFORMATION:

1. For our affiliates' everyday business purposes, information about your transactions and experiences
2. For our affiliates' everyday business purposes, information about your credit worthiness
3. For non-affiliates to market to you

## HOW WE PROTECT YOUR INFORMATION:

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

## HOW WE COLLECT YOUR INFORMATION:

We collect your personal information, for example, when you:

1. Open an account or make a wire transfer
2. Show us your government-issued ID or apply for financing
3. Show us your driver's license

We also collect your personal information from others, such as credit bureaus or other companies.

## CAN YOU LIMIT OUR SHARING?

Federal law gives you the right to limit only:

1. Information shared about your credit worthiness for our affiliates' everyday business purposes
2. Affiliates from using your information to market to you
3. Sharing for non-affiliates to market to you

# MEMBER & EVENT SPOTLIGHT



## Member Access to Credit Union Records

Documents relating to the finance and management of the credit union are available to members for review in our office upon request by calling (903) 561-2603.

These documents are not to be copied, nor are they allowed to be removed from the premises of the credit union.

# WINTER 2020

## Office Hours - Lobby

Monday - Friday, 9:00 AM - 5:00 PM

## Location

1424 WSW Loop 323  
Tyler, Texas 75701

COOPERATIVE TEACHERS  
CREDIT  UNION



COOPTEACHERS.COM