

PROTECTING YOUR FINANCIAL WELL-BEING



Kerry Wahlen
President/CEO

I have never been prouder of our Credit Union team as I have during the most recent months. Our employees have banded together as financial heroes, assisting members work through disruptions to their cash flow and championing local businesses during an astonishingly fast economic downturn driven by the COVID-19 virus.

We recognize that many individuals and families in Utah are experiencing financial hardships. If your household's income and expenses have been negatively impacted by the COVID-19 virus, contact us to discuss how we can help stabilize your financial situation.

We are happy to welcome members back into branch lobbies with additional safety precautions in place. As always, you have 24/7 access to your accounts from the convenience of your home with the online banking portal and mobile banking app. Insurance quotes, checking accounts, and loan requests can also be conducted online or over the phone with our Member Contact Center. Most loan documents can be finalized remotely with our electronic signature service.

Our heroic efforts to protect Utah businesses and preserve Utah jobs was nothing short of amazing. It was an honor for us to provide 1,044 businesses with SBA Payment Protection Program (PPP) Loans totaling nearly \$100 million. We estimate that 12,000 workers continued to receive paychecks because of the PPP Loans that we processed and submitted to the SBA.

In adherence to the government recommendations to limit in-person gatherings, an abbreviated Annual Meeting was held in Ogden on April 21 via video conference call. The meeting was limited in scope and substance, and lasted about five minutes. During the meeting, Chairman Bill Hart announced that Brandon Hendrickson, Tad Neuenswander, and Noé Vázquez had been re-elected by the members to serve on the Board of Directors. We appreciate their willingness to volunteer their time and lend their expertise to the Credit Union for another three-year term.

Our Credit Union is a strong and stable financial institution. The sound policies and practices we have adhered to for many years will allow USU Credit Union to stand the tests of time. With these fast-moving changes in today's world, one thing that has remained the same is our commitment to serving our members. Please let us know if there are additional ways that we can be of service to you during this time. We are your family's credit union, and want to do everything possible to protect your financial well-being.



BEST OF STATE



For the 11th time in 13 years, Goldenwest Credit Union was honored as the 2020 Utah "Best of State" winner in the credit union category.

"Being named the credit union 'Best of State' winner is appropriately deserved by our loyal membership, dedicated Board of Directors, and hard-working staff," remarked Kerry Wahlen, President/CEO. "This award demonstrates our commitment to excellence as an organization."

Winners of the Best of State Awards were rated and judged on their impact on the community; excellence and achievement within their industry; and, innovation and originality.

USU Credit Union operates as a division of Goldenwest Credit Union.



FINANCIAL HEALTH RATING GOLDENWEST EARNS A+

In the recently released DepositAccounts.com 2020 Report, Goldenwest Credit Union was ranked 45th out of the Top 200 healthiest credit unions across the nation and earned an A+ rating for health and stability. The recognition marks the sixth consecutive year the Utah-based credit union has been recognized on the list.

"With the abrupt economic slowdown brought on by the COVID-19 pandemic, it is timely to have our Credit Union recognized among the healthiest in the United States," remarked Kerry Wahlen, Goldenwest President/CEO.

He continued, "Goldenwest's continuous A+ ratings are the result of consistently practicing sound financial principles, allowing us to provide much-needed financial resources to our members during these tempestuous times."

DepositAccounts.com, a subsidiary of LendingTree, evaluates the financial health of over 10,000 banks and credit unions in the United States each quarter. Financial institutions are graded on a number of factors, including capitalization, deposit growth, and loan-to-reserve ratios to determine credit union rankings and recognition.

USU Credit Union operates as a division of Goldenwest Credit Union.

Business Reward Yourself Checking



If you own a business it is about time you Reward Yourself! With Business Reward Yourself Checking by USU Credit Union, you can do just that. Maximize your business account benefits by upgrading to Business Reward Yourself Checking. You will double your Business Visa Extra Awards points, earn higher dividends on checking balances, and more!

Maximize Your Benefits!

2x
points

Earn double Extra Awards points on all Business Rewards credit card purchases.



Receive dividends on Business Reward Yourself Checking balance plus a rate bump on your certificates.



Free Business Remote Deposit Capture.



Personalized service and dedicated Business Experts.



Additional benefits include 300 free items (count), 15 free bill payments, discounted payroll, and no set-up fees.

USU Credit Union is here to help you. Visit our website at usucu.org or call 800-248-6361 x8853 to speak with a Business Expert today!

USU Credit Union Information

Board of Directors

Bill Hart, Chair
Brandon Hendrickson, Vice Chair
Jeanette Smyth, Secretary
Tad Neuenswander
Stoney Wayment
Dan Musgrave
Steve Carroll
Dave Adams
Noé Vázquez



usucu.org



435-753-4080 or 800-248-6361



Follow CEO Kerry Wahlen
[@goldenwestcuceo](https://twitter.com/goldenwestcuceo)



[@usucreditunion](https://twitter.com/usucreditunion)



facebook.com/usucreditunion



[usucreditunion](https://www.instagram.com/usucreditunion)



gwcu.org/presidents-blog



Goldenwest Corporate Offices

5025 Adams Ave, Ogden, UT 84403
PO Box 1111, Ogden, UT 84402

BOARD ELECTION RESULTS

Goldenwest Credit Union released its 2019 Annual Report and announced the results of the recent Board of Directors election at their 84th Annual Meeting on April 21. The meeting was held over video conference call.

Credit Union members had the opportunity to vote during the election held April 3-6. Chairman Bill Hart announced that Brandon Hendrickson, Tad

Neuenswander, and Noé Vázquez had been re-elected by the members to serve on the Board of Directors.

The meeting was limited due to regulations surrounding the COVID-19 pandemic. A recording of the short meeting can be found on our website at [usucu.org/news](https://www.usucu.org/news).



Brandon Hendrickson



Tad Neuenswander



Noé Vázquez



RV LOANS

AS LOW AS

4.99%

APR FIXED

NO PAYMENTS FOR 90 DAYS

Four easy ways to apply:



Goldenwest
Mobile App



Online at
[usucu.org/loans/rv](https://www.usucu.org/loans/rv)



Visit any
branch



Call
801-621-4550
option 2

REMOTE ACCOUNT ACCESS

With the recent shutdown of many businesses affected by the Covid-19 pandemic, USU Credit Union continues to provide members access to their accounts through distance and remote account access.

Members can access their accounts 24/7 and perform many of the routine transactions and banking tasks from the convenience of their own home.

Log in using Online and Mobile Banking

Access your account using your computer or cell phone anytime, anywhere. Gain access to many features including:

- Review account history, transfer funds, and view statements
- Send money to friends and family
- Pay bills
- Deposit checks
- Make a loan payment with checking accounts or debit cards from another financial institution
- Apply for a new loan
- Add a checking account, certificate, and additional savings account
- Locate surcharge-free ATMs

Download the free USU Credit Union mobile app

USU Credit Union mobile banking apps are available for the iOS and Android platforms. The apps are free for USU Credit Union members. To download an app, visit the Apple App Store or Google Play.

Contact our experts

Our financial experts are ready to answer your calls and emails or to chat.

- Call 801-621-4550 or 800-283-4550.
- Go to usucu.org/contact to email or chat.
- Member Support Hours: Monday-Friday from 8 am to 8 pm, Saturday from 9 am to 4 pm.

Visit our website at USUCU.org

Browse our website for more information, to access your account, or to learn more about our products and services.



Orem Branch Now Open

USU Credit Union is excited to continue serving our members in the Orem area from our new branch located at 1020 East 800 North in Orem, near the mouth of Provo Canyon. Goldenwest recently relocated from inside Ridley's Grocery Store on Center Street.

"Adding a full-service, free-standing branch in Orem will not only allow us to better serve our existing members, but also provide greater exposure for the Credit Union to local residents, businesses and patrons," said Kerry Wahlen, Goldenwest President/CEO. "We look forward to continuing our growth and contributing to the community."

The Orem branch features drive-thru teller lanes, ATM, and a traditional teller line in the office. The branch offers a full range of services including vehicle loans, mortgages, lines of credit, insurance, free checking, and instant-issue Visa cards.

Auburn Zaudke has been selected to supervise all branch activity.



PROTECT WHAT MATTERS

RECEIVE EARTHQUAKE INSURANCE WITH USU CREDIT UNION

This past March, many Utah residents were shaken awake during an earthquake of magnitude 5.7, which came as a big surprise. There are many people who take emergency preparedness seriously. However, only 14% of homeowners carry earthquake insurance. Emergency plans and 72-hour kits are important in the immediate aftermath of a disaster; however, insurance is just as important to protect you financially long-term.

Understanding Earthquake Insurance

Earthquake damage is not covered as part of a standard homeowner's policy and works a little differently than most insurance coverages. Rather than a flat rate deductible, your insurance provider will likely require a deductible of 5% to 25% of the value of your home. For example, if your home is worth \$300,000 and you have a 10% deductible (most common), you would be required to pay \$30,000 towards construction of a new home in the event an earthquake destroys your home.

If you need to file a claim after an earthquake, your claim will cover aftershocks for 72 hours after the initial shock. Any damage resulting from aftershocks after 72 hours will result in a separate claim.

Along with earthquake insurance, ask your insurance agent about personal property claims and additional living expenses (ALE). Personal property claims cover your belongings - besides your home - such as electronics and furniture affected by the earthquake. ALE covers the cost of living elsewhere while your home is under repair.

Get Protected

Even though it's impossible to know when an earthquake will strike, you can protect your home and your finances now. Talk with an independent USU Credit Union Insurance Expert to determine your rates and protect yourself against future expenses.

Ask for your free earthquake insurance quote at any branch, or call 888-853-8992 to speak with a local agent.

*All coverage is subject to each individual carrier's underwriting guidelines.



YOUR NEW CONTACTLESS CARD IS HERE



Look

Find the Contactless Symbol at checkout.



Tap

Simply tap your Contactless Visa Card on the checkout terminal.



Go

Your payment is processed in seconds!



You can now tap to pay for fast, easy and secure checkout. Ask for your Contactless Card at any branch, or call 801-621-4550, option 3.