

SUMMER SKIP-A-PAY

— SEE PAGE 2 —

The North Word SUMMER 2021

HAPPY SUMMER!

I hope yours has been going well, and that you have been able to embrace the slow return to “normal” as the pandemic rates decline in Alaska. Here at True North, we’ve enjoyed being able to relax mask protocols for most of the team, and it’s also been great seeing members of the True Crew head out on vacations to get some much needed downtime after this crazy past year. And of course, it’s been great seeing so many smiling faces after a year of masks!



Lauren MacVay
President/CEO

Last month, we once again held our Annual Meeting virtually. My thanks to those who attended! At the meeting, three incumbent board members were re-elected to the Board. They were Mark Troupin, Lillian “Lisa” Worl, and Karen Morgan. Thanks to them for their willingness to continue their volunteer service to the credit union. I did some math this afternoon and there is a

BOARD OF DIRECTORS

Christine Moleski, Chair
David Teal, Vice-Chair
Mark Troupin, Treasurer
Lillian “Lisa” M. Worl, Secretary
Kim Garnero
Karen Morgan
Valerie Mertz

combined 81 years of experience and tenure among your Board of Directors! That is an impressive number, combining those with new and fresh perspectives with those with a long history of credit union board service. This depth is reflected in the steady stewardship the Board has provided over the years. I thank them so much for their vision and council! The Board then held their organization meeting and your officers for the coming year will remain unchanged.

I also wanted to say a word about your Supervisory Committee, which is appointed to the Board to serve as the members “watch dog.” Among their duties, these volunteers play a critical role in ensuring the financial statements we present to you are accurate, verify other internal controls, and are a point of recourse for members.

See the full list of our committed volunteers below!

Credit Unions are such unique organizations. They are cooperatives, run by Member-Owners, for Member-Owners, and are a powerful resource in the fight to keep money local. Our volunteer members are an integral part of the work we do, as are you!

SUPERVISORY COMMITTEE

Elizabeth “Buffy” Pederson, Chair
Chris Letterman
Karen Tarver
Josie Stern



ELECTRONICALLY SIGN DOCUMENTS FROM THE COMFORT OF YOUR HOME

The days of finding time to visit a True North branch to sign documents are over. With an internet-enabled device such as a smartphone, tablet, or computer, we can securely email digital documents with eSign and eliminate virtually all paper-based signatures. This allows us to simplify the account opening process and facilitate digital loan closings.

This technology expands our geographic reach without adding new branches. This service offering is an excellent example of how digital technology can positively impact your experience to completing transactions at your convenience.

FEE CHANGES

Good news effective August 1st!

We have eliminated the following fees:

- IRA Dormancy Fee \$5.00
- Account Closure Fee (if closed within 6 months of opening) \$20.00
- Account Re-Opening Fee \$5.00

Also, the Overdraft Transfer Fee of \$5.00 will now be \$3.00 per transfer!

#MyNextStep is to enjoy Summer with

SKIP-A-PAY

There's still time to skip your July and/or August Loan Payments!*



*O.A.C. Offer not valid on Mastercard Credit Cards, Certificate Secured, Personal Line of Credit, Mortgage, Home Equity Loans, Delinquent Loans, or for members with any late payments on a True North loan or line of credit in the past twelve months. Eligible loans include loans with six prior consecutive monthly payments and no more than two skipped payments in the past twelve months. Summer Skip-A-Pay is limited to two skip-pays per eligible loan; \$30.00 skip-pay fee for each payment skipped. Offer expires 7/31/2021.

We Have New ATM's!

We're excited to share that True North has replaced all the machines in Juneau -- be sure to check out them at the Mendenhall Valley and Downtown IGA Branches. We even replaced the ATM in the Juneau State Office Building!

Don't worry, Anchorage, we have you covered as well! An ATM will be installed soon! Be on the lookout for details.

TRUE NORTH WILL BE CLOSED ON THE FOLLOWING HOLIDAYS

Monday, May 31
Memorial Day / Closed

Monday, July 5
Independence Day (observed) / Closed

Monday, September 6
Labor Day / Closed

Monday, October 11
Indigenous Peoples Day / Closed

2022



TRUE NORTH CALENDAR PHOTO CONTEST

The winning submission will be used for our 2022 Calendar!

Look for more information on our website to include rules & submission standards.

DEADLINE JULY 31, 2021!

1ST PRIZE: \$500	2ND PRIZE: \$300	3RD PRIZE: \$150
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ANSWER KEY FROM PAGE 4



BUSINESS LOANS

When your business is ready to borrow, turn to True North for affordable Business Loans that take you to the next level.

WILLIAM BOOTHE

Business Lending Manager | NMLS#1559318
(907) 523-4755 | wbooth@truenorthfcu.org

MORTGAGE LOANS

Whether you are financing a home for the first time, purchasing a second home, or refinancing your current mortgage, give Amy a call today.

AMY TONGARD

Mortgage Lending Manager | NMLS#1455687
(907) 523-4710 | atongard@truenorthfcu.org

MISSION

We are a member owned and locally managed credit union that provides quality financial solutions for its Alaskan members. True North is dedicated to improving the economic well-being of the members, employees and communities it serves.

TRUE NORTH FEDERAL CREDIT UNION IN THE COMMUNITY

In the month of May, NextGen was able to get out into our communities and volunteer again! Efforts included spring clean-ups in both Anchorage and Juneau, and a small group of the True Crew was also able to volunteer at a Juneau community event hosted by the National Alliance on Mental Illness.



Did you know that you can help keep your account safe by adding security questions or a password?

To learn more how extra security information may help you, give us a call at (907) 523-4700, email memberservice@truenorthfcu.org or stop in a branch.

HEY KIDS ... FIND THE 11 DIFFERENCES



Answer key found on page 2



True North has partnered with Alaska Heat Smart, a non-profit in Juneau, offering a unique pilot loan program to assist Juneau home owners with heat pump purchase and installation costs.

<https://akheatsmart.org/programs/heat-pump-loan-program/>

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Karen Morgan
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Lauren MacVay, PRESIDENT/CEO

BRANCH MANAGERS

Ashlee Hamilton, ANCHORAGE BRANCH MGR
Ranee Aki, MENDENHALL BRANCH MGR
William Boothe, BUSINESS LENDING MGR
Amy Tonsgard, MORTGAGE LENDING MGR

STATISTICS AS OF MAY 31, 2021:

Assets \$203,305,532
Loans \$132,652,459
Shares \$183,990,892

BRANCHES:

Anchorage Branch
907-771-4700, Fax 907-561-1538

Foodland IGA Juneau Branch
907-523-4700, Fax 907-586-1173

Mendenhall Juneau Branch
907-523-4700, Fax 907-523-4716

Administrative Office - Juneau
907-523-4778, Fax 907-586-8078

TELEPHONE TELLER: (907) 523-4700

24/7 LOANS: Easy online application at
www.TrueNorthFCU.org

24 HR BILL PAY SUPPORT: (866) 395-5336

GENERAL E-MAIL:
memberservice@truenorthfcu.org

24/7 DEBIT/CREDIT CARD SUPPORT:
(866) 664-9364

WEBSITE: www.TrueNorthFCU.org



Federally Insured by NCUA | True North FCU NMLS # 440100



True North is excited to be a sponsor of this pilot app program by Juneau Economic Development Council (JEDC) to keep local dollars supporting local businesses and recirculate in our community. Pay with Local Dollars app and get cash-back on your purchases. *Local Dollars are good for you, and good for local business.*

www.jedc.org/local-frequency



Follow us @TrueNorthFCU

