



MIDLAND CREDIT UNION

June e-Lert

**Savings | Checking | Account Switch Kit | Borrow
e-Services | Financial Counseling
Locations & Hours | Contact Us**

CEO Update

Dear Member-Owners,

Our lobbies will reopen on June 8th. The following are changes in our procedures to maintain the health and safety of staff and members:



- Credit union hours will resume to Monday, Tuesday, Thursday & Friday 8:30 am to 5:00 pm, and Wednesday 9:30 am to 5:00 pm for phones, drive-up and lobbies.
- Clear plexiglass barriers have been installed at the teller lines.
- Floor decals have been installed to encourage social distancing.
- We've removed everything from the lobbies that can't be appropriately sanitized.
- Lobbies will be limited to 3-4 members at any given time depending on the branch size. If you see that we've reached maximum capacity, we kindly request that you wait in your vehicle until a member exits the lobby.
- Sanitizing stations have been installed in the lobbies for your convenience.
- Staff will be disinfecting surfaces frequently.
- Appointments are required for any nonstandard service, such as loans, new accounts, and accessing safe deposit boxes. All new member and loan applications will be done online. Consultations will be done via the telephone. Feel free to ask for video conferencing if you prefer.
- Staff will be wearing face coverings for your protection. Members are encouraged to wear a face covering but will be asked to temporarily remove their face covering for identification purposes. If you do not wish to wear a face covering, please consider using the drive-thru.
- Public restrooms will not be available for use at either location. We're working on a plan to upgrade our restroom facilities to ensure our staff and member safety.
- Drinking fountains will not be available for use at either location.
- Coffee stations will not be available for use at either location.
- Check stands will not be available for use at either location.
- Please remove all hats, caps or sunglasses prior to entering the branch.

Please visit our COVID-19 page to find the most current information as it relates to our efforts to protect our members, staff, and our community during this crisis. We also encourage you to follow us on our social media channels for timely updates.

Sincerely,

Holly Luca, CCUE, CCUFC
Chief Executive Officer | NMLS: 586712

Electronic Services

Please continue to utilize our electronic services for fast, safe and convenient service in the comfort of your own home.

- [Home Banking](#)

- [Mobile Banking](#)
- [Mobile Wallet](#)
- [Online Bill Pay](#)
- [Electronic Statements](#)
- [Mobile Deposit](#)
- [Online Loan Payment](#)
- [Voice Response](#)
- [Online Credit Card Access](#)
- [ATMs – Privileged Status Locations](#)
- [Online Loan Applications](#)
- DocuSign



If you need assistance enrolling in or using any of these electronic services, please call one of our member service representatives at 515-278-1994.



“YES” Auto Loan

- Lowest loan rates - **YES ✓**
- No payments for 90 days - **YES ✓**
- Flexible term - **YES ✓**
- Preapproval - **YES ✓**
- Credit union financing at the dealership - **YES ✓**
- Discounted debt protection - **YES ✓**
- Discounted auto insurance - **YES ✓**
- Discounted extended warranty - **YES ✓**



Start financing or refinancing your auto loan with our online application.
You'll love the Midland Difference!

Learn More

*Not all borrowers will qualify for the same rate. Rates are based on the borrower's creditworthiness, which includes factors such as debt ratio and credit history. Other restrictions may apply. See credit union for full details.

Financial Assistance Program

If you, your friends or family members need financial solutions, we invite you to visit with a loan officer about our COVID-19 Financial Assistance Program.



Personal Solutions

- Refinance Auto Loans From Other Lenders
- Checking Account Line of Credit Loan
- [Personal Loan](#)
- Share Secured Loan
- Certificate Secured Loan
- One Time Payment Term Loan

Business Solutions

- Secured [Business Loan](#)
- Business Checking Line of Credit

We're also prepared to:

- Defer the next loan payment for members who have paid-ahead on existing Midland loans
- Assist members who have debt protection on their loans file a claim
- Waive late fees
- Offer a 1-3 month loan payment extension

To learn more about our COVID-19 Financial Assistance Program, call or text us at 515-645-9334, [apply online](#), or complete the online [contact form](#).

Contact US

Midland Difference Buzz



Stay current on

• financial tips

• fun facts

• & avoid scams

Read the newest blog - **Phishing: What is it and how can you keep yourself protected?**

[Read All Blogs](#)

Avoid Scams

As the type and number of Covid-19 scams continue to increase we recommend that you continue to review [Federal Trade Commission](#) updates.



We also encourage you to use the fraud prevention tools offered by YOUR credit union.

- [MyCardInfo](#) - offers online credit card access
- [MyCardAlerts](#) - offers credit card fraud protection
- [Brella](#) - offers debit card fraud protection from your mobile phone
- [Home Banking](#) - set up alerts for all your accounts
- [Mobile Banking](#) - set up alerts for all your accounts

Please contact the credit union if you need assistance setting-up any of these tools.

[Contact Us](#)



PROTECT YOURSELF FROM FRAUD WITH BRELLA

Brella mobile app helps you monitor your debit card.

- Receive alerts when your card is used
- Turn your card off/on
- Get real-time fraud alerts
- Find nearby ATMs
- Submit travel notices

Search for the "Brella Card Manager" App or visit [MidlandCU.org](#) for more details.



[Contact Us](#)

Mobile Remote Deposit Capture



Tap. Snap. Deposit.

Snap a picture and deposit your check from anywhere.



MIDLAND
CREDIT UNION

[Mobile Deposit Instructions](#)

COVID-19 UPDATES

[Click here for our latest updates](#)

DATES TO REMEMBER

Friday, July 3rd - Closed in observance of Independence Day

Wednesday, July 15th - IRS has **extended** the 2019 tax filing date and the deadline to make IRA contributions



Urbandale Branch
2891 106th St., Urbandale
515-278-1994

Pleasant Hill Branch
1225 Copper Creek Dr., Pleasant Hill
515-278-5333



www.MidlandCU.org

Federally insured by the NCUA to at least \$250,000.
Equal Housing Opportunity.

