

New St. Peters Branch Opening Spring 2021



We're growing into St. Charles County! Watch for our new St. Peters branch, located at 3235 Mid Rivers Mall Drive, opening in spring 2021. Our newest Electro branch will feature new technology, giving members the ability to perform transactions outside of the building using Interactive Teller Machines (ITMs). This location will also offer a more interactive in-branch experience for members who choose to come inside to take care of their finances.



Making a Difference in the Places We Call Home

In 2019, Electro launched the Power of Comm(unity) Grant Program. The grant program challenges individuals and groups in the Greater St. Louis area to submit their dreams for making a positive impact within their local community. In 2020, three recipients were chosen. Below, you'll find their short stories.



Visit electrosavings.com/power-of-community to watch more of their inspiring stories. We promise you won't regret it!

Southeast Ferguson Community Association (SEFCA) Unity Center

The goal of the SEFCA Unity Center is to create a positive and trusted environment where residents of the Ferguson, Jennings, Dellwood and Berkeley communities can learn basic skills and health habits and have access to valuable resources. The grant supported the fundraising efforts to complete the construction conversion.

Youth Be Heard Strengths-Based Writing Program (SBWP)

The goal of the SBWP is to increase self-worth among youth and help them believe in their own value and potential to make a positive impact on others. The selected site for SBWP implementation is East St. Louis High School, located in East St. Louis, Illinois. The grant assisted with implementation of the program.

Adopt-A-Block/ Oakmont Townhomes Community Garden

The goal of the Adopt-A-Block/Oakmont Townhomes Community Garden is to provide fresh, safe and affordable herbs, fruits and vegetables to the residents and volunteers of Oakmont Townhomes and surrounding areas in Southeast Ferguson. The grant supported efforts to build a community garden.

What are your dreams for our communities?

We're challenging you to make a difference in the place you call home through the 2021 Power of Comm(unity) Grant Program. To learn more and apply, visit electrosavings.com/power-of-community.



Edward G. Halliburton Scholarship Program

Director Emeritus Edward G. Halliburton was a devoted member of Electro Savings Credit Union for more than 60 years, and he also dedicated more than 45 years to serving on our Board of Directors. His legacy lives on through an annual scholarship awarded in his name to three Electro student-members.

Scholarship Details & Eligibility

We'll award three \$1,000 scholarships at our Annual Meeting on May 25, 2021. Any high school senior graduating in 2021 who meets the following eligibility requirements may apply:

- Applicant or parent/guardian must have been an Electro member since February 28, 2020.
- Applicant must plan to attend a two- or four-year college/ university or accredited trade school in the fall of 2021.

Applications are due February 28, 2021, and are available on electrosavings.com or at any Electro branch. For full application details and deadlines, visit electrosavings.com/scholarship.

\$SAVE TO WIN®

Have you been eyeing a new car or dreaming of a tropical vacation, but you're not sure how to start your savings plan? Save to Win, an award-winning, prize-linked savings program, helps our members save easier and faster. Start reaping the benefits of Save to Win by following this roadmap to your destination:

- Open a 12-month Save to Win certificate with at least \$25.
- Keep making deposits into your Save to Win certificate during the 12 months.
- Every \$25 deposit earns you an entry into the drawings, up to 10 prize entries per month.
- Prizes ranging from \$25 to \$5,000 are awarded monthly and quarterly.

Save to Win works similarly to a regular savings account, but for every deposit of \$25, you earn one raffle entry to win prizes ranging from \$25 to \$5,000. Join nearly 100 Electro members who've won prizes already.

Call or text¹ us at **314.434.6470**, or go to electrosavings.com to open your Save to Win account today.

“We decided to open the Save to Win account after reading about it and talking to Abby at your Tesson Ferry branch. It seemed like a great way to save and maybe win. Turned out to be a win-win for us. Thank you, Electro!”

– Ed and Sue Bray, Save to Win winners

¹Message and data rates may apply. Cancel text messaging at any time – just text “STOP.”





Making a Difference When It Matters Most

Get to know Denison “D.J.” Diel, Member Advocacy Representative

For Electro’s Member Advocacy Representative, D.J. Diel, treating members with respect and empathy isn’t considered going above and beyond – it’s just doing the right thing. So when Electro member Shane fell on hard financial times, D.J. treated him just as he would treat any other member. While it may have been business as usual for D.J., his way of communicating and handling a tough situation made a years-long impact on Shane.

D.J.’s Role at Electro

When a member is past due on any type of loan payment, they receive a call from the Member Advocacy Department at the credit union, and the one making that call might just be D.J. And while D.J. is calling members to find a way to help get them back on track, he doesn’t see his role as one of a collection agent.

“I’m not just calling to get their money,” says D.J. “I’m there to understand their situation and offer solutions to help them get back on their feet and keep their accounts current. Especially right now, with COVID-19, I understand members have lost their jobs or had their hours cut.”

Before D.J. joined Electro seven years ago, he held similar positions at other companies – but he considers those past roles true “collections” work.

“I enjoy the work I do here a lot more,” says D.J. “I really get to know members. Plus, our department is like a real big family. Everyone offers guidance and shares advice from what they’ve learned in the past. We all help each other move forward.”

Service in Action

It’s that supportive culture, and D.J.’s caring nature, that made all the difference for member Shane. Years back, Shane refinanced his car with Electro after receiving a promotional postcard in the mail.

“Refinancing my car was a great first experience with Electro,” explains Shane. “The process was quick and easy, and I was able to save about \$100 a month on my car payment.”

Down the road, Shane’s finances were tight some months, and making loan payments was difficult at times. That’s when he and D.J. first connected.

“D.J. never once made me feel like he was a collections agent,” says Shane. “He never made me feel inferior or used intimidation tactics. The word ‘tow’ never even came up. He wanted us to work together to come up with a solution.”

While Shane was blown away at the personal, empathetic service he was receiving from the credit union, D.J. felt like he was just doing what he does best – giving members the respect they deserve.

“I’m so happy to hear Shane was appreciative of our calls and interactions. I really do treat all my members the same,” says D.J. “I treated Shane as a family member, and I didn’t approach him like a third-party collection agent who was just after his money.”

As time went on, Shane and D.J. would occasionally speak over the phone – strategizing together to make sure payments were made. Shane’s father was facing many health problems and then suffered a massive stroke in 2016, and Shane became his primary caregiver.

“D.J. always asked about my dad,” says Shane. “He sincerely cared about how he was doing. We just built an awesome relationship over the phone.”

Shane was deeply appreciative of D.J.’s always-constant professional and personable demeanor. D.J. was easy to reach, easy to talk to and never made Shane feel bad about his situation.

“I want members to know that I’m not there to scare them – I’m here to help with hard situations,” says D.J. “Shane was facing the heart-wrenching situation of having a very sick father. I saw him as an individual, and you never know what kind of hardship someone is facing.”

In 2019, Shane’s father passed away, and he was left dealing with many financial loose ends as well as taking care of his mother. When he needed some extra funds to make ends meet, he once again turned to Electro to finance a loan.

“I loved my experiences with D.J. so much, so how could I not use Electro for another loan?” says Shane. “It’s pretty incredible to think that the deciding factor of where I would finance my next loan would be D.J. – who was really calling me because I was behind on loan payments. I bet a lot of people can’t say that about collection agents.”

Continuous Commitment to Members

Shane’s story is just one of the many reasons why D.J. enjoys his work and puts his full heart into member interactions. When asked why he thinks building lasting relationships with members is important, his answer is simple.

“Really, members and I are building a long-term relationship similar to a marriage,” D.J. says with a laugh. “Many people have loans for five or more years. That’s a long time to stay in touch with one individual, and it’s crucial to start that relationship off on the right foot.”

Plus, building a trusting relationship doesn’t just benefit the member, but also the credit union.

“Encouraging an open line of communication is good for everyone involved,” says D.J. “Taking the time to hear and understand the member is good for them and the credit union. Getting to know the members and working to resolve any issues they may be having is really the best part of my job.”

When D.J. isn’t working, he and his wife enjoy getting outside and hiking in national parks. They just recently visited the Great Smokey Mountains.



Find College Funding or Student Loan Refinancing with Electro

COLLEGE FUNDING

Apply now, borrow later. We know that determining your fall college funding needs may be a challenge. Don't worry – with our private education line of credit, we've got you covered.¹ Even if you're unsure of the college you'll be attending or the exact loan amount you may need, you can establish your private education line of credit today. Then, once you finalize your plans, come back to request the exact funding you need.

Find a loan at electrosavings.studentchoice.org/find-a-loan.

¹Subject to credit qualification and annual credit review. Must meet school's Satisfactory Academic Progress (SAP) requirements. Approved schools subject to change without notification.

STUDENT LOAN REFINANCING

Are you juggling multiple costly student loan payments every month? Let Electro help streamline your debt with our student loan refinance solution! Featuring competitive interest rates and zero origination fees, our refinance loan can help you simplify your life and amplify your funds. When you refinance and consolidate your private, federal and even parent (PLUS) loans into one manageable loan, you'll get the benefit of one convenient payment. You could potentially lower your rate, saving money over the life of your loan.

Visit electrosavings.studentchoice.org to learn more and apply.

IMPORTANT NOTICE: By refinancing federal student loans, you may lose certain borrower benefits from your original loans. These may include interest rate discounts, principal rebates or some cancellation benefits that can significantly reduce the cost of repaying your loans. Please review this important disclosure for more information.

RESOURCE HUB

Our Resource Hub provides clear guidance on topics relevant to our college-bound families and members. With information ranging from college planning during the pandemic to advice on negotiating with a college for more financial aid, our hub is full of helpful, relevant information.

Learn more at electrosavings.studentchoice.org/resources.

PERSONALIZED SUPPORT

Our College Access & Repayment Counselor can provide personal, one-on-one consultation for all of your financial aid questions. Whether you're a parent, high school student or college graduate entering loan repayment, our counselor can walk you through the necessary steps to make smart decisions about paying for college – and beyond.

Email or set up an appointment at electrosavings.studentchoice.org/plan-for-college/college-access-counselor.

Save the Date

Holiday Closings

Martin Luther King Jr. Day – Monday, January 18

Presidents Day – Monday, February 15

Winter Shred Week for Seniors and E-Statement Users*

Monday, Feb. 1 – Saturday, Feb. 6, at all offices

Eligible members may drop off personal papers for shredding during lobby hours. Please check in with a Member Service Representative or Teller when dropping off papers.

Monitor electrosavings.com or text ELECTRO to 74994 to receive updates on possible changes due to COVID-19.

*Free shred week is only for primary members ages 62 and older and all primary members who are enrolled in e-statements. There is a five-pound limit per quarter per eligible member.

Mark Your Calendars: Annual Meeting, May 25, 2021

More information about the Annual Meeting will be included in our spring newsletter. Check electrosavings.com or text ELECTRO to 74994 for the most up-to-date information.



Get the latest news. Text ELECTRO to 74994. Message and data rates may apply. Reply STOP to cancel at any time. See Mobile Terms of Service and Privacy Policy on our website.

electrosavings.com
313.434.6470 | 800.844.8313

We're here for you, always.

If you have any questions or comments regarding the credit union or need help with an unresolved issue, please address your letter to the following:

Supervisory Committee
c/o Electro Savings Credit Union
1805 Craigshire Road
St. Louis, MO 63146

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