



## WHAT'S INSIDE?

President's Corner  
Sharing Information  
Call Center  
Visa Balance  
Quarterly Pee Wee  
Drawing Winners  
Scholarships are Available  
Member Satisfaction Survey  
New Employees

## DATES TO REMEMBER

May 27 -  
CLOSED for Memorial Day

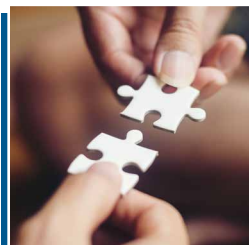
### SILVER STAR CLUB TRIP

Watch for an invite in the mail, to every member age 55 or older. Join us on an exciting 2- day/2- night trip exploring Minnesota this June. We will attend 2 theater plays, plus lots of other fun activities on this fully planned trip. Watch for details to come directly to you!



### BUILDING RELATIONSHIPS WITH NORTH STAR

We value the relationship that we have built with you. If you are looking for ways to invest or need a loan, our Financial Services Officers and Ag Loan Officers are here to help you every step of the way. Please call or stop by one of our offices for information on our great rates and full range of financial services.



### STAY CONNECTED

Having an up to date email address and physical address will help us better connect with you!

Let us know if you've moved!

**The mission of the North Star Community Credit Union is to deliver financial solutions— one person at a time**

# President's Corner

It does finally seem like Spring is in the air and it won't be long until we can replace the snowblower with a lawnmower. It has turned into a long winter with plenty of snow which hopefully will melt slowly and provide some much-needed moisture. Whether you are thinking about planting a crop, buying a new RV/Boat, or remodeling a home, we have great rates and knowledgeable loan officers to help you on the way.

We are very excited to be conducting a member satisfaction survey in March and April. As your full service financial cooperative, your opinion is very important to us. We will use the information we get from the survey to better serve you in the future, so PLEASE take a few minutes to provide your feedback. Watch your inbox or mailbox for a personal invitation to complete the survey. If you don't receive an invite, don't worry we will be doing more surveys in the future and will look for your feedback then.

I would like to thank all of you who were able to make it to our annual meetings in Minot and Maddock this year. Your participation in your Credit Union is a key to the success of ours or any cooperative financial institution.

Bob Herrington



## Sharing Information

Fraud is on the rise, and sharing information through the internet or phone puts you at risk!

- If someone requests your account number online, there's a good possibility it's fraud.
- NEVER give out your account number online or over the phone.
- Never give out personal or financial information over the internet or phone.
- If you receive a suspicious email from a "friend," verify they sent it before opening any attachments.
- Use PayPal or another trusted payment method to prevent fraud.
- If paying for an online purchase, verify that it's a trusted source.
- If you suspect fraud or see a mysterious charge to your account, call your local North Star member service center for support.

### Call Center

Welcome our newest employees to the call center- Katie & Ericka! Our call center is in Minot so when you call, you are talking to a local employee! They are handling your call in a professional and efficient manner, we know you will appreciate the quick response and knowledgeable service they provide.

### Visa Balance

Are you carrying balances on high interest rate credit cards? Let us do the heavy lifting for you.

We are now offering a 2.99% balance transfer for 6 months. It's very easy to do, call and speak to a staff member and we will walk you through the process.

We will do the heavy lifting for you!

### Quarterly Pee Wee Drawing Winners!

Congratulations to the 1st quarter winners of \$10.00

Tuff Hansen - Butte  
Landon Lysne - Maddock  
Devon Vollrath - Grafton  
Silas Norrell - Cavalier  
Cadence Hystad - Velva



# Scholarships are Available

The North Star Community Credit Union scholarships were established in 1980 and have been paid out annually ever since. Scholarships will range from \$500 - \$1000 each and will be awarded to high school seniors in the markets we serve. The number of scholarships awarded will be determined by the number of completed applications received.

## Requirements:

- Applicant must be a graduating high school senior.
- Applicant must be enrolled to be a full-time student at the college of his/her choice.
- Applicant, or their parent, must be a NSCCU member.

**Application Deadline:** May 1st, 2019.

**Scholarship Disbursement:** Scholarship funds will be disbursed after the successful completion of the first semester of college. To receive the funds, recipient must notify the credit union after the first semester and provide verification of enrollment if requested (ex: copy of grades, tuition receipt).

Applications can be found online at [nscuu.com](http://nscuu.com).

Return completed application and all attachments to:  
North Star Community Credit Union  
Attn: Scholarship Committee  
PO Box 10  
Maddock ND 58348



## Member Satisfaction Survey

Your Opinion Matters!!!

We are conducting a member satisfaction survey and need YOUR HELP!

Watch your email for a special invitation to participate in this survey and PLEASE take the time to let us know what you think about YOUR credit union!

### Email contest

Email [promo@northstarccu.com](mailto:promo@northstarccu.com) and tell us one product you would like to see us offer or one product we offer that you absolutely love and be entered into a drawing for \$50 in gift cards.

### WELCOME NSCCU NEW EMPLOYEES:

**Call Center**  
Erika Halpert

**Loan Processor**  
Chasity Overholt

**Minot**  
Riley Larson- MSR

**Cavalier**  
Haley Marquardt- MSR

**Velva**  
Anita Zietz- MSR  
Tracy Christenson- MSR