

STARbulletin

Maddock | Rugby | Bottineau | Cavalier | Grafton | Minot
Minot Air Force Base | Velva | Butte | Willow City



In This Issue:

- Presidents Corner
- New NSCCU Employees
- New Contact Center
- Quarterly Pee Wee Drawing
- ICU Day
- Holiday Loans

Dates to Remember

- *Closed 9-3-18
Labor Day
- *Closed 10-8-18
Columbus Day
- *Closed 11-12-18
In Observance of Veterans Day
- *Closed 11-22-18
Thanksgiving Day
- *Closed 12-25-18
Christmas Day
- *Closed 1-1-19
New Years Day

Mission Statement

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

Presidents Corner:

The days are getting shorter and the evenings a little cooler, every year summer seems to go by faster for all of us. Here at North Star we have been busy working to keep YOUR Credit Union strong and focused on our mission of “improving the financial lives of our membership, one member at a time”. These are not just words that we review once a year at strategic planning, they are the words we use to guide us in our day to day actions. Our members are not only the owners of the Credit Union but also our most valuable asset. Without you we would have no purpose or focus. We realize you have many choices in financial institutions and we are glad that you have chosen North Star.

I am pleased to announce the opening of a Member Contact Center in Minot, ND. The Contact Center has been developed to better serve our members who are calling in for assistance and will be answering all incoming calls Monday thru Friday from 7:00am-7:00pm and Saturdays from 8:00am-4:30pm. We receive over 10,000 calls per month and these extended hours and dedicated staff will help us to serve our membership better. This does mean that you may not get straight to your favorite branch each time you call, but our new contact center staff are well trained and prepared to handle your calls quickly with minimal wait times.

At the time of this mailing we have sent out notifications regarding a proposed merger with Tolna Credit Union. The Board has recommended approval of this merger due to the benefits to both membership groups. The North Star vote is scheduled for September 20th, 2018 at 7:00pm. By the time you receive this newsletter the vote will be complete, and we will be working hard to make YOUR Credit Union strong.

Feel free to call me directly at 701-922-6200 to discuss any of the other exciting changes at North Star.

Bob Herrington
President/CEO

Back Row Left to Right
Sandi
Megan
Lindsay
Front Row Left to Right
Alex
Giada



Welcome NSCCU New Employees:

Maddock

Ronelle Mehlhoff- Director of Lending
Marta Berg- Ag Loan Officer
Kristen Smith- Accounting Clerk
Lori Knutson- Training Manager

Velva

Travis Johnson- Ag Loan Officer
Nikki Legg- MSR

Bottineau

Patty Barbot-FSO
Lenore Motl- MSR
Shaylee Spinks- MSR

Grafton

Doug Flanders- Dealer Services Manager

NSCCU Promotions

Sandi Widdel- Branch Manager AFB
Alex Richmond- Contact Center Supervisor

Just Because You Cant Golf Doesn't Mean You Can't Earn An Entry!





Holiday loans have arrived!

SPEAK WITH A FINANCIAL SERVICE OFFICER TODAY!



nscu.com

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

Quarterly Pee Wee Drawing Winners!

Congratulations to the 3rd quarter winners of \$10.00

1. Griffin Heid
2. Sydney Kerner
3. Miracle Jensen
4. Glenn Sager
5. Carter Sorlie



International Credit Union Day
Open House in your
Local Member Service Center
October 18th 1:00-3:00pm
Join Us to Celebrate!



International Credit Union (ICU) Day® celebrates the spirit of the global credit union movement. ICU Day has been celebrated on the third Thursday of October since 1948. The ultimate goal is to raise awareness about the great work that credit unions are doing around the world and give members the opportunity to get more engaged. On October 18, 2018, join the global credit union community as we celebrate the 70th anniversary of ICU Day®!!

Save-A-Tree and \$10,000!

We are currently researching moving our quarterly newsletter to an electronic version. This would save the credit union over \$10,000 a year in print and shipping costs. We currently send nearly 17,000 printed newsletters every quarter, that's 4 times a year!

We want to hear from you...

yay or nay,
save the trees

or

give me my printed
newsletter.

Let us know by emailing promo@northstarccu.com and saying yay or nay!!

You talk, we listen!!

