

# Newsletter

## CEO MESSAGE: BOB HERRINGTON



It is hard to believe that this is the final newsletter for 2022. As I write this, I am getting ready for Christmas and reflecting on the great year that North Star has had. Your Credit Union has continued to focus on providing financial solutions and has seen another record year for loan production and growth because of it.

Your Board of Directors held their annual strategic planning session in early October. At this session we reaffirmed our Mission, Vision, Commitment, and Priorities and set our goals for the next 5 years. It came as no surprise that we plan to continue to put people first and focus on our member and employee experience as we all strive for financial wellness.

### Our Commitment:

*North Star is committed to improving the financial lives of our membership, one member at a time. We believe everyone deserves and can achieve financial wellness.*

We are excited about providing you world class service while we deliver the products and services that you need and deserve and we appreciate the trust that you put in us every day.

We have experienced significant growth over the past 5 years and plan to continue to grow well into the future. This growth will allow us to operate more efficiently and provide you with convenient access to your Credit Union whether it is through a local branch or improved technology. I have been asked many times if we “are getting too big”, my answer is always that “too big” is an attitude not an asset size and our attitude will always be focused on serving our members.

Thank you for the opportunity to lead this amazing organization. I look forward to serving you throughout 2023.

God Bless America!  
Bob Herrington  
CEO

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## RATES: PUT YOUR SAVINGS TO WORK

With stock market fluctuations expected to be more extreme and happening more often, it's crucial to keep your investments diversified.

Tax season is just around the corner, and investing your return can allow those funds to grow throughout the year.

If you're not sure where to invest or save your refund, call or stop by one of our branches where a member service representative is happy to help. We will keep you up to date on current North Star Rates and help you grow your investments in 2023.



**1.00% CASH BACK**

Valid on refinance of external vehicle loans only. Restrictions apply.  
Offer valid through March 15, 2023

Visit [nscu.com](http://nscu.com) for more details.

## Holiday Hours

**MLK Jr. Day**  
January 16th - CLOSED

**Presidents Day**  
February 20th - CLOSED

**Memorial Day**  
May 29th - CLOSED

## Board of Directors

- ◆ **Mike Black**  
Chairman
- ◆ **Ken Klebe**  
Vice-Chairman
- ◆ **Kevin Gigstad**  
Secretary / Treasurer
- ◆ **Chuck Emery**
- ◆ **Mike Foster**
- ◆ **Tammy Meyer**
- ◆ **John Riley**

## ACCEPTING NOMINATIONS FOR BOARD OF DIRECTORS

There are three positions on the NSCCU Board of Directors that will be up for re-election at our next Annual Meeting. Each volunteer position serves a three-year term. The positions that are up for re-election are:

**Mike Black - District 1**

**Mike Foster - At Large**

**Chuck Emery - District 2**

If you are interested in running for a seat on the Board of Directors, please express your interest by contacting the Nominating Committee by January 23, 2023. To submit your name for consideration, contact the Nominating Committee by emailing [joannb@northstarccu.com](mailto:joannb@northstarccu.com) or calling 701.922.6202.



## FOSSEN RECEIVES 40 UNDER 40 AWARD



Congratulations to Yvonne Fossen for being named to the 2022 Prairie Business 40 Under 40 Award Recipient List. This year, over 120 people were nominated for this award across the Dakotas and Minnesota.

This award is given to individuals who put their best foot forward to achieve career aspirations and impact work and community. Yvonne will be featured in this year's magazine and will receive recognition at an event this spring in Fargo, ND.

Yvonne Fossen is the Vice President of Operations at North Star Community Credit Union, the 5th largest credit union in North Dakota. She began her career here in 2005 as an intern, at which time the credit union was less than \$80 million in assets and had only four locations. Now, NSCCU is over \$411 million in assets with 13 locations.

Yvonne has held various roles from Member Services Representative, IT, Human Resources Manager and Interim Branch Manager, to her current role of VP of Operations. In her current role, she oversees IT, Cards, ACH/Share Drafts, Human Resources, Core Services, and general operations for all locations and employees.

Yvonne holds a Bachelor of Applied Science in Business Administration and Management, and a Human Resources Management Certificate from Dickinson State University. She also has multiple other professional certifications, including Professional in Human Resources, Certified Credit Union Executive, Certified Credit Union Financial Counselor, and Credit Union HR Compliance Professional.

Yvonne is active in her church, local credit union chapter, and enjoys spending time with her husband, Mitchell, and their two daughters, Vada and Vyvyan.

## Tax Documents

The new year is just around the corner and with it comes the start of tax season. Here are a few tips to remember when you are gathering information to prepare your returns:

1099-INT's are generated when you are paid \$10.00 or more in dividends on all your deposit accounts for the year of 2022. This will include interest received on savings bonds redeemed at one of our branches.

1098's are generated if you paid \$600.00 or more in interest on real estate loans for the year of 2022.

These forms are mailed near the end of January. If you are looking for this information before you receive the form, the amounts of dividends paid to you and the interest you paid on loans at NSCCU for the year of 2022 are listed at the end of your member statement dated 12/31/2022. If you feel you should have received one of these forms and you did not, or have any other questions, please contact one of our branches.



**FOSNESS TO RETIRE AFTER  
8 YEARS AT NSCCU**

After a successful career at North Star Community Credit Union, Audrey Fosness will be retiring. Audrey has been a large part of the Willow City community and held positions through all of the financial institutions in Willow City, including Western State Bank, First National, Northern Tier, and North Star Community Credit Union.

In her career at NSCCU, Audrey held the position of Head Teller. She has been highly involved in the community and holds pride in her most recent contributions to the Willow City High School Trophy Project after the school closed in 2003.

Audrey will complete her employment at NSCCU at the end of December. She has been a valued member of our team and we wish her the best in her next phase of life.

*"Audrey is a perfect team member. She is always willing to pitch in and help no matter what the project is. She did amazing work heading up the trophy case fundraiser and countless other projects over the years. I will miss seeing her every day, but am happy she will have more time to enjoy her family."*

*Shelly Vollmer - Willow City Branch Manager*



## Did you know?

Shopping with your NSCCU Visa Credit Card provides you with a Premium Payback option by redeeming your rewards points for real-time discounts at checkout! To enroll, log into Anytime Online, then Visa Online and Enroll to activate.

## Annual Debit Card Notice

You may use your NSCCU debit card to initiate both Visa debit transactions & non-Visa debit transactions without using a PIN to authenticate the transactions.

To initiate a Visa debit transaction, you may sign a receipt, provide a credit card number, swipe or insert your card through a point-of-sale (POS) terminal & choose to route the transaction over a Visa network.

To initiate a non-Visa debit transaction, you may enter a PIN at a POS terminal or, for certain bill payment transactions, provide the account number for an e-commerce, mail, or telephone order transaction processing on the STAR networks.

The rights & protections applicable only to Visa debit transaction, including additional consumer liabilities limits & streamlined error resolution procedures, as described in your Electronic Fund Transfers Agreement & Disclosure will not apply to transactions processed through non-Visa networks.

## Privacy Notice

There have been no changes to our standard privacy notice. To see our privacy notice, go to: <https://www.northstarccu.com/privacy-statement/> or request a copy at your local member service center.

## Pee Wee Winners:

Melanie Monson  
Nova Fosness  
Landon Diebold



## PEE WEE CLUB JOIN THE FUN!

Pee Wee Branch Activities, Newsletters, Quarterly Drawings, Birthday Gifts and more!



## SPREAD THE GOOD NEWS

# Refer a Friend and You Can Both Earn \$50!

**ASK US FOR DETAILS**



## Welcome to the Team:

Sheri Chadwick	Tanner Nicholls	Kylee Leonard	Cydney Espe
Megan McCabe	Penny Schulz	Mehri Munter	Constance Bryant

## Upcoming Events

- ◆ **Lake Region Extension Roundup**  
January 4th-5th
- ◆ **KMOT Ag Expo**  
January 25th-27th
- ◆ **Agronomy On Ice**  
February 1st
- ◆ **International Crop Expo**  
February 22nd-23rd

## SAVE THE DATE: NSCCU ANNUAL MEETING

**MARCH 28, 2023**  
Maddock, ND  
Meal at 6pm with meeting to follow.

# — Continue your Legacy —

## Legacy Wealth Planning Seminar

Asset Protection and Succession Planning for Farm Families, Land & Mineral Owners

**Rugby Eagles Club - February 15, 12 pm**  
**Maddock Opera House - February 15, 6 pm**

John C. Oelke will be the featured speaker. Mr. Oelke is a noted speaker on estate and legacy planning. His seminars are said to be entertaining, informative and easy-to-understand. German Law has helped over one thousand families in the Red River Valley with their estate planning needs.



# Don't Fall Victim: Fraud & Scams

Of the nearly 2.8 million fraud reports in 2021, consumers reported losing more than \$5.9 billion to fraud.

Each year, fraudsters find new ways to trick people and financial institutions out of money. While some scams involve new tricks, many have been around for decades.

## Person-to-Person / Zelle Fraud

The Zelle / Person-to-Person Payment App Scam is widespread and has been making local and national news as social engineering tactics continue to evolve.

The fraudsters call the members who respond to the texts - spoofing the credit union's phone number - and claim to be from the credit union's fraud department. The fraudster tells the member they are calling to discuss the suspicious transactions but must first verify the member's identity and ask for the member's online banking username. The fraudster then tells the member that he or she will receive a passcode and the member must provide it over the phone to the fraudster.

The fraudster initiates a transaction, such as the forgot password feature, that triggers the passcode to the

member. Upon receiving the passcode from the member, the fraudster uses it to reset the member's online banking password allowing the fraudster to login to the member's account, and use Zelle / P2P to transfer funds to the fraudster.

## Elderly Member Scam

An elderly member receives a call from someone pretending to be their grandchild (the perpetrator may or may not know the grandchild's name). The "grandchild" indicates they have been arrested, and they need money to make bond. Circumstances, may vary or be embellished such as they have unpaid tickets they must pay before being released, or they are calling the grandparent because they don't want their parents to know.

The "grandchild" requests an amount of money needed and provides wire instructions which includes an account number of where to send the funds. The grandparent contacts the credit union and requests the wire transfer. The funds are then wired to an account controlled by the fraudster.



MAIL THEFT COMPLAINTS MORE THAN DOUBLED FROM MARCH 2020 TO FEBRUARY 2021.

Mail theft and armed robberies against U.S. Postal Service carriers have increased substantially throughout the country. The criminal's focus is to gain access to the master keys of the blue USPS mailboxes - ultimately in search for checks that can be altered, counterfeited, or sold online.

To protect yourself from becoming victim to mail theft, consider the following options when handling your personal information and mail:

Pay bills online or use the NSCCU bill paying service through Anytime Online

Mail checks inside the Post Office lobby rather than using the blue mailboxes  
Log into your online accounts frequently to review transaction history

Report unfamiliar and unauthorized transactions to the credit union immediately.

If you find yourself concerned about being at risk of fraud, reach out to any one of our branches for help protecting your accounts.

## PERSON-TO-PERSON FRAUD

18 Million



Nearly 18 million Americans were defrauded through scams involving digital wallets and person-to-person payment apps in 2020.

## ELDER ABUSE SCAMS

\$238 Million



Tech Support Fraud is the most reported fraud among over 60 victims with 13,900 complaints from elderly victims who experienced almost \$238 million in losses.

## IDENTITY FRAUD

27 Million



27 million American consumers were victimized by identify fraud related financial losses, totaling \$28 billion in 2021.

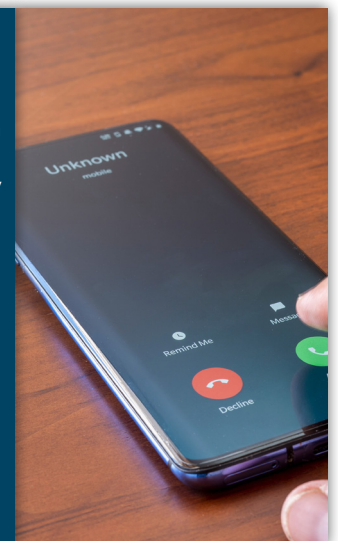
## Charity Scam Red Flags

In a charity scam, the scammer pretends to represent a well-known charity, such as Make-A-Wish, or a popular cause such as emergy relief funds or victims of a recent natural disaster.

Look out for these **red flags**, which can alert you to the fact that you may be, or have been, targeted by a charity scam:

- > You're asked to share personal information, like your Social Security Number, when making a donation.
- > You're pressured into making a donation *now*.
- > You're thanked for a donation you've allegedly made in the past, which you know you've never made.
- > When asked how your donation will be used, you're given vague, evasive responses that don't really answer your question.
- > You're guaranteed to win a sweepstakes if you make a donation.
- > The "charity's" website is full of typos and grammatical errors.
- > An organization with a name that closely resembles a well-known charity solicits a donation from you.
- > The alleged charity will only accept donations via prepaid debit card or gift card.
- > When you ask that the charity not call you again, they disregard your request.

Always remember to protect your personal identification and don't share personally identifiable information via email, phone or in any other way with an unverified contact. To read the full article, visit [nscu.com/blog](https://nscu.com/blog)





# NSCCU PROUD SUPPORTER OF FARM RESCUE

North Star Community Credit Union is a proud sponsor of Farm Rescue, an organization that helps area farmers and ranchers who have experienced a crisis. The relationship between North Star Community Credit Union and Farm Rescue started in 2017 and continues to evolve.

From the beginning of NSCCU in 1940 as Benson County Cooperative, there has continually been a high concentration of agricultural producers in our market areas.

Building relationships with, and lending to, area farmers and ranchers has truly been the backbone of NSCCU over the years. This decision to support for an organization that so directly impacts our ag producers who are suffering from a catastrophic event was an easy one.

Farm Rescue is an organization aimed at helping farm and ranch families in crisis. The organization serves families in North Dakota, South Dakota, Minnesota, Montana, Iowa, Nebraska, and Kansas. Farm Rescue provides equipment and volunteers, free of charge, to plant, hay, or harvest crops for families who have experienced a major illness, injury, or natural disaster.

Since its inception in 2005, Farm Rescue has assisted nearly 1,000 farm and ranch families by providing equipment and volunteers to continue operations on their farms or ranches. Farm Rescue operates due to donations from business organizations and individuals who support family farms.

North Star Community Credit Union currently holds an Emerald Sponsorship with Farm Rescue. Emerald sponsors of Farm Rescue give \$25,000 or more to the Farm Rescue organization annually. North Star Community Credit Union has financially sponsored Farm Rescue since 2017 and is proud to have been an Emerald Sponsor in 2022, 2021, and 2020. Through the sponsorship, North Star Community Credit Union logos will be on Farm Rescue pickup trucks. The two organizations have even partnered to create a North Star Community Credit Union/Farm Rescue debit card for NSCCU members who donate to Farm Rescue.

Donations of any size to Farm Rescue benefit farm and ranch families in crisis in the upper Midwest. One unique avenue for additional support has been the North Star Community Credit Union/Farm Rescue co-branded debit card started this year. The North Star Community Credit Union/Farm Rescue Debit Card program is still in its infancy, due to beginning in June 2022.

NSCCU members can receive a co-branded North Star Community Credit Union/ Farm Rescue instantly issued debit card by donating a minimum of \$5 to the Farm Rescue Organization. Donations are then matched by North Star Community Credit Union dollar for dollar, up to \$25,000.

As Farm Rescue aids farmers in our trade area, we have been honored to assist in that servanthood by providing meals and snacks to their volunteers as they worked the fields of one of our members who was a recipient of their services.

## Farm Rescue™



### WAYS YOU CAN SUPPORT FARM RESCUE AT NSCCU

Make a donation of \$5 or more to Farm Rescue at a North Star Community Credit Union Branch and we'll match your donation. In return, you'll receive a custom Farm Rescue branded debit card.



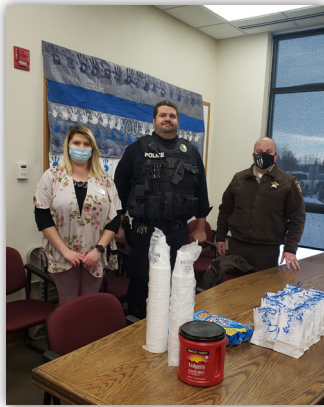




# 2022 PHOTO ALBUM







**THANK YOU**  
to everyone who helped make 2022 a success. From our family to yours, may your holiday season be filled with laughter and memories. We look forward to serving you in 2023.