

STAFF ANNIVERSARIES

Moris Bries
October 4th
25 Years

Michelle Graham
October 10th
1 Year

Eric Sailsbury
October 23rd
31 Years

Kelsie Maguire
November 19th
10 Years

This quarter we're celebrating
a combined 67 years of service
and experience!

Thank you for all your hard
work!



STAFF SPOTLIGHT Meet Tricia Cunningham

Tricia Cunningham has over 15 years of credit union experience and has joined us as the new VP of Operations. Tricia and her husband live in Ankeny. They have two grown children, one who is proudly serving in the US Army. Tricia is looking forward to making some changes to enhance your member experience.

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RIVER VALLEY REVIEW

FALL 2018

**WE'RE SERIOUS
ABOUT HELPING
OUR MEMBERS
SAVE MONEY**

Message from the CEO

Hopefully those of you with kids in school are getting into the swing of a new schedule with school and activities making for a busy time of year. I know my kids aren't crazy about being back in college, high school and middle school and having hectic schedules and homework again. Speaking of busy, we are busy here at River Valley working hard each and every day to provide you with the products and services you need. One of the greatest rewards of working for a credit union is reinvesting our earnings into new products and services for our members and we here at River Valley are doing just that.

You will get a teaser in this newsletter about some of the exciting news about our online and mobile products that we are working out all the details and integrations with our systems to roll out to you. As a member you probably are aware of our new loan rates, lowering most of our rates and extending terms to help you finance your dreams. We are also offering a low fixed rate Home Equity loan. I encourage you to compare this product to others in the market and I think you will find we're serious about helping our members save money.

By the time you are reading this we should be nearly completed with the office space addition at our Nevada location and adding a new lender there to better service our friends and members in Nevada and the surrounding communities. We are committed to our members there and are putting our resources to work for you. Don't feel left out Ames! We are bringing a whole new look to our main office which I think you will enjoy.

We know you have many choices for your financial services needs so thank you for choosing to put your trust in us. Thank you for being a member.

Philip Van Mersbergen

Coming Soon

You Asked and We Listened!

Our members have asked us about better and more convenient functionality of our online and mobile banking. Stay tuned as we are working to roll out a new and improved online banking experience with the ability to pay bills through our mobile app and deposit a check remotely via smartphone. We want to make sure you can take us everywhere and still perform all the functions you need for your busy life.

We are looking forward to announcing our changes soon!

Rates for Veterans and Active Military

Thank you for your service.

We at River Valley Credit Union are proud to support those who serve our great country. Our Veterans and Military personnel get a discount on loan rates and an increase on deposit rates. We believe this benefit is the right thing to do and a small way we can thank you for what you do. Stop in today, present your military ID, and join your credit union supporting our military.