

The NewsWire

Winter 2019

Letter from Chrissy

President/CEO

Wow, what a year! 2018 will go down in the books as a year of significant growth and innovation for CP Federal Credit Union. Our footprint took steps into Grass Lake, a new branch in Brooklyn (with a drive-thru!!!), and a soon-to-be branch in Saline. We launched EMV-chip enabled cards as well as the "Pay" Products. I can't help but look back on 2018 with a heart full of gratitude for our members and employees, without whom our success would not be possible. Thank you for allowing our employees to be exceptional stewards of your financial assets and for entrusting them to our care. As we embark on 2019, we are committed to living out our purpose of inspiring the pursuit of a life well lived. We deeply desire to cultivate legacy-defining moments for the people and places we serve for generations to come.

In 2018, we were once again awarded the honor of Top Workplace by the Detroit Free Press for five years and counting! Our employees continue to be a crazy-smart, wickedly talented team who have a HUGE passion for serving members, the community, and each other. They work for the WOW, go for the GUSTO, and share smiles and laughter every day! Quite simply, they believe in making joy common in uncommon places. As a team, we are an empowered organization founded in experience focused solutions. Our employees value relentless curiosity and a deep-seated appetite to realize opportunity through innovation. The best part about our employees is their desire to be your partner in writing a life story that stretches beyond your imagination.

Our purpose-driven team is poised and ready for 2019! Our priorities include: driving efficiencies, delivering our brand promise, deepening our member relationships and attracting and engaging top talent. Our focus is on people over profit, process, and product. The success of the Credit Union is born naturally out of this focus as 2018 brought us solid growth in membership, loans, and net income. The efforts repeated day in and day out to generate our success will continue into 2019. We remain focused on the human capital of our organization and every life changing moment along the way. We can't wait to partner with you, your family and, your friends in 2019 and beyond.

In closing, Ralph Waldo Emerson once stated, "The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well." My hope is that CP Federal Credit Union will be your partner in pursuing a life well lived.

Thank you for your membership! Thank you for allowing us to be part of your legacy! We truly value you!

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A publication of:

Federal
CREDIT UNION

Digital Wallets

What You Need to Know

In November, we launched our Digital Wallet tools to members! Now you can load your CP Federal Debit Cards into Apple Pay, Samsung Pay, or Google Pay, allowing you to use your Debit Card with just a tap of your device. This technology uses a process called tokenization to encrypt your card number to add an extra layer of security. When you load your card into one of the Digital Wallets, they store your card number as a token. Now, when you conduct a transaction using one of the Wallets, you simply hold your phone or smart device near the payment terminal and it wirelessly communicates your unique token instead of your card number. The token is then securely transmitted to Mastercard where they decrypt it and send it along to the Credit Union for approval. This all happens in a matter of seconds and protects your card number in the unfortunate event the merchant you made your purchase with is compromised since they are never told what your actual card number is. We would simply issue you a new token and you are good to go! Download the Digital Wallets from the Apple App Store or Google Play!

Over a Million Dollars Back

To Members and the Community

One of the biggest ways we give back to our members is with our Interest Rebate and Bonus Dividend. This year our Board of Directors have approved 5% back to our members.* That is over \$700,000 back in your pockets!

We also had the opportunity to take our rebate even further by partnering with the Jackson Community Foundation to help reinvest in the community with the Jackson Saves program. This amazing program helps set students up for success by giving all kindergartners, who attend an eligible Jackson Public School or Public Charter, a savings account as well as making the initial deposit for the student.

CP Federal has committed \$300,000 to fund the first three years of the program. Students can then continue to make deposits and earn interest on their funds until they are 18 years old. The funds will then become available to be used for post-secondary education or training in a trade skill.

CP Federal has been a leader in financial education since 1991, and we view this program as the next step in helping our youth to invest in a brighter tomorrow. Sheila Troxel, Director of Financial Education here at CP Federal explains, "Studies show that when students save for their future, the chances of them completing a post-secondary education increases exponentially. 36.3% of Jackson sits at or below the poverty level and every day we meet students who express an interest and desire to start saving, but simply do not have the means. What we're looking to do is change that conversation and set kids up for success."

If you would like to contribute to the Jackson Saves program by making a gift to the fund, please contact Monica Moser, President/CEO of the Jackson Community Foundation, at 517.787.1321.

*2018 Interest Rebate & Bonus Dividend. Excludes IRAs, Term Share Certificates, Business Loans, Business Accounts, Visa & Auto Leases. Some restrictions may apply.

TurboTax

\$25,000 Sweepstakes

This year, get your biggest possible tax refund and a chance to win \$25,000. TurboTax is up-to-date on the latest tax laws and guarantees 100% accurate calculations, so you can be confident your taxes are done right. Plus, you'll be automatically entered to win \$25,000 when you

try TurboTax Online for FREE by February 14th. And, as a Credit Union member you can save up to \$15 on TurboTax. To enter the sweepstakes and access the member discount, visit cpfederal.com and click on the TurboTax web banner. Start today and save!

In addition to the TurboTax discount, members have saved nearly \$2 billion with exclusive offers

Sprint®, ADT, and cash back shopping with Love to Shop. The more offers you take advantage of the more you save!





Welcome Aboard

Our New Community Partners

CP Federal is very proud of our Community Partner program which serves the dual purpose of allowing us to offer membership eligibility to even more people, while also giving businesses and organizations an amazing resource to offer their people. Once a business or organization becomes a Community Partner, their employees and their family members are eligible for membership with the Credit Union. Plus, the business now has access to a ton of resources, such as on site visits from our experts at CP Federal, to teach their people anything from how to understand credit, HSA accounts, smart money management, and more! If you would like to know more, contact Pat O'Dowd at podowd@cpfederal.com or at 517.784.7101 ext. 4129.

— Welcome —

- Peak Manufacturing
- Golling Chrysler Dodge Jeep Ram of Chelsea
- DBI
- Anytime Fitness of Jackson
- Roaming Goat
- The Hub Teen Center
- Dale Carnegie Training offered by Ralph Nichols Group, Inc
- Catholic Shoppe
- Lomar Machine and Tool Company
- Buffalo Wild Wings, Jackson
- Concord Elementary
- Greater Jackson Habitat for Humanity
- Redwood Marketing Technique Inc.
- City of Saline
- Grass Lake Pharmacy
- Michigan Media House
- Home of New Vision
- JTV
- Jackson Commercial Contractors Association
- North-Ply Contracting Co.
- City of Jackson
- disAbility Connections



Top Workplace

Fifth Year in a Row

We are proud to have been awarded this honor by the *Detroit Free Press* based on our results in our Employee Engagement Survey. "The employee engagement survey is a reflection of our culture and provides critical feedback as we seek to understand what motivates our employees and look for ways to meet those needs," stated President/CEO Chrissy Siders. "The engagement scores and employee comments drive our organization. This year, we reviewed the results with each department and sought additional feedback and context to craft strategic engagement initiatives to continue building our culture. The employee engagement survey allows us to live out our value of two-way feedback, graciously welcomed and respectfully given," Chrissy explained, adding, "Achieving the 5-year milestone for a Top Workplace is a reflection of our focus on people over profit, process, and product, and we can't wait to continue the good culture work that has been started." Thank you Team CP for all of your hard work!

Mobile App

Upgraded Look & Features

We are planning to roll out an update to our CP Federal Mobile App to address some of the feedback we have received from our members. This update will improve the overall look and feel of the app to not only make it easier to read and navigate, but also reflect who we are as a fun, wickedly talented Credit Union! Not only that, but you will now have access to a Credit Union representative right at your fingertips! You will be able to send and receive messages right within the Mobile App using the new Secure Messaging tool. AND, you will now be able to view your statements on your mobile device, safely and securely! Coming early 2019!

THEY MEAN IT!!

Be there or be **SQUARE**



Overdraft Privilege

There If You Need It

CP Federal is pleased to offer members the opportunity to participate in our Overdraft Privilege for those "Oh Shoot!" moments life throws your way. If you have ever accidentally written a check for more than your available balance or been in a bind and needed a little help with coverage, you know the expenses and problems that can cause. We want to help you avoid those situations!

There is a fee associated with overdrafting your account, but it can help you avoid additional return fees or interruptions in service. Our Overdraft Privilege is available to members with checking accounts that meet the qualifications. If you would like to see if you are eligible for Overdraft Privilege, or if you would like to opt your debit card in for Overdraft as well, visit us at one of our branch locations or give us a call at 517.784.7101.

- Jan 26.....FREEze Sk8
12:30 p.m. - 4:00 p.m.
Optimist Ice Arena
- Feb 10.....K-105.3 Chili Cook-Off
12:00 p.m. - 3:00 p.m.
Jackson Fair Events Center
- Feb 18.....Closed for Presidents' Day
Reopen on Tuesday Feb 19
- Feb 22.....JA Crazy Bowl
Airport Lanes
9:00 p.m.
- Mar 3.....The Music of Harry Potter
2:00 p.m. - 4:00 p.m.
The Jackson Symphony
- Mar 23-24.....Home & Lifestyle Show
Jackson Fair Events Center
- April 18.....Annual Meeting
3:00 p.m. - 4:00 p.m.
Main Branch 1100 Clinton Rd

Contact Info

Update Reminder

For your protection, and in order to receive important account information, it is necessary that you update us with your current phone number, address, and email. Simply give us a call at 517.784.7101 or go to hb.cpfederal.com. Once you are signed in to your Home Branching account, select the Profile tab and then click Edit to make the appropriate changes. It's that easy!

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TruStage™ Insurance products and programs are available through TruStage Insurance Agency, LLC. Life insurance and AD&D insurance are issued by CMFG Life Insurance Company. Auto and Home Insurance Program are issued by leading insurance companies. The insurance offered is not a deposit, and is not federally insured, sold or guaranteed by your credit union.

TOP WORK PLACES
2018

2017

2016

2015

2014

Detroit Free Press

Please submit, in writing, any letters for the Board of Directors to:

Board of Directors
CP Federal Credit Union
1100 Clinton Road, Jackson, MI 49202

For questions regarding your statement please submit them in writing to:

Supervisory Committee
CP Federal Credit Union
1100 Clinton Road, Jackson, MI 49202

