



# Concho Valley Credit Union

SUMMER, 2017

Member Newsletter

## The Credit Union Will Be Closed The Following Dates:

Tuesday, July 4, 2017-  
Independence Day

Monday, September 4, 2017-Labor  
Day

Monday, October 9, 2017-  
Columbus Day

Saturday, November 11, 2017-  
Veterans Day

Thursday & Friday, November 23  
& 24, 2017-Thanksgiving

Saturday, December 23, 2017 &  
Monday, December 25, 2017-  
Christmas Holiday

Please Plan Your Financial  
Needs Accordingly.

## Credit Unions Care about Kids and our Community

Concho Valley Credit Union is participating in "Credit Unions Care" a campaign to increase visibility and awareness in the communities we serve by illustrating the many ways credit unions give back. We are collecting donations to support *Credit Unions for kids* and Children's Miracle Network and 100% of proceeds benefit our local Children's Miracle Network and the kids in our community.

Join us today and show that "Credit Unions Care" by coming by the credit union and donating and placing your name on a paper donation dog to be displayed in the lobby. Every dollar helps!

## Verification of Accounts

All members' accounts for the second quarter of 2017 were verified on July 1, 2017.

If you have any questions concerning your account with the Credit Union, please feel free to contact:

Anna Thomas, Chairperson

PO Box 1548 San Angelo, TX 76902

325-659-0050

Thank you for being a member of the Credit Union!

## IMPORTANT DEBIT CARD INFORMATION

Your new Debit Chip Card is here. Make sure to activate yours today! With the new Debit Chip Card comes added security, more convenience and enhanced protection. **All other debit cards will be closed as of May 31, 2017.** If you have not received a new Debit Chip Card, contact the credit union right away.

## Mobile Banking App Now Available!

The Credit Union now has a new mobile banking app. It is available at the app store on your mobile device or phone. Look for the Concho Valley Credit Union app and start enjoying yet another way to access your credit union account!

## E-Statement Sign-up

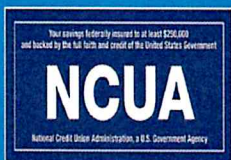
If you haven't already signed up for E-Statements and you want to receive your credit union statements by email, then please sign up now! E-Statements mean less paper in your mail, more security and it's convenient! Plus it is free! Contact the credit union at 325-658-7557 to get started receiving E-Statements today.

## Important Notice-Credit Union Address Change

As of July 1, 2017, the credit union will no longer be using the PO Box for receiving mail. Please use the following to send your payments and correspondence to:

**1002 South Abe Street, San Angelo, TX 76903**

Please update your bill payment systems or address labels to ensure proper and timely delivery of your payments. Thank you for your assistance in the transition.





## **Board Members:**

**Anna Thomas, Chairperson**

**Vona Hudson, Vice-Chair**

**Rudolph Olivas, Treasurer**

**Buryl Williams, Secretary**

**Leah Ripple, Membership**

**Gregg Bowman, Director**

**Anthony Kieffer, Director**

**Miriam Trevino, Director**

**Chester Bobo, Director**

## **Credit Union Staff:**

**Kimberly Perrine,  
CEO/President  
NMLS#788814**

**Cindy Baker, Executive V.P.  
NMLS#791082**

**Stephanie Savini,  
Accounting Officer**

**Lindsey Welchon, Member  
Service Representative**

**Robyn Simkins, Teller**

**Ashley Pape, Teller**

## **Contact Us:**

**1002 S. Abe San Angelo, TX  
76903**

**Phone: 325-658-7557**

**Fax: 325-658-4395**

**Website: [conchovalleycu.com](http://conchovalleycu.com)**

## **Lobby Hours:**

**Monday-Friday 9:00 a.m.-  
4:30p.m.**

**Drive Thru Hours: Monday-  
Friday 7:30 a.m.-5:30 p.m. &  
Saturday 9:00 a.m.-12:00 p.m.**

## **IMPORTANT NOTICES**

### **Concho Valley Credit Union Inclement Weather Policy**

Concho Valley Credit Union acts to ensure the safety of our members and employees during inclement weather. The Credit Union will follow SAISD in late openings. All other decisions to remain closed or close early will be made by the CEO. Decisions will generally rely on actual observed condition rather than predictions.

### **Emergency Closing**

Emergency closing will be authorized by the CEO. When changes in hours or operations are necessary due to emergency situations such as loss of utilities or inclement weather during office hours, the CEO will notify the Chairman of the Board of Directors.

### **Compliant Notice**

If you have a problem with the services provided by this credit union, please feel free to contact us at:

Concho Valley Credit Union

1002 S. Abe

San Angelo, TX 76903

325-658-7557 or [cvcu@verizon.net](mailto:cvcu@verizon.net)

The credit union is incorporated under the laws of the State of Texas & under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting the Texas Credit Union Department at 914 East Anderson Lane, Austin, Texas 78752-1699, Telephone Number: (512)837-9236, Website: [www.cud.texas.gov](http://www.cud.texas.gov).

### **Member Access to Credit Union Documents**

**\*\*Notice of availability of certain documents:**

Pursuant to Texas administrative Code, Title 7, Part 6, Chapter 91, Subchapter C, Rule 91.315, documents relating to Concho Valley Credit Union's finances & management are available by contacting (325) 658-7557.

## **CHANGES TO FEE SCHEDULE**

### **Effective August 1, 2017**

Deposit Item Charge Back...\$15.00

Statement Copy or Transaction History...\$5.00 per copy

Incoming or outgoing Fax...\$1.00 per page

Replacement Debit Card...\$10.00

Reopen Debit Card...\$10.00

Return Statements or Mail...\$7.50

Skip-A-Payment or Loan Extension...\$20.00

Safe Deposit Box-Duplicate Key...\$20.00

Private Party Purchase Title processing...\$50.00

Drive-Thru Canister Replacement...\$115.00

Check Cashing-May apply to accounts with minimum balance:

Up to \$500.00...\$5.00

\$500.01 to \$1000.00...\$10.00

\$1000.01 and up...\$15.00