

#### FROM THE CEO'S DESK

# How We're Adapting to Change during COVID-19 by Jennifer C. Watson

To say the last six weeks has been a blur would be an understatement! We have worked through a myriad of technological issues, learned to operate remotely, studied ways to provide in-person service in a safe and effective manner, and even had a little fun along the way. The Limestone Littles, led by Alycia Kaiser, held their first zoom meeting last week where they discussed ways to earn money such as opening a small business like a lemonade stand or dog walking. Their first task was to create a resume. I found it very refreshing to listen to them talk about things they are great at; gym, basketball, art, gymnastics, and swimming were all at the top of the list! Later this week we will be using zoom to meet our newest Limestone Little, daughter of John &

Alyssa Swanson. As we continue to adapt to this new normal, we are consistently seeking new ways to serve our members. We have increased staff assigned to answering your calls, made changes to transaction processing at drive-thru to decrease wait times, and continue to monitor our online channels. We know our drive-thru lines are long, we apologize for this inconvenience and encourage members to use technology whenever possible. Our mobile app provides almost instant notification of transactions, allows members to pay bills and deposit checks, and is available 24 hours per day. Members who need cash back can do this right at the grocery store when using a debit card, simply select the cash back option. Remember, if you use the cash back option, you will need to enter a PIN number. In addition, we are still refunding ATM fees, use any machine in the US, fees are refunded daily at the end of the day. As we close the books on April, I hope you are all staying safe and healthy!



#### **CURRENT MEMBER OFFERS**

that can help you during the pandemic.

In an effort to lessen the financial burden being experienced by our membership, we have created a list of offers to help you and your family at this time. These offers include refunded ATM Fees, extensions on consumer loans, Skip A Pay for Visa credit cards, and more. Click Here to get the full list of how we can help you during this time.

## Read more on our blog...

# HOW TO REMOTE DEPOSIT CHECKS

Remote Deposit Capture lets you deposit checks into your Limestone Federal Credit Union account using the camera on your mobile device! Learn more on our blog.

# MOBILE SERVICES YOU CAN USE FROM HOME

vve ve got the technology so you can do your banking just about anywhere! If you need help give us a call or text us at 906-341-3118.

# UPDATE ON THE GRIND

At The Grind Cottee House, our doors are closed, but our pick-up window is open! Click to read more about how we're handling current operations.

#### **CURRENT BRANCH INFORMATION**

### Hours of Operation

#### Drive- i nru Oniy

Monday: 8:30 am - 4:30 pm Tuesday: 8:30 am - 4:30 pm Wednesday: 8:30 am - 4:30 pm Thursday: 8:30 am - 4:30 pm Friday: 8:30 am - 4:30 pm Saturday: 9:00 am - 12:00 pm Sunday: CLOSED

- we are no longer accepting any utility bills, please make those payments directly to the service provider.
- Coin has been deemed a non-essential service and will not be handled by our staff. This means coin will not be accepted through drive-thru and any coin that is a result of the transaction will be deposited to your account.
- We do not have the required six feet to allow two staff members to safely work in Drive-Thru. Please be patient with our staff as they are working diligently to serve you.

To stay up-to-date about our COVID-TY procedures please visit our website at www.limestonefederal.com

RATE REVIEW	CURRENT RATE A.P.Y
Regular Shares	0.10%
IRA's	1.25%
6 Month Certificate	0.25%
12 Month Certificate	1.00%
15 Month Certificate	1.05%
18 Month Certificate	1.00%
24 Month Certificate	1.25%
30 Month Certificate	1.25%
12 Month Jumbo Cert (>50K)	1.10%
12 Month Jumbo Cert (>100K)	1.20%
18 Month Jumbo Cert (> 50K)	1.25%
18 Month Jumbo Cert (>100K)	1.30%
24 Month Jumbo Cert (>50K)	1.35%
24 Month Jumbo Cert (>100K)	1.40%

APY - Annual Percentage Yield INOTE: Kates are subject to change without notice. Call for current rates and terms.













Congrats LFCU Member, Samantha Swayer, for winning a \$10 local gift card by sharing a virtual hug GIF on our Facebook Page!

### LIMESTONE LITTLES Zoom Meeting



Our first Limestone Littles Zoom Weeting was a succuss! The theme of the meeting was "How Do You Get Money?" We watched a short clip of young entrepreneurs, and work on an activity about different ways to make money. and built their first resume!



VVhat's a Mad Lib? They're fun stories with words removed and replaced by blank spaces to make a story interesting, funny and sometimes just a little odd! Bring your little ones around the table, download the form and submit their custom story for a chance to win an exciting prize! Kids ages 16 and under are eligible to enter.

