

Dollars and Sense

Spring 2021

your source for Northwestern Mutual Credit Union news



A Message From Our NMCU President

The last few weeks of February saw some unprecedented weather events across the country, especially throughout Texas where snow, ice and prolonged cold temperatures brought the state's power grid to a standstill. As a result, our Online Banking vendor's computer servers and backup generators experienced extended outages. The outages caused more than 800 credit unions, including NMCU, to lose access to Online Banking and Mobiliti.

First and foremost, thank you for your patience and understanding during this outage. We know how important online and mobile banking are to you, especially during the COVID-19 pandemic. We apologize for any inconvenience this may have caused.

While the weather conditions were catastrophic, the amount of time it took our vendor to restore service functionality was not acceptable. We have communicated these concerns to our vendor and are working to ensure they take the necessary steps to reduce the risk of this happening again.

A main goal for NMCU in 2021 is to explore digital options to enhance our member experience. We understand that functionality, reliability and security are central to this experience. In fact, this goal was in place even before the outages occurred, and we are committed to providing you with the tools you need to manage your financial accounts with ease.

If you have any questions or concerns, please do not hesitate to contact us at (414) 665-3423, or by email at credit-union@northwesternmutual.com. We value the trust you place in us to provide you with the services you need, and your satisfaction in us as a financial institution is always our top priority.

Sincerely,
Joseph Bukowski, President and CEO



YOU'RE INVITED TO:

NMCU's Virtual 88th Annual Meeting

Join us virtually via RingCentral on **Tuesday, April 27th at 4:00 PM**. Please **RSVP** by visiting mynmcu.com and clicking on the **Annual Meeting web banner**. This year's agenda includes:

Introduction of the Board of Directors | 2020 Financial Results | Chair Report | Member Q&A

We will also be raffling off six \$50 Visa gift cards for attending. We hope you are able to join us!



Make a Statement - Switch to eStatements

Here are some great benefits to going paperless:

- ♦ **Secure.** By switching from your mailbox to your inbox, you reduce the chance of mail theft.
- ♦ **Green.** By eliminating that monthly piece of paper, you cut down clutter...not a tree.
- ♦ **Convenient.** Simply log in to your online banking to access your statement each month.

Signing up is easy! Make the switch in a few simple steps:

1. Log in to your Virtual Branch Online Banking
2. Click 'Online Statements'
3. Select your account number (be sure to have your pop-up blocker off)
4. View & Accept Terms & Conditions



Turn Your Phone into Your Wallet

We make it simple to pay with your VISA debit card. Use your phone, watch or tablet to make easy, secure payments with your NMCU debit card using Apple Pay, Google Pay or Samsung Pay.

PLUS - it's completely secure.

- ▶ These mobile payment services use tokenization to create a unique randomized set of numbers to be used at each new transaction, so your real card number is never used from your phone.
- ▶ Transactions are authenticated by your fingerprint, facial recognition, pin number or iris scan.
- ▶ The same fraud protection built into debit and credit card transactions carries over to the digital wallet.



Look for this symbol at checkout, then simply **tap, pay & go.**




Simplify Your Life & Amplify Your Funds - Student Loan Refinance

Are you juggling multiple costly student loan payments every month?

Let Northwestern Mutual Credit Union help streamline your debt with our student loan refinance solution! Refinance and consolidate both private and federal student loans, setting up one convenient payment and potentially lowering your rate.

Our student loan refinance option comes with:

- ◆ Competitive interest rates
- ◆ Loan limit up to \$100,000
- ◆ Flexible repayment terms to fit your needs
- ◆ No origination fees or prepayment penalties
- ◆ Easy online application and instant credit decision
- ◆ A relationship with a local, not-for-profit lender you can trust

CREDIT UNION
Student Choice 

Whether you want to lower your interest rate, pay your loans off sooner, or reduce your monthly payment, we've got options to fit your needs. Don't delay – take control of your student loan debt today by refinancing with Northwestern Mutual Credit Union!

Apply online today, or visit our Student Choice website at mynmcs.studentchoice.org for more information.

IMPORTANT NOTICE: By refinancing federal student loans, you may lose certain borrower benefits from your original loans, including interest rate discounts, principal rebates, or some cancellation benefits that can significantly reduce the cost of repaying your loans.

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24 Hour Access to Account Information

Web: www.mynmcs.com

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