



CEO COMMENTS - TIMOTHY RASMUSSEN

As we look back on 2020, the year will be one that we will hold in our memories for the rest of our lives. It certainly has changed our lives and how we view things. I remember my Grandma Rass (who was an amazing lady) lived through the Depression and had a different view on life than I did. I believe that living through this time in history will adjust how we view the world going forward. Times like this can define generations for years to come.

We also can learn a lot from the past. We can make good decisions on what we learned, or we can make bad ones. In the end, we'll still have to face tomorrow. At Community First, our biggest challenges remain the same challenges before the pandemic- how to serve our membership financially and deliver exceptional service. While the details of how to solve these issues changes, in the end, our goals remain the same. In 2020, just keeping our lobbies open, doing things remotely, and helping as many members possible with mortgage loans became the concerns that we had to solve.

2021 will bring new challenges, and together our mission will still be to keep our credit union growing and delivering service that exceeds our membership expectations. We believe 2020 has molded us to deliver a safer, more remote level of financial well-being to our membership.

We thank you for your continued support and look forward to our future with great anticipation.

Community First

FEDERAL CREDIT UNION

COO COMMENTS - DAWN BARTELL



To change or not to change? That is a great question. Change can be unsettling at times; in fact, we can agree change can be downright scary. However, one benefit of change is that we have the opportunity to mold and shape our future.

At Community First, we put a priority on improvement which may involve change. We are learning what that means in how to serve you, our members best during 2021 and beyond. This implies that our staff might change branches, or even job responsibilities. Our goal, however, is to help each staff member find their passions, develop new skills and serve each of your needs well. Our facilities might also see enhancements. We witnessed an increase in technology demands during 2020 which accelerated implementation of new products and services. This has helped better meet our community's needs. The goal of always providing great service to you remains constant.

So, when change comes, I encourage each of us to stop being afraid of what could possibly go wrong and start getting excited with anticipation of what can go right!

CFO COMMENTS - MICHELLE ARCHIBALD



As the season is changing once again, it's hard to think back to just a year ago when our lives were turned upside down and everyone was adjusting to a "new normal." Like everyone, the credit union was adjusting quickly to our lobbies being closed and how we would continue to meet the needs of our members while keeping everyone safe. One challenge that has changed our financials has been the influx of deposits which has led to a significant growth in assets. With the stimulus funds being deposited and no where to spend the extra cash, the credit union is seeing a much higher balance in savings and checking accounts. To adjust, we have dropped our deposit rates and have limited the type of certificate products we are offering. We will continue to monitor all aspects of the credit union but until our asset growth slows, you will continue to see low deposit rates.

LOAN SPECIALS

KAYAK GIVEAWAY!

March 15th - April 30th: Get a new recreational loan and be entered to win a kayak and paddle! Recreational loans include boats, RV's, motorcycles, and more. For more information, contact a Loan Officer today!

Rates and terms based on creditworthiness. Employees and household members of employees not eligible to win prize. Membership eligibility required. Offer valid 03/15/2021 - 04/30/2021.

TAX LOAN SPECIAL

Now - April 30th: Receive up to 70% of your Federal Tax Refund back with our Tax Loan Special. For more information, contact a Loan Officer today!

Rates and terms based on creditworthiness. The maximum loan amount is \$5,000. Federal Refund must be set up for direct deposit into your Community First FCU account. Membership eligibility required. Offer valid 1/1/2021 - 4/30/2021.

MARK YOUR CALENDAR

YOUTH LOBBY DAYS

Starting in April, we are introducing a new opportunity for our youth members. Every second Tuesday of every month, from 2 PM to 5 PM, each branch will have an interactive, themed table for our youth members. Our youth will have the opportunity to learn about new things happening at Community First and have the ability to ask questions about their account or the credit union in general. For participating, they will receive a small gift! Parents will also have the chance to learn more about youth accounts and sign their children up for a savings account, if they are not current members!

Quarter 2 Youth Lobby Dates: April 13th, May 11th, June 8th.

SCHOLARSHIP OPPORTUNITIES

Deadline: May 1st

The following scholarships are now available. Applications are online or at our branch locations:

- \$1000 High School Senior College
- \$500 Vocational, Tech, Trade Student
- \$500 Undergraduate
- \$500 Graduate Program

HOLIDAY HOURS

Closed: Monday, May 31st in observance of Memorial Day

Closed: Monday, July 5th in observance of Independence Day

LOCATIONS

Lakeview

9637 N Greenville Rd
PH: 989.352.6031

Trufant

110 South A St
PH: 616.984.9700

Howard City

837B W Shaw St
PH: 231.937.9400

Morley

101 E 4th St
PH: 231.307.3164

LOVEMYCREDITUNION.ORG

Your credit union membership is about the trust and care of community, built around where you live, work and play. That's why your Community First Federal Credit Union membership saves you money through exclusive member-only offers through our trusted partners. Through Love My Credit Union Rewards, credit union members have saved over **\$2 billion** with offers like:

- Members can **save up to \$360 on their wireless bill** by switching to no-contract wireless.
- Members can **save up to 35% on IdentityIQ** credit report monitoring and identity theft protection.
- Savings **up to \$15 on TurboTax** federal products.
- Exclusive access to **home tech support and protection** with Asurion Home+.
- Exclusive discount from the **TruStage Home & Auto Insurance Program**.
- Members save on **SimpliSafe**, the #1 expert pick for home security.
- Exclusive access to the **Love My Credit Union Rewards Powersports, RV & Boat Buying Program**.
- Save on car maintenance + get \$10 off your first service using **CarAdvise**.
- Save 40% on a 1-year membership to **Sam's Club**.
- Build your credit history with rent and save up to 30% with **Rental Karma**.
- Save \$40 on **Calm**, the #1 app for meditation and sleep.
- Save on your **Travel and Entertainment** needs like Car Rentals, Hotels, Theme Parks, Movie Tickets and more!

Learn all about how your Community First membership gets you all these exclusive savings and more at LoveMyCreditUnion.org. Check them out and start enjoying credit union member benefits you never knew you had.

NOTICE OF CHANGE OF CFFCU ELECTRONIC FUNDS TRANSFER (EFT) POLICY

Effective May 1, 2021: All cards, current and future, issued by Community First Federal Credit Union will be restricted from use for the purpose of direct online gambling with government licensed online casinos. This restriction will apply to all direct gambling conducted electronically by website, electronic application, or other electronic means.



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Federally Insured by the
National Credit Union Administration
an Equal Housing Lender