As Always, We’re Here to Serve You - Natco Cares

As we all navigate this time, we want to assure you that our staff is available and ready to serve you. If you find yourself facing financial difficulties and need assistance, we encourage you to contact one of our loan experts. Let’s talk through options for emergency funds, loan restructuring, and delayed payment options.

Most transactions can be completed using our electronic services – home banking, mobile banking apps, mobile deposit, and even online options to apply for and close loans.

Our lobbies are now open with social distancing. For everyone’s safety, we are

- limiting the number of members inside our office to allow for social distancing
- asking that you maintain a distance of 6 feet between you and other people
- still offering all services through our drive up
- wearing masks for your safety and ask that you do the same

We all share in this health challenge. Natco will continue to focus on doing what’s best for our members, our employees, and our communities.

There is Still Time to Have Your 2019 Taxes Prepared for FREE

With the extension of the tax deadline, you have until July 15, 2020 to submit your 2019 taxes. If you haven’t filed your taxes yet, our NCEC staff can still prepare them for FREE! We have already prepared 950 tax returns this year with a couple weeks left!

The first step is to call us at 983-4766 to learn more. We will answer all of your questions, tell you the things to bring with you, and schedule an appointment that works with your schedule.

Make sure you tell your family, friends and coworkers about this free service. The money saved can go towards other things they need or want!

Congratulations to the Class of 2020

The graduating class of 2020 has undoubtably felt they missed out on experiencing so many ‘lasts’ of their senior year. Natco wanted to do something to help recognize and congratulate the Class of 2020. In June, we ran a social media promotion to give two graduating seniors $500 each!

The winners were randomly drawing from all qualified by making a public post on Facebook or Instagram. The post had to include a photo with them and our ‘Congrats’ banner and include the hashtag #NatcoCares.

Congratulations to our two winners.

*Pictured left - Alex Kenworthy
Pictured right - Kylah Roberts*
Introducing Money Moments

Money Moments is a digital financial education program designed to help you better manage your money. Get started today and take the first step in preparing for your financial future. Program highlights include:

- A series of interactive learning modules on key financial topics
- Mobile and tablet enabled so you can learn anytime, anywhere
- Courses available in both English and Spanish

Get started now or visit our web site to learn more.

Deposit Checks the Easy Way - Mobile Deposit

During this unique time, members have explored new ways to transact their business with us. Mobile deposit gives members the ability to deposit checks using the camera on their smart phone or other device.

Comparing January to May, we have seen a 46% increase in the number of mobile deposit transactions. The pandemic clearly contributed to the increase but we anticipate now that more members have seen how easy and convenient mobile deposits to use, they will continue using it. Checks can also be deposited using our ATMs.

Upcoming Holiday Closings

Labor Day, Monday, September 7, 2020

IMPORTANT NOTICE

IRA Contributions for the 2019 Tax Year Can Be Made Until July 15, 2020

With the extension of the tax deadline, members can contribute to their Individual Retirement Accounts until July 15, 2020 and designate it as a 2019 contribution.

If you don’t already have an IRA with us, why not open one today? Putting a few dollars away each week now can really add up for your retirement. Contributions can even be set up through payroll deduction or direct deposit.
2019 Annual Meeting Chairman’s Report

Our Annual Meeting was held on Sunday, March 1, 2020 in the Lingle Room at Reid Health. There were 117 members in attendance. We are entering our 76th year of operation and have had a very busy and successful year. We finished the year with a strong net worth of 13.61%. This gives us the ability to grow, while continuing to allow us to provide advanced financial services. In 2019, we were able to roll out several new initiatives because of our financial stability.

In 2019, Meridian Link upgraded their software to a new mobile optimization platform, meaning the loan and new account application is visible to the member no matter what device the member is using. This makes for a better member experience.

Also, in 2019, we launched a new credit card mobile app, allowing for a better user experience. Members can now initiate their own travel notifications and parameters without having to contact us to do so.

New ATMs were installed at all 3 locations in 2019. These ATMs are state of the art technology and accept deposits in the form of cash and checks, a new feature for our members. The volume of deposits made at these machines is growing daily. In January alone, members deposited $332,034 at the ATMs.

In 2019, we remodeled the lobby at the main office to accommodate the cash recyclers at the teller counter and drive up. The recyclers are safer, faster, and ensure fewer cash outages. All branches now have this technology.

As part of an ongoing initiative for the credit union, we spend considerable resources annually on maintaining our network and servers to ensure they are protected against internal and external threats. We have state of the art IT systems and are ever vigilant to changes in the IT environment.

Our staff continues to be heavily involved with our communities and again this year has partnered with Crestdale School to provide items needed by the school. The credit union has donated coats, hats, gloves, food boxes for the holidays and classroom supplies and equipment as needed. I volunteered as a leader of three Junior Achievement classes at the school and participated in the Safety Village Trick or Treat event, handing out candy to the more than 800 children who attended this event in 2019. Additionally, we are actively involved in the annual Relay for Life events in Fayette and Wayne counties. We have teams who participate and raise money in the local events, as well as employees who are part of the committee that plans and runs the events. Other events we were involved in this year were Night to Shine, the Veterans dinner, and the Holiday Parade to name a few. We also raised money for the HELP Shelter’s Paws for Love Collection drive and the Fayette County River’s Edge project. Our staff is very dedicated to making a difference in our community and is happy to volunteer their time to do so.

The mission of our credit union is “Helping People Live Better Lives.” Our staff works very hard every day to fulfill that mission. We appreciate your attendance here today in support of your credit union. We are grateful for our 75 years serving our community. We also appreciate your continued support and look forward to meeting your financial needs in 2020 and for many years to come.

Respectfully,

Pam Pearson
Chairman of the Board
### Operating Highlights

As of May 31, 2020

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Assets</td>
<td>$109,670,289</td>
</tr>
<tr>
<td>Loans</td>
<td>$62,555,504</td>
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<tr>
<td>Shares</td>
<td>$95,699,640</td>
</tr>
<tr>
<td>Members</td>
<td>16,055</td>
</tr>
</tbody>
</table>

### Dividends

Declared for 2nd Quarter 2020

- **Regular Shares**
  - $5 - $100.................... 0.05% APY
  - $100.01 - $1,000............ 0.10% APY
  - Over $1,000................... 0.15% APY
- **Christmas Club**............. 0.15% APY
- **Vacation Club**.............. 0.15% APY
- **Special Shares**............. 0.15% APY
- **Morey Kids Club**............ 0.15% APY
- **IRA Shares**................ 0.25% APY

### Board of Directors

- Pam Pearson, Chairman
- Linda Sherrow, Vice Chairman
- David Nutty, Secretary
- Cynthia Duke, Treasurer
- Jack Buckland, Director
- Mike Helms, Director
- Don McCurdy, Director

### Supervisory Committee

- Adam Duke, Chairman
- Geneva Rusk
- Dan Wandersee
- Paul Weiss

### Senior Staff

- Cynthia Duke, CEO
- Brenda Estes, Chief HR Officer

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### Natco Staff Sews Masks

We want to recognize Stephanie Harrison and Ashley Rainer. These ladies donated their time and some supplies to sew masks to help protect our community. A large portion of the masks were donated to the Wayne County Health Department.

Thank you for your generosity!

![Stephanie Harrison](image1.jpg)

![Ashley Rainer](image2.jpg)

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### Set Up Debit and Credit Alerts

Set up debit alerts (for your Natco debit card) and credit alerts (for your Natco REAL FREEDOM Visa), you can stay connected to your card activity. Both services allow you to receive alerts via text or emails.

**Debit Alerts**

Debit alerts help keep your checking account secure. Debit alerts allow you to receive a text message or email when certain debit card activity occurs on your account. You can set a custom alert for any or all of these transaction types and dollar amounts.

- Purchases over a certain dollar amount ($20 minimum)
- International purchases
- Online purchases
- Declined purchases

**Credit Alerts**

Receiving credit alerts for your REAL FREEDOM Visa card keeps you informed and helps detect fraud within seconds. You can set purchase, account notification, and account change alerts.

To enroll in credit alerts for your REAL FREEDOM Visa, follow these steps.

1. Log in to Home Banking
2. Go to Manage My Visa
3. Go to Member Alerts
4. Click Submit
5. Click Manage Alerts
6. Click Create
7. Follow the steps to enter your personal information and pick custom alerts you wish to receive.

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### Helping People Live Better Lives

natcocu.org