



## Winter Issue 2020

### Lobby Hours

Mon, Tues, Thurs & Friday, 9am-5pm  
Wednesday, 10am-5pm  
Saturday, 9am-noon

### Drive Up Hours

Mon, Tues, Thurs & Friday, 8am-6pm  
Wednesday, 10am-6pm  
Saturday, 9am-noon

### Contact Center

Mon, Tues, Thurs & Friday, 8am - 6pm  
Wednesday, 10am - 6pm  
Saturday, 9am-noon

### Locations:

475 NW Hoffman Lane  
Des Moines, IA 50313

1700 E Army Post Road  
Des Moines, IA 50320

(515) 288-7225

Toll-free (1-800) 343-1028

[www.affinitycuia.org](http://www.affinitycuia.org)

### Holiday Closings & Special Holiday Hours

#### New Year's Day

January 1, 2020: Closed

#### Martin Luther King Day

January 20, 2020: Closed

#### President's Day

February 17, 2020: Closed

### Message to Members

In December, 2018, the Affinity volunteer board of directors met with the management team to lay out our plan for 2019 and beyond. We simplified our mission statement to Building Better Lives with the purpose of impacting our members, making a difference in our communities, and providing a great work environment for our employees. The member survey mentioned in our Fall newsletter was completed in October. Thank you to members who completed that survey as the response rate was very strong. The overall satisfaction level was greater than 90%, which is an outstanding result. Feedback obtained will help us improve on that and we intend to repeat this survey in 2020.

You will notice some improvements at the Hoffman branch in the weeks to come. By the time this message is published, a new coin machine should be in place. This enables members with an Affinity debit card to deposit their funds directly into their account rather than standing in line with a ticket. Some cash recyclers will be installed in early 2020 to help speed your visit along and hopefully limit the lines that we often have here.

Thank you to our volunteers and staff for working hard throughout this year to make 2019 a tremendous success. We are a member-owned financial cooperative, not a bank.



Jim Dean, CEO

### 12 Days of Giving - \$13,000 in 12 days

In 2018, Affinity donated \$21,000 over a 12-day period to well-deserving local charities, with each organization receiving \$1,750. To end 2019, we reconnected with each charity to see how our donation helped them serve our community, and to provide them with additional financial support to help them thrive in the new year.



As a not-for-profit credit union operating by our mission statement of "Building Better Lives", we are fully committed to the betterment of the community we've served for 70 years. Learn more about these great charities & see behind the scenes pictures and videos on the Affinity website or search the hashtag **#BuildingBetterLives** on social media.



Affinity Credit Union is an Equal Housing and Equal Opportunity Lender.



Your savings are federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. NCUA a U.S. Government Agency.



## Winter Issue 2020

### Lobby Hours

Mon, Tues, Thurs & Friday, 9am-5pm  
Wednesday, 10am-5pm  
Saturday, 9am-noon

### Drive Up Hours

Mon, Tues, Thurs & Friday, 8am-6pm  
Wednesday, 10am-6pm  
Saturday, 9am-noon

### Contact Center

Mon, Tues, Thurs & Friday, 8am-6pm  
Wednesday, 10am-6pm  
Saturday, 9am-noon

**WE'LL BEAT YOUR AUTO  
LOAN RATE BY A FULL 1%**

**NO PAYMENTS FOR 90 DAYS**

[WWW.AFFINITYCUA.ORG](http://WWW.AFFINITYCUA.ORG)

## We will **BEAT** your current auto loan rate by a full **1%!**

Is your auto loan with another lender? THAT'S OK! The good news is we'll lower your auto rate by 1% when you refinance with Affinity. We'll even put the brakes on payments for 90 days!

*\*See credit union representative for details*

## Helping Wildfire Victims

In late October, Affinity Credit Union donated \$2,000 to Sonoma Family Meal, an organization that works to feed the nearly 200,000 people forced to evacuate their homes due to the California wildfires. The importance of helping our communities does just apply to our own backyards.

## NEED SOME EXTRA CASH? SKIP YOUR NEXT LOAN PAYMENT!

For only \$25, you can skip a payment on an eligible Affinity loan. So, go ahead, take a month off. We've got you covered!

*\*See credit union website for qualifications/online request.*

**SKIP YOUR  
LOAN PAYMENT!**

## TRUNK OR TREAT PROUD SPONSOR

A little cold weather sure didn't stop us from handing out over 1,000 pieces of candy during North High School and Prince of Peace Lutheran Church Trunk or Treat events. Thank you, North High School and Prince of Peace Lutheran Church, for the invitation. We look forward to being back next year!



## Mission Statement

Building Better Lives

**Board of Directors:** David Busch, Chairman | Cara Harris, Vice Chairman | Lee Roy Porter, Treasurer | Marjorie Ramsey, Secretary

**Supervisory Committee:** Andrew Roby | Cindi Summers | James Martens | Jenelle Patterson | Jessica Scott | Chris Hay (associate board member) | Jesus Escobedo (associate board member)