



Lobby Hours
By Appointment Only

Drive Up Hours
Mon, Tues, Thurs & Friday, 8:30am – 5:30pm
Wednesday, 10am – 5:30pm
Saturday, 9am - noon (Hoffman Branch)

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

Holiday Closings & Special Holiday Hours

Columbus Day
Monday, October 12

Veterans Day
Wednesday, November 11

Thanksgiving
Thursday, November 26

Christmas Eve
Thursday, December 24
(close at 1 p.m.)

Christmas Day
Friday, December 25

New Year's Eve
Thursday, December 31
(Close at 1 p.m.)

Message to Members

We're entering our sixth month of modified operations due to COVID-19. The steps taken so far are very conservative as we try to prevent an outbreak that affects our staff and our ability to serve our members. I ask for your continued patience while we try to address service concerns and at the same time see an increasing number of members using our many self-service options. The Derecho was not helpful, but that experience did test our ability to adapt to stressful conditions to be able to resume operations after losing power and data lines from the storm.

This article usually features innovations or important upcoming events. We've all been through a lot over the past six months, so I'm wondering how you're doing? Affinity's board, management and staff continue to work in your best interest, from waiving all fees for several weeks at the onset of COVID and continuing through today as we work one on one with members impacted by this terrible virus. This has been a grind, mentally, physically, and financially. If you need our help, talk with us as communication is so important in finding solutions to problems, we all encounter.

During these past several months our staff has been working on many initiatives. In the next two weeks, our MasterCard program will be brought in-house as we change to a different processor. This means members will see their limit and balance through home banking and will be able to easily manage the credit card account. Along with this upgrade, we plan to introduce instant issue debit and credit cards in late 2020 or early 2021. No more 7 to 10 business day waits for your first or your replacement card.

By now, I hope you have discovered our new website. Many home banking users may bookmark that page and bypass our homepage, but I encourage you to navigate through the site. It's more user friendly and content is more accessible. Member use of our self-service options has risen dramatically since March. Most loans of all types are closed using electronic signatures. We've recently introduced e-notarization to close mortgages and our 0.99% introductory rate HELOCs via videoconference.

Another new technology we introduced in September is an appointment scheduling program. Members can schedule an appointment online to meet with one of our representatives to close a loan, open an account or whatever service need they might have. We are requiring members and employees to wear masks while working in either facility as a precautionary measure.

Finally, we have honored all of our community outreach commitments throughout this challenging year. I'm not sure of how our annual 12 Days of Giving campaign will happen this year but those important charities who depend on support from businesses and individual now more than ever will receive that support and public service announcement exposure from Affinity. Now lets' get this year over with and look forward to a better 2021!



Jim Dean, CEO

\$10,000 DONATED TO LOCAL CHARITY YOUTH EMERGENCY SERVICES & SHELTER

Due to the COVID-19 pandemic, we have made the difficult decision to cancel this year's Charity Golf Tournament to benefit Youth Emergency Shelter & Services (YESS), Iowa's largest and most comprehensive emergency shelter for kids. However, thanks to the support of our amazing corporate charity golf sponsors, and contributions from our Affinity community outreach program, we were still able to donate \$10,000 to their incredible organization.



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.



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WE'RE EXCITED TO ANNOUNCE THE LAUNCH OF A NEWLY REDESIGNED AFFINITY WEBSITE

After several months of hard work and dedication, we are thrilled to officially announce the launch. Designed with you in mind, we hope this fresh look and feel creates a better, user-friendly experience.

New features include:

- A fresh look and feel and intuitive design to enhance your experience.
- Simple navigation with custom icons making it easier than ever to access the products and services you're looking for.
- Responsive Design providing a full website experience for phone and tablet users.

AFFINITY CEO, JIM DEAN NAMED CHAIRMAN OF PHILANTHROPY COMMITTEE AT THE FOOD BANK OF IOWA

Food Bank of Iowa names Jim Dean, chairman of Philanthropy Committee, to its Board of Directors.

“Our board is comprised of a dedicated group of community leaders committed to our vision of a hunger-free Iowa,” said Michelle Book, president and CEO of Food Bank of Iowa. “Jim has been a strong supporter of our work in the past and we are thrilled to welcome his passion and leadership to our board.”

Through key relationships with corporations, the Department of Agriculture and Feeding America, Food Bank of Iowa sources free and reduced-cost nutritious food, including meat and produce. The Food Bank keeps the food safe and delivers it to more than 600 community partner agencies—including schools, pantries, shelters, daycares and halfway homes—who distribute the food to seniors, children, veterans and hard-working parents who need food assistance across the organization’s 30,000 square mile service area.

AFFINITY DONATES \$500 TOWARDS NORTH HIGH SCHOOL'S VIRTUAL LEARNING CARE PACKAGES



Mission Statement

Building Better Lives

Board of Directors: David Busch, Chairman | Cindi Summers, Vice Chairman | Lee Roy Porter, Treasurer | Marjorie Ramsey, Secretary

Supervisory Committee: Cara Harris | James Martens | Jessica Scott | Jeannette Brown | John Stone