



Fall Issue 2021

Lobby Hours

Mon, Tues, Thurs & Friday, 9:00am – 5:00pm
Wednesday, 10am – 5:00pm
Saturday, 9am - noon (Hoffman Branch)

Drive Up Hours

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

Phone Hours

Mon, Tues, Thurs & Friday, 8:30am – 5:30pm
Wednesday, 10am – 5:30pm
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 11

Veterans Day

Thursday, November 11

Thanksgiving Day

Thursday, November 25

Christmas Eve

Friday, December 24

(Close at 1:00 P.M.)

Christmas Day

Saturday, December 25

New Year's Eve

Friday, December 31

(Close at 1:00 P.M.)

AFFINITYLINE – 24/7 AUTOMATED PHONE BANKING: 1-833-242-3364

Access your Affinity accounts day or night, all week long. Check balances, verify transactions, transfer between accounts, receive cleared check information, as well as much more.

All you need is your account number and 4-digit PIN number.

*If you are a first-time user, you'll need to enter the last 4 numbers of your SSN as your PIN number when prompted. Your account number can be found on your paper statement (or e-statement in online banking) and bottom of your checks.

Message to Members

Building Better Lives is our mission and every step we take is focused on how we make membership more valuable, become a better employer, and more effectively contribute to our community. This has been one busy year at Affinity, and we have a great deal to accomplish before 2021 ends. What should matter most is your member experience and we are confident that this is continuously improving. In recent months we have hired key personnel to strengthen our team, as well as adding call center support. On October 13, members will be able to utilize our new and improved online banking platform, featuring significant upgrades in look, layout and function. We are also launching a mobile app update, which includes exciting new features and a new, modern design. Our team has launched an improved online account opening platform, and we have also been working to streamline our current lending processes. Last but not least, we have a project under way to convert our paper title system to electronic title tracking for your auto, boat and motorcycle loans.

On August 18, we held our 27th annual charity golf outing at Toad Valley Golf Course. A total of 106 golfers were registered for the day and with the help of our many sponsors including Firestone, CUNA Mutual, Shazam and others, raised \$20,000 for Youth Emergency Shelter and Services (YESS). This is one of many things Affinity does to help in the community. Don't be surprised to see our staff popping up at community events in the Greater Des Moines area or volunteering at one of our many fine local non-profit organizations. We're looking forward to another year of Building Better Holidays to support several local non-profit organizations and feature them on television and radio this holiday season. This is a membership contribution within our community and we appreciate your support. Now in our fourth year, it's a 'neighbor helping neighbors' event that truly defines what Affinity Credit Union is all about.



Jim Dean, CEO

NEW AND IMPROVED AFFINITY MOBILE APP

Affinity is pleased to bring you an upgrade to our mobile banking services. Here's what to expect:

- **New and enhanced landing page** – same great features with quicker and easier access to account history and options.
- **Organize your Favorite Features!** No more clicking through additional tabs or searching for the features you use most.
- **Mobile Check Deposit** will have its own tab displayed on the bottom of the app screen.
- **Redesigned and improved user interface** for managing debit/credit cards and accessing e-Statements.
- **Make the new Affinity app** your own by adding a custom user profile picture.



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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AFFINITY SPONSORS HIGHLAND PARK'S NEIGHBORHOOD BBQ

Affinity participated in the Highland Park Church Neighborhood BBQ, a day filled with live music, free food, and free Affinity Credit Union piggy banks for all kids in attendance. A special thanks to those who stopped by our booth and mingled with our Branch Managers, Kari Dake and Emily Kainz. Congratulations to Jacob Borgards, winner of our \$50 drawing.



AFFINITY EMPLOYEES VOLUNTEER AT THE FOOD BANK OF IOWA

Affinity employees used company provided Volunteer Time Off to repackage 4,468 pounds of spaghetti, feeding 3,724 Iowa families in need. These volunteer efforts help support 55 Iowa counties through the Food Bank of Iowa.

Affinity is passionate about combating food insecurity, donating over \$30,000 to Food Bank of Iowa since 2018.



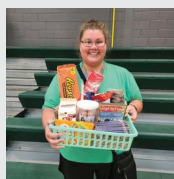
AFFINITY SPONSORS 6TH ANNUAL SMOKE OUT HUNGER

Affinity had a blast sponsoring this year's Smoke Out Hunger in partnership with Food Bank of Iowa. Thanks to everyone who stopped by and gave our prize wheel a spin!



AFFINITY CELEBRATES SAYDEL'S BACK TO SCHOOL TEACHER KICK OFF

Congrats to Bobbie Jo Peterson and Dan McGee winners of this year's movie night gift baskets happily provided by Affinity. We hope you enjoy multiple nights of entertainment on us!



AFFINITY RAISES \$20,000 FOR YOUTH EMERGENCY SERVICES & SHELTER (YESS)

Affinity's 27th annual charity golf outing is one of our largest fundraising events of the year, in addition to our Building Better Holidays campaign. Through the support of our sponsors, golfers and a \$5,000 contribution from Affinity, \$20,000 was raised to benefit Youth Emergency Services & Shelter (YESS), Iowa's largest and most comprehensive emergency shelter for kids.



Our event would not be possible without our supporters. A tremendous thank you to premier sponsor Bridgestone Americas/Firestone Ag, awards sponsor CUNA Mutual Group, lunch sponsor Shazam, & flight prize sponsor Cherry Creek Financial, as well as our generous hole sponsors.

Mission Statement: Building Better Lives