



## Fall Issue 2022

### Lobby Hours

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

### Drive Up Hours

Mon, Tues, Thurs & Friday, 8:30 am – 5:30 pm  
Wednesday, 10:00 am – 5:30 pm  
Saturday, 9:00 am – noon (Hoffman Branch)

### Phone Hours

Mon, Tues, Thurs & Friday, 8:30 am – 5:30 pm  
Wednesday, 10:00 am – 5:30 pm  
Saturday, 9:00 am – 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

#### Columbus Day

Monday, October 10

#### Veterans Day

Friday, November 11

#### Thanksgiving Day

Thursday, November 24

#### Christmas Day (observed)

Monday, December 26

#### New Year's Day (observed)

Monday, January 2

### 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

Affinity Credit Union Mortgage Services was launched this summer, welcoming Mortgage Expert Brian Goetzinger, who previously served as Chief Operating Officer for Premier Lending Alliance, our long-time mortgage partner. Affinity's Mortgage Services offers conventional, USDA, FHA, VA, and rural development loans with highly competitive pricing combined with our personalized service. We're here to help with your mortgage needs, check out our online application portal, call, email, or visit with us.

Thank you to all our sponsors and participants who helped make our 28th annual golf tournament a success. \$21,750 was raised to benefit Big Brothers Big Sisters of Central Iowa. To help raise even more awareness and money to another non-profit organization, Affinity branches will be closed for our 2023 annual golf tournament.

Another thanks to all members who provided feedback through our online member satisfaction survey. This information will prove invaluable in helping our board and management team make decisions to keep Affinity your preferred member-owned cooperative. To that end, the entire Affinity team has developed a set of core values that will soon be visible to all. These values are our collective beliefs that state how we will continue to make your credit union experience exceptional.

Over the past two years we have tracked our daily transaction activity to see whether our hours of service still fit with member needs. During a 5-month period in 2021, only 2% of transactions occurred on Saturdays. The analysis began two months after we re-opened the Hoffman branch after the peak of COVID-19. Thinking there could be a connection to

the year-long closing of our lobbies, we conducted another analysis this year and found that just 1% of transactions are taking place on Saturday. The way we conduct business has changed and running to the credit union on Saturday is no longer necessary. Because of this, we're leaning heavily toward ending Saturday hours. If you read this newsletter and want to learn more or give us your input, email me at [jdean@affinitycuia.org](mailto:jdean@affinitycuia.org) or call or stop into the Hoffman branch, hang a left and visit me to share your thoughts.



Jim Dean, CEO

### AFFINITY SPONSORS HIGHLAND PARK'S NEIGHBORHOOD BBQ

Affinity proudly participated in this year's Highland Park Church Neighborhood BBQ, a day filled with live music, free food, and free Affinity Credit Union frisbees for all kids in attendance. A special thanks to those who stopped by our booth.



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 7TH ANNUAL SMOKE OUT HUNGER

A great time for a great cause. Affinity continues to have a close partnership with Food Bank of Iowa, working to end food insecurity in our communities. Thank you to all who attended and stopped by our table.

## AFFINITY RAISES \$21,750 FOR BIG BROTHERS BIG SISTERS OF CENTRAL IOWA

Through the support of our sponsors and golfers, Affinity is thrilled to announce **\$21,750 was raised to benefit Big Brothers Big Sisters of Central Iowa**, the nation's largest donor and volunteer supported mentoring network.

Together we're making a difference. A tremendous thank you to presenting sponsor Bridgestone Americas/Firestone Ag, awards sponsor CUNA Mutual Group, lunch sponsor Baker Group, drink sponsor Jason's Lawn and Tree Care, cart sponsor Shazam and flight prize sponsor Allied Solutions.



## AFFINITY CELEBRATES INTERNATIONAL CREDIT UNION DAY

This October 20th, Affinity will join more than 86,000 credit unions from 118 countries to celebrate the 74th anniversary of International Credit Union Day®, an annual event to commemorate the credit union movement's impact and achievements.

Credit unions are not-for-profit financial cooperatives that provide an effective and viable alternative to for-profit financial institutions for more than 375 million members in 118 countries worldwide. More than 86,000 credit unions exist globally, providing a plethora of financial services for their members, recognized as a force for positive economic and social change.

**In honor of this special day, Affinity will be handing out free 2023 pocket planners at each branch location.**



## AFFINITY CELEBRATES SAYDEL'S BACK TO SCHOOL TEACHER KICK OFF

Affinity happily sponsors Saydel School District's Back to School Teacher Kick Off with a game gift bag, Keurig gift bag, beach chair/cooler gift set and a teacher cart full of classroom supplies. To all the teachers, thank you for all you do!

**Mission Statement:** Building Better Lives

**Board of Directors:** Cindi Summers, Chair | Christian Quijano, Vice Chair | Lee Roy Porter, Treasurer | Terry Jones, Secretary

**Supervisory Committee:** Jessica Scott | John Stone | Aaron Olson