

MCU CONNECT

Volume 01, Issue 01 – First & Second Quarter 2024



**Connecting our
members and
communities with
an exceptional
financial future!**

Through dedicated service, financial education,
community initiatives, events and more.

In this issue:

Free 1-1 Financial Counseling | Mortgage Offer | New Branch Opening

MCU
MUNICIPAL CREDIT UNION



Enjoy Great Rates to Grow Your Savings!

Earn Up To 2.02% APY*
on a Money Market Account

Rates Up To 4.85% APY**
on a 15-Month Share Certificate Account

Visit

nymcu.org/personal-banking/savings

or Call:

1-844-MCU-NYNY

(1-844-628-6969)

M-F: 7:00AM-7:00PM

Sa: 9:00AM-2:00PM

*APY = Annual Percentage Yield. To earn the APY, a minimum deposit of \$0 and a \$100,000 minimum balance is required. The disclosed Dividend Rates and Annual Percentage Yields are accurate as of the last dividend declaration date. These are variable rate accounts and the rate may change after the account is opened. Fees and other conditions could reduce earnings.

**APY = Annual Percentage Yield. To earn the promotional APY, the 15 month Share Certificate of Deposit requires no minimum opening deposit and a \$5 minimum balance. Upon maturity, the 15 month Share Certificate of Deposit will roll over into a 12 month Share Certificate of Deposit. These are variable rate accounts and the rate may change after the account is opened. Fees and other conditions could reduce earnings.

A Message from the CEO

Dear fellow members:

Welcome to the first edition of our new member newsletter. At MCU, as a member-owned financial cooperative, our focus is on you – from the products we provide, to the rates we offer, to the hours we are available, to where we locate our branches. That’s why we implemented our Automated Touch Tone Teller in the final quarter of last year, which guides callers through a few simple options on the caller’s keypad, then connects them to the person best qualified to give help and support.

Improving your experience is important. With that in mind, we’re introducing an exciting new program to capture more of your feedback – we call it our “Voice of Member” program.

Starting in April, we will be asking for your feedback on some of your experiences with MCU. These voluntary surveys will help us to identify areas where we can serve you better. Some details:

- MCU surveys are brief, and only take a few minutes to fill out.
- We will be inviting you to complete our surveys by email.
- You may be invited to take part in one to four surveys per year.
- As always, MCU will not ask you for your account number, Social Security number, password, or PIN. If you suspect a survey is fraudulent, please do NOT fill it out, but call us right away at 1-844-MCU-NYNY (1-844-628-6969).

The voices of our members – your voice – will provide us with valuable insight so we can make your experience better and better.

Thank you for the opportunity to serve you.

Take good care,

Kyle Markland

President & Chief Executive Officer



Simplifying Mortgages Together!

MCU Lending Specialists, Competitive Rates and Financial Guidance.

A dream home is always found at the end of a long and winding path; one requiring step-by-step financial planning and informed decision-making. **MCU helps make it easy.**

✓ Complex vs. Easy Steps

Finding a mortgage that's right for you is key to making your dream home a reality, with all the security and fulfillment that homeownership offers. However, starting out can be confusing, with long lists of options, including conventional mortgages, jumbo mortgages, high-balance mortgages, multi-family homes, co-ops, condos, and more. Informed decisions come from information that's easy to understand. That's where our **Lending Specialists** step in to help.

✓ Homebuying Hurdles and Answers

MCU Lending Specialists break down the complexities of mortgages by helping tailor them to your needs and plans. Whether you're just starting out and browsing real estate in your area, or you feel ready to pick out your dream home and get the process moving, our Lending Specialists remove hurdles by focusing on your situation and aspirations.

For more information, visit nymcu.org/lending

✓ Great Rates for Homebuyers

Buying a house means having money to buy all the things that help make it your home. That's why MCU offers competitive rates to encourage saving for other needs. Regardless of your loan option, **great rates come as standard** for our members.

We offer **competitive fixed-rate and adjustable-rate** mortgage options, with low interest rates, low down payment options, flexible loan terms, pre-approval, and step-by-step support and advice.

✓ Mortgages in Multiple States

As well as serving our home state of New York, MCU offers mortgages across New Jersey, Connecticut and Pennsylvania.

We're here to help turn your dreams into actionable plans, complemented by robust resources, and laid out in simple terms.

Every question helps us understand what will work best for you.

So feel free to get in touch by calling:

1-844-MCU-NYNY (1-844-628-6969)

M-F: 7:00AM-7:00PM Sa: 9:00AM-2:00PM



A Dream Deal for Your Dream Home

For a Limited Time Only:
**Wave Goodbye!
to Homebuying
Hurdles**

✓ Waived –
Application
Fee

✓ Waived –
Commitment
Fee

Total Value -
\$900.00*

Apply Today at
nymcu.org/mortgages

Promo Code:
MTG2024

*Application must be received between 3/1/2024-4/30/2024. Closing must take place within 60 days after application is submitted. Fee waiver to be applied at closing as a lender credit. Apply by April 30, 2024. 60 day rate lock available for pre-approvals and full application. Make sure to use Promo Code: MTG2024 when completing your application.



MCU Financial Education Webinars

Step-by-Step Help, Advice and Resources.

APRIL

- BALANCE- Credit Matters
- BALANCE- Paying for College
- BALANCE- Financial Independence
- Consumer Loans
- First Time Homebuyer

MAY

- First Time Homebuyer

JUNE

- Understanding Credit
- Sallie Mae- College Financing
- First Time Homebuyer

Member invites will appear in the email inboxes of members whose email addresses we have on file one week prior to the event.

Your Path to Financial Wellness

Free access to **personalized financial counseling** is yours thanks to MCU's partnership with BALANCE. Covering key areas of finance, including Credit Report Reviews, Homeownership Coaching, Rental Coaching and more, BALANCE gives you exclusive access to **free professional support** tailored to your needs.

Informed financial decisions come from gaining access to the best financial information available. Having it tailored to you by a professional BALANCE financial counselor puts you in a prime position to build an exceptional financial future.

Credit Report Review

BALANCE counselors can review your credit report and provide key advice based on it.

Homeownership Coaching

BALANCE counselors can help make sense of your homeownership finances and focus on solutions.

Rental Coaching

BALANCE counselors include specialized rental counselors who can help you plan, save and succeed.



VIDEOS



PODCASTS



BOOKLETS



CALCULATORS



CHECKLISTS



TOOLKITS



WORKSHEETS



ARTICLES

Whatever stage you're at in your financial journey, you can learn, adapt, plan and make informed decisions that help secure your future and benefit your life. Even those with plenty of financial experience have blind spots, or specific areas that are newer to them than others.

Whatever your situation, MCU and BALANCE have formed this special partnership to help, educate and support decisions based on your current financial situation and plans.

Call 888-456-2227 to connect with a BALANCE financial counselor or visit nymcu.balancepro.org for more information.

New MCU Branch Opening in Yonkers!

An interview with MCU's Vice President of Member Experience, Stuart Salembier.

Why has MCU decided to open a new branch in Yonkers?

We did previously have a popular branch in Yonkers, which closed before the arrival of our CEO, Kyle Markland. Kyle was determined from day one to expand our community reach as he brought MCU back to the heights gained over 100 years of successful service. He achieved this goal quickly and we're proud to be reopening in Yonkers.

What will the new Yonkers branch be like for members?

The new branch is 3,000 square feet in size, with two fee-free ATMs at our members' disposal on a 24/7 basis. All branches are currently being refreshed with new desks, brighter colors, and a more comfortable look and feel for our members. The Yonkers branch will reflect our latest upgrade too, of course.

When will the new Yonkers branch open to the public?

We are scheduled to open our doors to our members and the Yonkers community in June. At the moment, several teams are busy making that possible, with a lot of energy and excitement filling the air at MCU headquarters. Of course, this represents yet another big step forward for MCU, in line with our member-focused strategy.

Has the rise in digital banking affected the need for new branches?

People have many needs and preferences. MCU serves them all, so our branch network and our digital offerings are both very robust. We offer 24/7 digital banking for people on the go, with access to almost everything you can do at a local branch, including transfers, debit and credit card management, paperless statements and more. Some people can be reluctant to try out new things, although everybody who tries digital banking seems to wonder how they ever got by without it!

Are you optimistic about a return to Yonkers?

Absolutely! The previous Yonkers branch was popular and there has been a strong desire at MCU to return there since before Kyle's arrival, which has happily made it possible. We will make sure the people of Yonkers are fully aware of our return, and of the products and services again at their disposal at a branch level. Our recent growth and success makes the reopening of a branch in Yonkers a natural step.

Can you tell us about the MCU successes leading to this reopening?

Absolutely. Right now, MCU has 14 branches, not including our new Yonkers branch, more than 600,000 members, and over \$4.2 billion in assets. Of course, as a not-for-profit enterprise this means we are continually investing money back into MCU, so that we're able to offer the best products and services, with the goal of helping members to secure an exceptional financial future for themselves and their families.



Stuart Salembier
Vice President, Member Experience
Municipal Credit Union



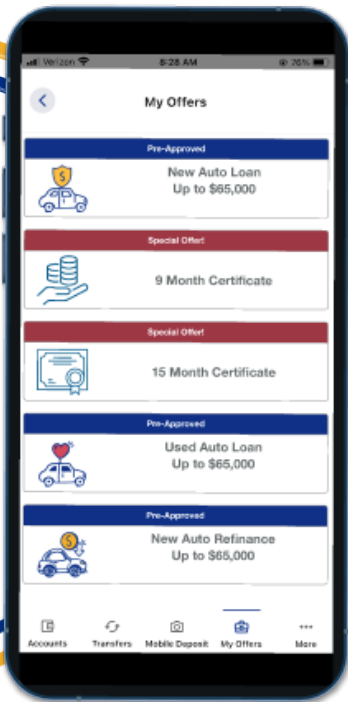


My Offers!

MCU is placing all your offers in one place, so you'll never miss an opportunity.

We all know how it feels to miss out on a great opportunity that seemed absolutely perfect. That's why we have created custom-tailored offers just for you, all in one place for your convenience.

We select the best offers for you and place them on your dedicated dashboard, which is regularly updated.



How to Get Started

If you already have digital banking you're all set -- simply log on to NYMCU Digital Banking or launch the NYMCU Mobile App and select the "My Offers" feature, which will be available starting in April.

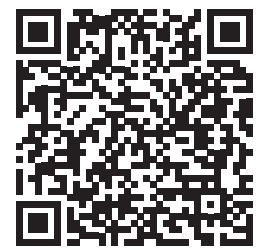
If you decide an offer is right for you, simply follow the steps provided, **and never miss a great opportunity again!**

If you do not have NYMCU Digital Banking, scan the QR Code to the right, or visit nymcu.org and click "Digital" at the top of the page.

Once done, you'll have access to pre-approved lending, deposit, and insurance services tailored to your needs.

You can download the **NYMCU Mobile Banking App** from the Apple App Store or Google Play.

Learn More About Digital Banking



MESSAGE & DATA RATES MAY APPLY

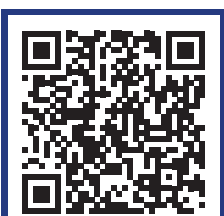
The MCU Foundation First-Time Homebuyer's Grant



The MCU Foundation is offering **Grants of up to \$10,000*** for qualifying first-time homebuyers. This program is one way The MCU Foundation is making homeownership more accessible. Homeownership is one of the best ways to build generational wealth.

The Grants are offered on a rolling, first come, first served basis, and can be used to cover down payment or closing costs on your new home.

The MCU Foundation believes that homeownership is a major milestone and the Foundation is making it more accessible. To learn more and view the qualifying factors, scan the QR Code below.



Learn More About Our Homebuyer's Grant

MESSAGE & DATA RATES MAY APPLY



*The MCU Foundation First-Time Homebuyer's Grant is available to home buyers in New York, New Jersey, Connecticut and Pennsylvania. The grant's application contains qualifying factors and terms and conditions that must be read and understood in full. Applications must be made through our dedicated page.

Free Checking with Direct Deposit For On-the-Go Everyday Heroes

Open your Everyday Hero Checking account* with No Minimum Deposit and get paid up to 2 days early with Direct Deposit.

On-the-Go and Good-to-Go!

Free and with no hidden fees, your Everyday Hero Checking account works seamlessly with 24/7 digital banking and offers over 30,000 fee-free ATMs**.

Zelle® Money Transfers†

- Send money to any bank
- Send or receive in minutes
- No account numbers shared

Paperless Statements

- Reduce paper waste
- Instantly access statements
- No clutter, all convenience

Mobile Deposits

- Take a photo of your check
- Upload via the NYMCU Mobile App
- Save on bank trips with a few clicks

Automatic Bill Pay

- Never miss payments again
- Scheduling payments is easy
- Pay your bills in minutes

Get Paid up to 2 Days Early.

Setting up **Direct Deposit with MCU** is quick and easy, saving you time and stress down the road. The days of walking a paycheck to the bank and waiting in line to deposit it are over. As soon as your direct deposit payment is available, it'll go directly into your Hero Savings account or Everyday Hero Checking account.

You can also make regular deposits directly into the savings buckets with a vacation or holiday club, so you can **meet your financial goals** minus the hassle of manual money management.

Visit nymcu.org to open your free account and learn more today.



*An active Hero Savings account is required to open.

**Co-Op Network surcharge-free ATMs must show CO-OP ATM logo. ATM transactions made outside of MCU ATM network or CO-OP ATM Network may be subject to fees. Please visit our online ATM Locator for a list of surcharge-free ATMs.

†U.S. checking or savings account required to use Zelle®. Transactions between enrolled users typically occur in minutes. Zelle® and the Zelle® related marks are wholly owned by Early Warning Services, LLC and are used herein under license.



NYMCU Mobile App

Pay Bills, Transfer Money, and Manage Account Alerts When and Where You Please

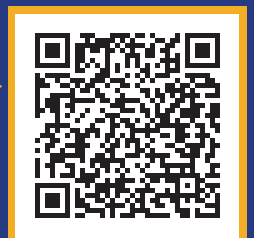
NYMCU MyCard App

Manage Your Debit Card 24/7, Add to Your Digital Wallet, Turn Lost Card Off/On & More

Download From Your Preferred App Store



Scan to Learn More



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Municipal Credit Union Newsletter

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Branch Locations

BRONX

- Co-Op City Branch
755 Co-op City Blvd.
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access
- South Bronx Branch
560 Courtlandt Avenue
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
ATM Access -
M-F 8:00AM-5:00PM
Sa-8:30AM-1:30PM

BROOKLYN

- Downtown Brooklyn Branch
350 Jay Street, Mezzanine Level
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
ATM Access - Branch Hours
- Georgetown Branch
2142 Ralph Avenue
Express Location (No Tellers)
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access
- Midwood Branch
1560 Flatbush Avenue
Express Location (No Tellers)
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access
- Spring Creek Branch
1050 Forbell Street
M-F: 8:30AM-4:30PM
Sa: CLOSED
24/7 ATM Access

ELMONT

- Elmont Branch
1660 Hempstead Turnpike
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access

MANHATTAN

- Tribeca Branch
86 Chambers Street
M-F: 8:30AM-4:30PM
Sa: CLOSED
24/7 ATM Access
- West Harlem Branch
280 St. Nicholas Ave.
Express Location (No Tellers)
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access

QUEENS

- Rego Park Branch
61-35 Junction Blvd.
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access
- Springfield Gardens Branch
134-66 Springfield Blvd.
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access
- St. Albans Branch
188-39 Linden Blvd.
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access

STATEN ISLAND

- Graniteville Branch
1756 Forest Avenue
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access
- New Dorp Beach Branch
2626 Hylan Blvd.
M-F: 8:30AM-4:30PM
Sa: 9:00AM-1:00PM
24/7 ATM Access

Scan the QR code for all
MCU and Co-Op ATMs.



Contact Center:

1-844-MCU-NYNY
(1-844-628-6969)
M-F: 7:00AM-7:00PM
Sa: 9:00AM-2:00PM

MCU offers fee-free
ATMs across its 14
branches and 79 other
New York locations.

Our Co-Op ATM*
network has over
30,000 fee-free ATMs,
including restaurants,
convenience stores
and more.

Scan to Find a Branch or ATM



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*Co-Op Network surcharge-free ATMs must show CO-OP ATM logo. ATM transactions made outside of MCU ATM network or CO-OP ATM Network may be subject to fees. Visit our online ATM Locator for a list of surcharge-free ATMs.

Coming Soon:

YONKERS

66 Main Street
Yonkers, NY 10701

