



MATTERS

Main Office

423 E. Court Avenue, Des Moines
Lobby & Drive-Up Hours:
8AM-5PM M, T, W, F
9AM-5PM Thursdays

Urbandale Office

3743 86th Street, Urbandale
8AM-5PM M, T, W, F
9AM-5PM Thursdays

515.243.2677 • 800.539.1621
Fax: 515.243.1143 - Court Ave.
email: info@servecu.org
www.servecu.org



MARK YOUR CALENDARS

Friday, July 3rd

Offices Closed for Independence Day

Monday, September 7th

Offices Closed for Labor Day

Monday, October 14th

Offices Closed for Columbus Day

Thursday, October 29th

89th Annual Meeting

Dates TBD:

Court Ave and Urbandale Shred Day

OUR CURRENT LOAN RATES

All rates listed as low as.
New Autos: **2.49%** APR*
Used Autos: **2.74%** APR
Motorcycles: **4.49%** APR
Boats: **4.49%** APR
RV's/Campers: **4.49%** APR
Imagine Loans: **8.40%** APR
**All loan rates and approval are subject to term, collateral and credit history. APR=Annual Percentage Rate. See credit union for details. Rates as of 3/26/2020 Subject to change.*

How Serve CU is here for YOU!

Read how Shelby went above and beyond to protect a member during a personal and national crisis-

Skip a Pay

MOBILE CHECK DEPOSIT

Built-In To Our Mobile Banking App!



AUTO FRAUD ALERTS

“Our member bought a car on December 12th and totaled it on December 26th. Her insurance company took a long time to file her claim, so I reached out to her in February to follow up- **“Hey! You purchased GAP for your vehicle back in December and you also get the \$1,000 GAP advantage! Have you started looking for a new vehicle yet?”** She had completely forgotten about the extra protection she had purchased and got right on her car search! She finally found a vehicle and I funded her new loan on March 4th. Her \$1,000 GAP Advantage was in the form of a rebate and would be on the way after the loan was complete. Well...COVID-19 hit and she got laid off. She reached out to me worried about her first car payment, and thank goodness she did!- **“I will just drop \$1,000 GAP Advantage in your savings to cover at least 3 payments!”** I am so relieved that she purchased this extra protection and that we were able to help her through this really tough situation!”

GUARANTEED ASSET PROTECTION

DON'T BE LEFT PAYING FOR AN ASSET YOU NO LONGER OWN. PROTECT IT WITH GAP.

HOW GAP WORKS**

Loan Balance at Time of Loss	\$23,000
Value of Vehicle at time of Loss	\$19,000
Less Insurance Deductible	-\$1,000
Primary Insurance Settlement	\$18,000
Difference Owed	\$5,000
YOUR POTENTIAL OUT OF POCKET EXPENSES WITH GAP	\$0



Subject to the terms, conditions, limitations and exclusions set forth in your GAP Waiver Addendum. **This is an example for illustrative purposes only. Your actual GAP benefit will vary based on your specific circumstances.

**YOUR VOLUNTEER
BOARD OF DIRECTORS**

William Arce	David Ness
Dale Bruce	Brian Peppmeier
Eric Hartman	Mike Morgan
Jason Haigh	Brad Wells
Gretchen Hays	

Thank you for your service!



Signing up for EStatements is Eeasy!

Serve CU Account Statement:

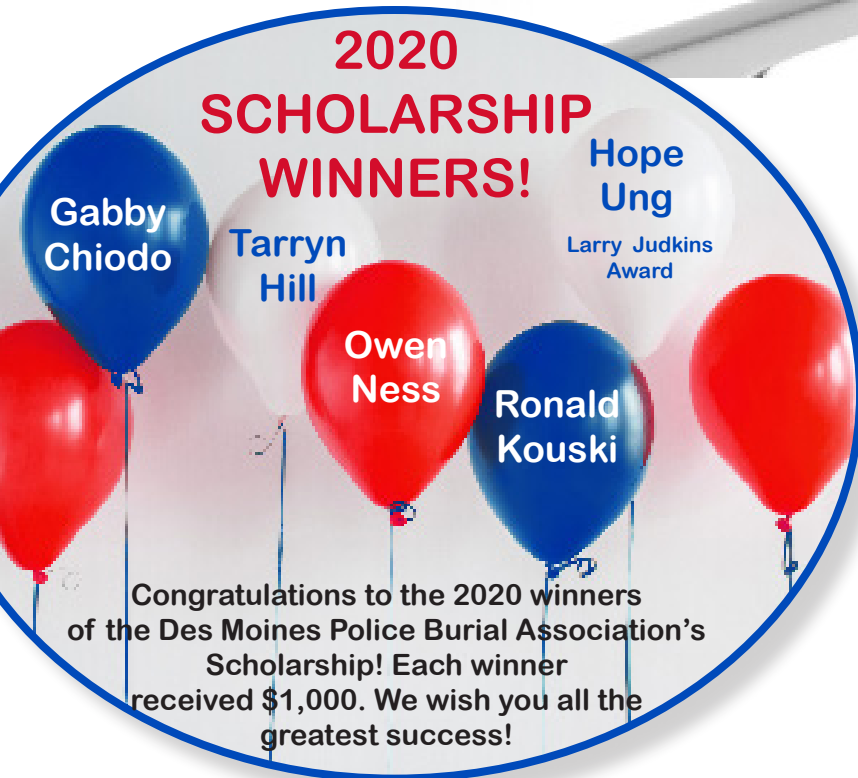
1. www.servecu.org
2. Login to "ItsME247"
3. Hover "My Documents"
4. Select "Enroll Now!"

You will receive an email from us every month letting you know your EStatement is ready to view!

Serve CU Credit Card Statement:

1. www.servecu.org
2. Login to "Its ME247"
3. Select "Manage Account" under your credit card account
-If you haven't already, you may be required to register your card first!
4. Hover "Statement & Activity"
5. Select "Go Paperless!"

You will receive an email from our card team every month letting you know your EStatement is ready to view!



MEET OUR TEAM MEMBER...

LACY CARPENTER

URBANDALE BRANCH MANAGER NMLS #1863627



Hello! I have been so fortunate to call Serve my home for the past year! Most of my management career has been in the financial industry and credit unions are by far my favorite! I LOVE cracking jokes with you over cookies and coffee! A little more about me: My fiance and I recently built a home in Pleasant Hill and are enjoying being able to grill out with friends!

STUDENT LOANS:

THE TIME HAS ARRIVED!

Find out if you and your school qualifies for Student Loans or Refinance at:

www.servecu.studentchoice.org

