



# 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](mailto:info@servecu.org)  
[www.servecu.org](http://www.servecu.org)



### MARK YOUR CALENDARS

#### Monday, January 20th

Closed for MLK Jr. Day

#### Monday, February 17th

Closed for President's Day

#### Saturday, April 18th

Court Ave Shred Day

#### Thursday, April 23rd

89th Annual Meeting

watch for our  
Annual ICUBS game  
and Member's Day  
Out dates!

### OUR CURRENT LOAN RATES

All rates listed as low as.  
New Autos: **3.24%** APR\*  
Used Autos: **3.49%** 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 1/11/2019 Subject to change.*

Dear Valued Serve Credit Union Member,

Are you interested in helping shape the future of Serve Credit Union? One major difference between a credit union and other financial institutions is that a credit union is a member owned financial cooperative governed by dedicated, volunteer Board of Directors. That's right, our Board of Directors is made up of Members just like YOU!

If you are at least 18 years of age, a member in good standing and are passionate about Serve Credit Union, consider nominating yourself for election on the Board. There are four positions up for election. All of the positions serve three-year terms.

To facilitate the nomination process, Serve's Board of Directors appoints a Nominating Committee to recruit qualified candidates. This year's Nominating Committee Members include Dale Bruce, Eric Hartman and Mike Morgan.

If interested in learning more about our Board, please contact members of the Nominating Committee or Jami Weems, Serve CEO at 515.243.2677. Board Applications are available online at [www.servecu.org](http://www.servecu.org). **All Board applications must be received by Friday, February, 21st, 2020 at 5 pm.** No late or incomplete applications will be accepted.

The Nominating Committee will review the candidates and present a list of eligible candidates in early March, 2020, prior to the voting period. No nominations will be accepted from the floor at the annual meeting.

Members will be able to vote in 1 of 2 ways: Voting through Serve's Online Banking at "It'sMe247" or in person at the annual meeting. A membership shall have one vote regardless of the number of shares held by the member. **Board Election results will be announced at Serve's 89th Annual Meeting on April 23rd, 2020 at the Principal Park-Cub's Club.** Doors will open at 4:30 pm.

Thank you for your membership! Our continued success is because of YOU, our members!

Sincerely,

Serve Credit Union Nominating Committee

**YOUR VOLUNTEER  
BOARD OF DIRECTORS**

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

*Thank you for your service!*



**LOCATION  
CHANGE!**

For the past several years, our annual meeting has been hosted at the Greater Des Moines Botanical Gardens. We decided to switch things up and move our annual meeting to the Principal Park **Cub's Club**  
1 Line Drive  
Des Moines, IA 50309

We will have a perfect view of the ballpark and a complimentary tour of the stadium following our meeting! We hope to see you there!

Thursday, April 23rd @ 4:30 pm

**“Life is about making an impact,  
not making an income.”**

We have been very busy outside of our four walls, doing what we can to make the credit union difference in our community and with our members! Here is just a small glimpse of what we have been up to this fall!

October: Celebrated International Credit Union Day with our members by teaching them the credit union difference...and with free popcorn and cider!  
  
Spent half of our “All Day Staff Training” at the Habitat for Humanity Restore. We organized and repaired the store and its contents!

December: Hayley and Jordan helped wrap presents, make crafts, and sort hats/gloves with Orchard Place.

A group of staff delivered cookies and holiday cheer to local Police and Fire stations with the American Lung Association!



We offer an easy way to pay your SCU loans online!  
Go to [www.servecu.org](http://www.servecu.org)  
select Loans “make online payments!”

**MEET OUR TEAM MEMBER...**

**DINO HURIC**

MEMBER SERVICE REP, URBANDALE



Help us in welcoming Dino to the Serve CU team.

“I started out as an intern with the credit union in November, 2018 and moved up to a part time MSR after graduating high school! I am also a full time student at DMACC.

I look forward to coming to work everyday as I love interacting with the members and staff! I have learned so much over the last year and look forward to many more!”

**Warren A. Morrow Memorial  
Scholarship**

The scholarship is funded by donations received by the Iowa Credit Union Foundation. In 2019, twelve winners were selected, totaling \$23,000 in awarded scholarships.

**YOU could be next!**

visit: <https://www.iowacreditunionfoundation.org/impact>

**Application deadline is  
February 7th, 2020**