

MemberLink

A TRUSTONE FINANCIAL CREDIT UNION NEWSLETTER



WINTER 2021

A LETTER FROM YOUR CEO, TIM BOSIACKI



Dear members,

I write this letter with a mixture of emotions, as it is my last as the CEO of TruStone Financial. In a few short weeks, I will retire after having led our great credit union since the summer of 2010. I am tremendously grateful that the board of directors gave me this opportunity, enormously proud of the hard work of our employees during my tenure, and constantly thankful for your unwavering support over the last ten years. I could not have asked for a better way to finish my 35 year career in financial services than with the job that I have.

When I joined, TruStone Financial had 5 branches, \$650 million in assets, and about 60,000 members. As of November 30, 2020, we had 14 locations across two states, more than \$1.85 billion in assets and more than 100,000 members. By the time you receive this newsletter, we will be Minnesota's second largest credit union with 23 branches, more than \$3.4 billion in assets and almost 200,000 members because of our merger with Firefly Credit Union. But, while the numbers are impressive, it has always been our top priority to provide our members with an outstanding experience that allows them to achieve financial wellbeing. Our growth has always been with the purpose of making it easier to serve you better—with better products, great rates and more convenience.

A year ago, I was just starting to plan for my retirement, and we were just beginning merger discussions with Firefly. It would be an understatement to say that 2020 ultimately presented challenges no one foresaw and which have touched every one of us in powerful ways. But, in traditional TruStone fashion, we faced those challenges head on. Our employees have worked tirelessly to minimize service disruption to you, and you

have been very understanding of the service adjustments we implemented to keep you and our employees safe. Moreover, thanks in large part to our booming home mortgage division, 2020 ended up being a year of record income and asset growth. We also introduced a streamlined digital banking experience, and we made S&P Global Market Intelligence's list of the 50 top-performing U.S. credit unions as well as Forbes' list of the best credit unions in Minnesota.

It is hard to believe that it has been eight months since we announced the merger with Firefly Credit Union. The staff at TruStone and Firefly have spent the year working diligently to prepare for the merger and make the transition smooth and successful. We are excited to welcome our new members and to integrate the boards of directors and staff from the two credit unions. It is my pleasure to pass the reins to TruStone Financial's new president and CEO, Dale Turner, who formerly held this position at Firefly. Dale has an impressive resume in financial institution leadership, and the board of directors and I know the credit union will be in good hands with him.

It has been an honor to serve you and to lead TruStone Financial. To our board of directors, to our employees, and to you, I offer a sincere and heartfelt thank you.

Sincerely,

Tim Bosiacki,
CEO from August 2010–January 2021

Thank you, Tim, for a decade of leadership



A NEW CHAPTER

BETTER TOGETHER

We're very excited about these benefits you will enjoy once the merger with Firefly is complete.

More Locations

We will soon have 23 full-service branch locations, including 19 in the Twin Cities region. For now, you can begin making basic transactions, such as making loan payments, cashing checks and transferring funds, at Firefly branches.

Visit [TruStoneFinancial.org/ATM-Branch-Finder](https://www.TruStoneFinancial.org/ATM-Branch-Finder) to check out the new locations near you.

Extended Hours

No time during the week for a branch visit? We have extended our weekend hours! Effective January 1, 2021, our branches and contact center will have extended hours of operation. Both the contact center and branches will be open until 1pm on Saturdays. The contact center will also open an hour earlier Monday through Friday.

Lobby Hours

Monday - Friday: 9:00 AM - 6:00 PM
Saturday: 9:00 AM - **1:00 PM!**

Contact Center Hours

Monday - Friday: **7:00 AM** - 6:00 PM
Saturday: 9:00 AM - **1:00 PM!**

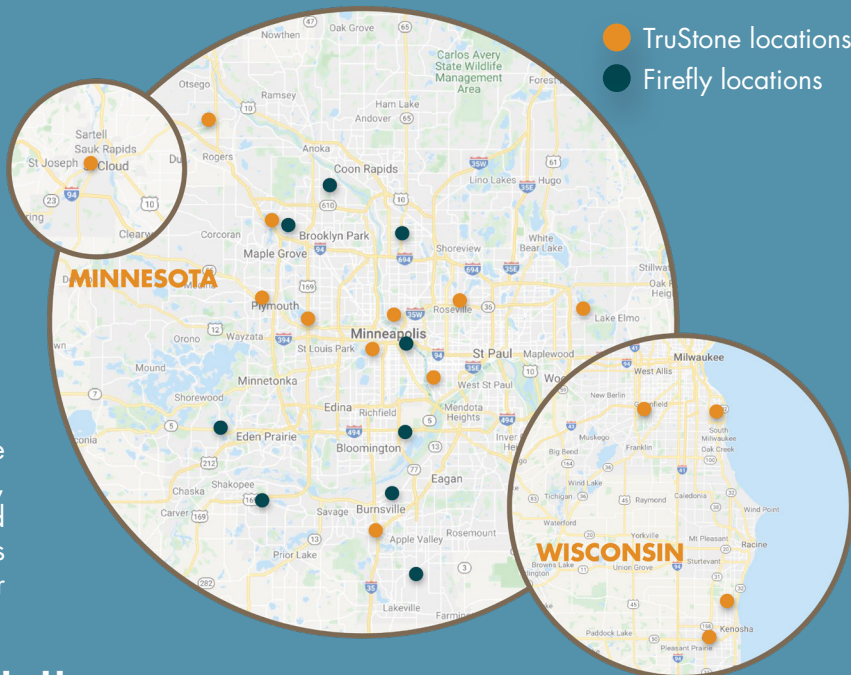
Shared Branching

We will soon begin offering Shared Branching, a network of more than 5,600 credit unions nationwide that share facilities so that you can perform transactions away from home. You'll need to provide an ID, your account number, and indicate that TruStone is your home credit union.

To learn more about any of these updates to our offerings, please visit [TruStoneFinancial.org](https://www.TruStoneFinancial.org) or call **800.862.1998**.

Drive-Up Hours

Monday - Friday: 8:00 AM - 6:00 PM
Saturday: 9:00 AM - **1:00 PM!**



Visit [co-opcreditunions.org/locator](https://www.co-opcreditunions.org/locator) to discover Shared Branching locations in your area or look for this logo at other financial institutions



When in doubt, call the Contact Center at **800.862.1998**.

Our staff is here to answer any questions you may have about the merger and how it impacts you.

2021 TIMELINE

BETTER TOGETHER

2021: TruStone and Firefly merge with combined assets of \$3.4 billion and 23 branches across MN and WI

JANUARY 1

Extended hours come into effect. All 23 branch locations become available for basic transactions.

Tim
Fina
beco

NEXT STEPS FOR MEMBERS



Now that TruStone and Firefly have legally merged, we are beginning the process of integrating our systems. Our goal in this process is to make things as easy for you as possible. Please watch your mail and email for communications from us regarding your next steps. For now, here are some general instructions for all members:

Don't throw out your debit or credit cards or checks.

There will not be any changes to our members' debit or credit cards or checks. Please continue using your existing cards as normal.

Hang onto routing and account numbers.

If you were a TruStone member before the merger, your routing and account numbers are staying the same.

Watch out for scammers.

Criminals take advantage of the confusion and uncertainty members can have when financial institutions merge. Now is the time to be extra cautious about protecting your information.

- X** Don't reply to emails or texts that ask for sensitive information.
- X** Don't give personal information out if someone calls and asks for it.

- ✓ Keep your passwords secure. Update them periodically.
- ✓ Monitor your transactions.

HOW TO READ YOUR STATEMENT

Statements and eStatements have a new look! Here is a guide to finding information on them:

PO Box 1260
Minneapolis, MN 55440-1260

RETURN SERVICE REQUESTED

0000001 1 AT 0.460 1/2 C1 11-19-20 SD

MARY M MEMBER
123 SAMPLE ST.
ANYTOWN US 12345-1234

Statement of Account
800.862.1998 | TruStoneFinancial.org

Member Number #####90
Statement For 06/01/2020 - 06/30/2020
Page 1 of 1

Important messages and offers from TruStone Financial Credit Union

Your Account Balances as of 06/30

Primary Share ID 0001	\$5.00
Value Checking ID 1000	81.25
Account Balance Total	\$86.25
Total Dividends Year-To-Date	\$0.00

Your Loan Balances as of 06/30

Personal LOC Fixed Rate ID 2900	\$295.74
Loan Balance Total	\$295.74
Total Loan Interest Paid Year-To-Date	\$72.66

PRIMARY SHARE ID 0001

Dividends Paid in 2019 \$0.00	Beginning Balance	\$5.00
	0 Total Deposits for	0.00
	0 Total Withdrawals for	0.00
	Ending Balance	\$5.00

VALUE CHECKING ID 1000

Dividends Paid in 2019 \$0.00	Beginning Balance	\$75.13
	1 Total Deposits for	39.12
	2 Total Withdrawals for	33.00
	Ending Balance	\$81.25

Date	Transaction Description	Amount	Balance
06/01	Deposit ACH Mn Tchrs Retirmt TYPE: TRA PAYMT ID: 1410975511 MONTHLY ANNUITY PYMTS CO: MN	\$39.12	\$114.25
06/08	Withdrawal Transfer To Loan 2900	15.00	99.25
06/10	Withdrawal Debit Card Premium Debit Merch. Post: 07/09 CITY 130 PS NATIONAL CITY CA	18.00	81.25

Fees Paid

Description	Current	YTD	Description	Current	YTD
Acct-1000 Total Return Item Fees	\$0.00	\$0.00	Acct-1000 Total Overdraft Fees	\$0.00	\$0.00

PERSONAL LOC FIXED RATE ID 2900

ANNUAL PERCENTAGE RATE 9.900%	Beginning Balance	\$308.07
Periodic Rate (Daily) .027123%	1 Total Payments for	15.00
Loan Interest Year-To-Date \$17.19	0 Total Advances for	0.00
Interest Paid in 2019 \$41.26	Ending Balance	\$295.74
Credit Limit \$500.00 Credit Available \$204.26		
A payment of \$15.00 is due on 07/25/2020.		

Date	Transaction Description	Amount	Principal	Interest	Fees	Balance
06/08	Payments Transfer From Share 1000	\$15.00	\$12.33	\$2.67	\$0.00	\$295.74

Federally insured by NCUA

Your neighborhood credit union

- 1 Member Number (Partial display on printed statements) and Statement Period Information
- 2 Important messages and offers
- 3 Deposit Accounts and Loan Accounts Summary
- 4 Deposit Account Transaction Summary
- 5 Transaction and Balance columns
- 6 Effective Date is printed at the end of the Transaction Description if different than the Posting Date
- 7 Summary of Fees Paid
- 8 Loan Account Transaction Summary and Payment Due Date

If you receive eStatements, you will be prompted to accept the new terms and conditions after Dec. 31, 2020.

JANUARY 22

Bosiacki retires as TruStone Financial's CEO; Dale Turner becomes President and CEO

FEBRUARY

Staff begin training for consistency of member service and product knowledge

MARCH

Systems are integrated and website updated

ANNOUNCING 2021 SCHOLARSHIPS

The TruStone Financial Foundation will be awarding scholarships to graduating high school seniors who are members. Applications will be accepted online beginning March 1, 2021.

For more information, visit
TruStoneFoundation.org/Scholarships.



HOT HIGHLIGHTS WINNERS

This football season, TruStone Financial donated \$6,000 to 6 Minnesota high school athletic programs through our sponsorship of KARE 11's Hot Highlights. The weekly segment features three top football plays that are put to a popular vote on KARE 11's Facebook page. Each week's winning school received a \$1,000 donation from their neighborhood credit union!

This year's winners were:

ROGERS HIGH SCHOOL

ST. CROIX LUTHERAN ACADEMY

BENILDE-ST. MARGARET'S

CHASKA HIGH SCHOOL

SPRING LAKE PARK HIGH SCHOOL

ANDOVER HIGH SCHOOL

ST. CROIX LUTHERAN ACADEMY



ROGERS HIGH SCHOOL

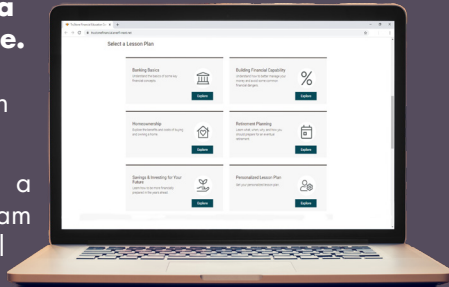
BUILD SKILLS WITH THE EDUCATION CENTER

Good money management starts with a basic understanding of personal finance.

As your neighborhood credit union, TruStone Financial is here to help you learn how to reach your goals.

The TruStone Financial Education Center is a personalized, digital financial education program that teaches you about the areas of personal finance that are most relevant to you.

To get started, visit **TruStoneFinancial.org/Financial-Education** then follow the link to the Education Center. There, you can create a login and answer a few questions about your goals, habits and financial situation. We'll then generate a lesson plan for you. You can also choose any financial topic you're interested in, from saving for college to planning for retirement.



IMPORTANT DATES

JANUARY 1

New Year's Day | **CLOSED**

JANUARY 18

Martin Luther King, Jr. Day | **CLOSED**

FEBRUARY 15

Presidents' Day | **CLOSED**

MARCH 1

TruStone Financial Foundation Scholarship |
APPLICATIONS OPEN

APRIL 2020

Annual Meeting

MN LOCATIONS

- ★ **BLOOMINGTON** // 2772 E. 82nd St.
- ★ **BROOKLYN PARK** // 5703 100th Ave. N.
- ★ **BURNSVILLE** // 1400 Riverwood Dr.
BURNSVILLE // 14300 Nicollet Crt., Ste. 100
- ★ **CHANHASSEN** // 7905 Great Plains Blvd.
- ★ **FRIDLEY** // 6303 Central Ave. NE.
GOLDEN VALLEY // 605 Boone Ave. N.
- ★ **LAKEVILLE** // 17533 Cedar Ave.
- ★ **LYN-LAKE** // 2817 Lyndale Ave. S.
- ★ **MAPLE GROVE** // 11121 Fountains Dr.
MAPLE GROVE // 7851 Elm Creek Blvd.
- ★ **MINNEAPOLIS** // 2535 27th Ave. S.
NE MINNEAPOLIS // 527 Central Ave. NE., Ste. 2
- ★ **OAKDALE** // 7860 32nd Ave. N.
- ★ **ROSEVILLE** // 2150 Lexington Ave. N.
- ★ **ROGERS** // 14115 James Rd., Ste. 300
- ★ **SHAKOPEE** // 4290 Dean Lakes Blvd.
- ★ **ST. CLOUD** // 3240 W. Division St.

WI LOCATIONS

- ★ **GREENFIELD** // 8400 W Forest Home Ave.
- ★ **GREEN BAY ROAD** // 6715 Green Bay Rd.
- ★ **NORTHSIDE** // 2707 30th Ave.
- ★ **MILWAUKEE-CUDAHY** // 5570 S. Packard Ave.

★ = **FIREFLY BRANCH LOCATIONS** - accessible now for basic transactions. Watch for information about when these locations will be fully converted to TruStone

TRUSTONE
FINANCIAL

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