

for TOWN and COUNTRY and

You

Town & Country  
FEDERAL CREDIT UNION  
Better Banking

## August 2020 Newsletter

### Safety, Health, Convenience Is Our Top Priority

#### A Message from Dave Libby, President and CEO

As we announced in an email to all members last week, we are expanding in-branch visits beginning **September 14<sup>th</sup>** to appointment-only. All teller transactions will remain drive-thru only, or at shared branch locations.

To coincide with our new in-branch appointment-only process, we will be introducing a **new scheduling system** for members. The system will provide a **better member experience** by allowing you to choose how you want to interact with us - schedule in-person visits with the branch location and staff member of your choice via mobile, online, or with staff. In addition, you will be able to schedule phone and video appointments to connect with us from anywhere.

Our primary purpose for in-branch appointment-only visits is the safety and health of our staff and members. Limiting in-lobby traffic to appointment only will enable our staff and members to follow all safety protocols more easily, reduce the risk of spread and address increased staff concerns about robberies due to the mandate requiring wearing masks. It will also provide our members who do need in-lobby appointments the ability to receive personalized attention in a socially-distanced environment that works around your schedule.

Because we are moving more time-consuming and/or complicated interactions in-branch or through other channels, we anticipate that drive-thru teller-transactions will be faster and wait times should be reduced.

Of course, we understand that there may be challenges and questions and will address each members' needs and concerns individually so **please reach out and we will work with you to find a solution.**

At Town & Country, we are focused on serving and supporting our members while navigating today's changing landscape to deliver solutions that are safe, secure and convenient for everyone.

Thank you for being a member-owner!

Dave



## A Healthier Way to Pay Has Arrived

Amid ongoing concerns arising from COVID about spreading the virus and limiting contact for other health reasons, Town & Country FCU has introduced its Contactless Visa Debit Card. We are the first credit union in Maine to introduce a contactless debit card (and one of only a handful of financial institutions in the state to do so) and we're excited about the significant health benefits and convenience this new card will offer to our members.

“Simply put, it’s a healthier way to pay as members can show, pay and be on their way with this new card. In today’s environment, with all that is happening concerning the pandemic, the timing of the availability of our new contactless debit cards couldn’t be better. This new card gives our members a secure, quick, and easy payment option that is also sanitary. We pride ourselves on providing a member experience that not only meets the needs of our members but exceeds it,” explained David Libby, President and CEO of TCFCU.

Over the past few months, the credit union has seen a significant increase in the popularity of contactless payments, where credit and debit cards are loaded into digital wallet that process through Apple Pay, Samsung Pay and Google Pay. “This is another option that leverages technology and reduces the health risk for our members,” stated Libby, adding, “we were also one of the first financial institutions in Maine to offer contactless credit cards, which have been very popular with members so we have experience in delivering innovative technology. We never rest researching and testing what’s next in an on-going effort to find solutions that enhance our members’ service experience and financial well-being.”

For more information about our Contactless Debit Card, [click here](#).

With our new Contactless Debit Card, you can **Show, Pay and Be on Your Way!**



## Make YOUR Ride Even Sweeter

Did you know you can refinance your existing auto loan with us. Rates for new and used vehicles have dropped so this is a great time to ‘drive’ your auto loan over to Town & Country. You may be able to lower your monthly payment, shorten the terms of your loan, and pay it off sooner. Call **(800) 649-3495**, or apply online 24/7. Plus, we work with lots of local dealers so ask to finance with TCFCU.

Collectively, our members saved nearly \$2 million by parking their new or used auto loan at Town & Country. Just another benefit of ‘Local Helping Local’! [Learn more](#).

## 'Local Helping Local' Goes to the Dogs

Coinciding with the first anniversary of the introduction of our popular Pet Loan and through our 'Local Helping Local' initiative, we have joined forces with the Animal Refuge League of Greater Portland (ARLGP) to highlight and support dogs being cared for at ARLGP with the first-ever DOG-UST event happening all month long.

From contributions to events, COVID has brought about a number of challenges for ARLGP. However, the work that ARLGP does to help animals including dogs continues. We understand how important pets are, and we wanted to do something to support and highlight the life-saving efforts that go on at ARLGP every day and the on-going need for assistance. Designating the month of August as Dog-ust is a fun way to bring attention to ARLGP and support the canine friends being cared for there.

During Dog-ust, ARLGP and your credit union will highlight a different dog up for adoption every Friday on its social media channels. In addition, Town & Country will make a significant financial contribution to ARLGP each week. "We are very appreciative of our partnership with Town & Country and for their willingness to support and bring attention to the ongoing needs at ARLGP. With many of our traditional in-person fundraisers cancelled because of the pandemic and with ARLGP closed to visitors as a result, the assistance from Town & Country is timely and greatly appreciated," said Jeana Roth, Director of Community Engagement at ARLGP.

For more information about Dog-ust and to see dogs highlighted each week, visit ARLGP's Facebook page at <https://www.facebook.com/arlgp> or Town & Country FCU's Facebook page at <https://www.facebook.com/TownandCountryFCU/>

Learn more about our [Pet Loan](#).



## Building Financial Resilience in Changing Times

As we deal with the financial impact of the Coronavirus, becoming financially resilient is as important now as ever.

During Town & Country's recent Virtual Money Conference, personal finance expert Jean Chatzky shared her **7 Moves to be Financially Resilient Now**. According to Jean, building financial resilience means taking the right steps today to set yourself up for tomorrow, and the years to come.

We will highlight one of Jean's 7 money moves each month in our member e-newsletter.

## Money Move #1 – Assess

To become financially resilient, **it is important to know where you stand and figure out where your money is going.** Take the time to review and evaluate your current financial situation.

- How much money is coming in each month?
- How much money is going out?
- Where is your money going?
- How has this changed since Coronavirus?

This will give you the information you need to know what you need to do next.

The Coronavirus reminded us of the **importance of having emergency savings.** Planning for the unexpected will help us weather emergencies when they arise.

- Establish a separate substantial fund
- Ideally 3-6 months to cover fixed expenses (3 months for a couple; 6 months if you are single)
- Fully-funded and liquid savings

Having an emergency savings needs to be a priority. If you have never had one before, now is the time to establish one. Choose an amount you are comfortable with and set up an automatic transfer to this account each time you get paid. If you expect a tax refund or don't need the next stimulus check you may receive, use this money to start building your emergency fund. You can set up an emergency savings account through Town & Country's online banking, the mobile app or by giving us a call.

Watch for more information next month on Money Move #2: -- Adjust.

If you want to learn more about Jean's 7 Money Moves, you can watch her presentation at Town & Country's Virtual Money Conference [here](#).

## Virtual Financial Wellness Learning Events

As a leader in financial wellness, Town & Country is committed to providing on-going opportunities to learn more about topics important to you. We are pleased to present two upcoming virtual financial wellness events.

### September 16

#### **Safeguarding Your Family's Future—A Virtual Estate Planning Workshop**

Join Town & Country FCU on Wednesday, September 16th from 6:00 p.m. - 7:00 p.m. for a virtual workshop on estate planning. To learn more about this free event and to register, [click here](#).

### September 23

#### **Uncoupling Your Money in Separation and Divorce – A Virtual Workshop**

Kids First Center has teamed up with Town & Country FCU to help answer personal finance questions around separation and divorce on **Wednesday, September 23rd from 4:30 p.m. - 5:30 p.m.**

Learn more and [register here](#).