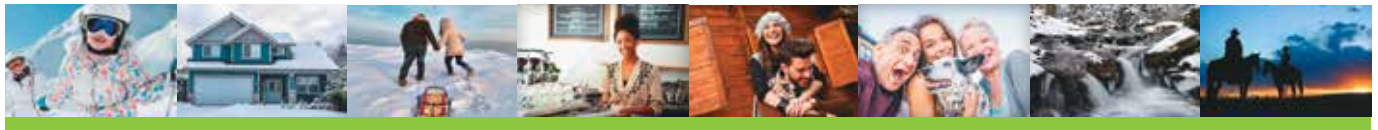


Winter 2018

# Membership Privileges



Black Hills Federal Credit Union

## GROWING DIGITAL SERVICES

Online and Mobile Banking have been upgraded with new services and features to help you more efficiently manage your accounts. Now, you can easily view your ScoreCard Rewards point balance, take advantage of Direct Connect for Quicken® and QuickBooks™, and more. Log in to try them out for yourself!



homepage and in the Mobile App. Tap or click the ScoreCard Rewards button to automatically log in to scorecardrewards.com and view offers or redeem your points.

### FREE DIRECT CONNECT FOR QUICKEN®/QUICKBOOKS™

Managing your BHFCU personal and business accounts can be faster and simpler with Direct Connect for Quicken® and QuickBooks™. BHFCU is providing this convenient service to our



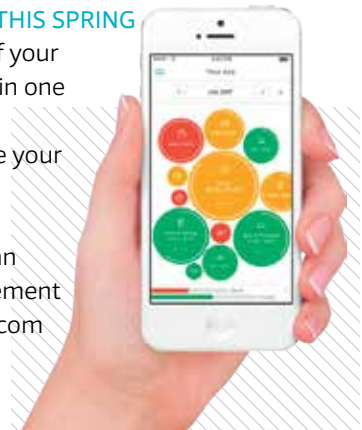
members at no cost. It allows you to connect your BHFCU account directly to Quicken® or QuickBooks™, so you can update account balances, pay bills, transfer funds, perform detailed reporting, and more.

### PAY BHFCU LOANS FROM AN EXTERNAL ACCOUNT

With our free loan payment service in Online and Mobile Banking, you have more control over your BHFCU accounts and loan payment options. Use this new feature to set up loan payments from savings and checking accounts at other financials. It is a quick and easy way to make one-time or recurring payments on your own.

### NEW BUDGETING TOOLS COMING THIS SPRING

View all of your accounts in one place and categorize your spending.



Look for an announcement on bhfcu.com or sign up for our monthly

Member News email to receive more information and tips on how to make the most of your online banking tools.

*Our eServices are Free and Available to all Members*

Remember, our eServices are free and available to all members. These services allow you to pay bills without writing a check, transfer money between your accounts, deposit checks from your smartphone, schedule payments and transfers, and view two years' worth of statements. If you haven't used our convenient online products, try them at bhfcu.com, or call us for assistance at 605-718-1818.

### SCORECARD REWARDS

We made it easier to monitor and redeem the points you've earned with your BHFCU VISA Rewards Cards. With our new ScoreCard Rewards feature, view your rewards point balance on the Online Banking

## e MEMBER NEWS

If you aren't already on our email list, visit bhfcu.com/subscribe and sign up for Member News today!

## MISSION STATEMENT

We improve lives.

## BOARD OF DIRECTORS

Jason Green, *Chair*

Allen Zandstra, *Vice Chair*

Karen Satrang Holloway, *Treasurer*

Brenda Wills, *Secretary*

George Jewett, *Director*

Dennis Laughlin, *Director*

Lynn Hammerstrom, *Director*

## SUPERVISORY COMMITTEE

Joanne Pease, *Chair*

Matt Fitting, *Secretary*

Greg Hollibaugh, *Member*

Mark Wixon, *Member*

Joel Landeen, *Member*

## EXECUTIVE MANAGEMENT

Roger Heacock  
*President & CEO*

DeeAnn Dietrich  
*SVP/Chief Lending Officer*

Jerry Schmidt  
*SVP/Chief Operations Officer*

Jarrod Reisner  
*SVP/Chief Financial Officer*

John Buxton  
*SVP/Chief Information Officer*

Holly Jones  
*SVP/Chief Administrative Officer*

## HOLIDAY CLOSINGS

–February 19–  
Presidents' Day

–May 28–  
Memorial Day

## FINANCIAL UPDATE

(As of December 31, 2017)

Number of Members	68,895
Shares	\$1,069,730,399
Loans	\$780,829,188
Net Worth	\$140,383,054
Total Assets	\$1,223,026,751



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government



# MESSAGE FROM THE PRESIDENT

ROGER HEACOCK

*President & CEO*

The employees of Black Hills Federal Credit Union are committed to improving the lives of our member-owners. From our front-line staff to our back-office support teams, our employees exemplify the credit union philosophy of people helping people.

In light of our continued growth, we have taken steps to make it more efficient for our back-office employees to support front-line staff at all BHFCU locations. The expansion of our corporate office is the first step toward combining support services to gain efficiencies in workflow and, ultimately, to better serve our members.

Early this spring, back-office staff will move from the Downtown Member Service Center (MSC) to our expanded corporate office on North Plaza Drive in Rapid City. Concurrently, the second phase of construction at the corporate office will begin with the remodel of the current Plaza Drive MSC. The MSC will be expanded to include additional offices for member services and new teller stations. I am happy to report the MSC will remain open during construction.

A new Downtown Member Service Center is also under way, directly across from our existing location. The current facility is for sale and will significantly offset the cost of construction. The new, full-service MSC will open later this year and will provide enhanced services and technologies to assist us in helping you achieve your goals. Although smaller, about half the size, the two-story MSC will feature an expanded wait area with a fireplace, children's area, coin machine, and more. I know you will appreciate the convenient drive-up, parking, and improved access.

In Sioux Falls, the recent addition of our 41<sup>st</sup> Street MSC is making it easier for members to take advantage of our products and services. With two, soon to be three, locations in Sioux Falls, we are working hard to provide our members

with the best financial experience possible. Our third location will open later this spring at 921 West 10<sup>th</sup> Street, offering members convenient locations throughout the city.

After serious consideration, for the first time in BHFCU's history, we made the difficult decision to close a location. Our Kinney Avenue Drive-up will close January 31, 2018. Please see the accompanying article in this newsletter for more information on the closure.

*I am Especially Proud of BHFCU's Employees and their Commitment to BHFCU's Mission — We Improve Lives*

Lastly, we have worked hard to expand and enhance our digital services over the past year, and I am very proud of our success. With increased member satisfaction, a top-rated mobile app, and an award-winning website, our digital services will continue to grow and provide secure, reliable transactions anywhere, anytime.

As I look back on 2017, I am proud BHFCU remains among the strongest and most secure credit unions in the country. I am especially proud of BHFCU's employees and their commitment to BHFCU's mission — We Improve Lives. They have a passion for service and are dedicated to helping our members and communities. I know they join me in wishing you the very best in 2018. As always, thank you for the opportunity to serve your financial needs.

## FEATURED RATES\*

### NEW VEHICLES (25,000+)

84 MONTHS | 3.74%

Example:  
84 monthly payments of \$13.55 per \$1,000 borrowed

### NEW & NEARLY NEW VEHICLES (2017-NEW)

72 MONTHS | 2.99%

Example:  
72 monthly payments of \$15.19 per \$1,000 borrowed

### NEW ATVs, PERSONAL WATERCRAFT & SNOWMOBILES

48 MONTHS | 3.24%

Example:  
48 monthly payments of \$22.24 per \$1,000 borrowed

## LOAN RATES\*

### New & Nearly New Vehicles (2017-NEW)

36 Months.....	2.59%
60 Months.....	2.74%
72 Months.....	2.99%
78 Months.....	3.39%

Example:  
36 monthly payments of \$28.91 per \$1,000 borrowed  
60 monthly payments of \$17.86 per \$1,000 borrowed  
72 monthly payments of \$15.19 per \$1,000 borrowed  
78 monthly payments of \$14.31 per \$1,000 borrowed

### New Vehicles (\$25,000+)

84 Months.....	3.74%
----------------	-------

Example:  
84 monthly payments of \$13.55 per \$1,000 borrowed

### New ATV's, Personal Watercraft, & Snowmobiles

48 Months.....	3.24%
----------------	-------

Example:  
48 monthly payments of \$22.24 per \$1,000 borrowed

### New & Used RV Loans

96 Months.....	4.24%
144 Months.....	5.00%

Example:  
96 monthly payments of \$13.78 per \$1,000 borrowed  
144 monthly payments of \$14.14 per \$1,000 borrowed

### First Mortgage Loans (Up to 30 years)

Fixed or Adjustable Rate Mortgages,  
Construction Loans, Building Site  
Loans, SD Housing Loans, 1-4 Family  
Residential Rental Loans, and  
more available.

\*Rates stated as Annual Percentage Rate (APR). Rates effective as of January 1, 2018 and are subject to change without notice. Stated rate is our lowest rate for the term or product shown. Rates may vary depending on your credit worthiness. Please ask for details regarding how your rate is determined. Other rates and terms available. Some restrictions apply.

## CERTIFICATE RATES\*\*

### 6 Month Certificate

\$500-24,999.....	0.75%
\$25,000 plus.....	0.85%

### 12 Month Certificate

\$500-24,999.....	1.25%
\$25,000-99,000.....	1.35%

### 18 Month Certificate

\$500-24,999.....	1.30%
\$25,000-99,000.....	1.40%

### 24 Month Certificate

\$500-24,999.....	1.40%
\$25,000-99,000.....	1.50%

### 30 Month Certificate\*\*\*

\$500-24,999.....	1.55%
\$25,000-99,000.....	1.65%

### 36 Month Certificate

\$500-24,999.....	1.60%
\$25,000-99,000.....	1.70%

### 48 Month Certificate

\$500-24,999.....	1.75%
\$25,000-99,000.....	1.85%

### 5 to 6 Year Certificate

\$500-24,999.....	2.15%
\$25,000-99,000.....	2.25%

### 7 to 8 Year Certificate

\$500-24,999.....	2.40%
\$25,000-99,000.....	2.50%

\*\*IRA Certificates available for the minimum balances, terms, and rates as above.

Rates stated as Annual Percentage Yield (APY). All dividends compounded daily and paid monthly. Penalty for early withdrawal. Rates are accurate as of January 1, 2018 and are subject to change without notice.

\*\*\*30 Month Certificates feature a Bump-A-Rate option.

Our rates and terms are subject to change and are only partially represented in the charts above. For all current rates, visit [bhfcu.com](http://bhfcu.com) or call 718-1818 or 800-482-2428.

## KINNEY AVENUE DRIVE-UP CLOSING IN JANUARY



For more than 35 years, BHFCU has served members from our Kinney Avenue Member Service Center (MSC) in Rapid City. Fewer members now utilize this location, so we made the difficult decision to close the Kinney Avenue Drive-up as of January 31, 2018.

We have seen a continual decline in member use over the last several years,

partially due to advances in technology and the limited services available at the Kinney Avenue MSC. It is a drive-up only facility, without loans and member service functions.

Rest assured, our Kinney Avenue tellers are being relocated to other MSCs. You may see them at our nearby Mountain View or Plaza Drive

locations, where they will be happy to serve you.

The future of the property has yet to be determined; in the meantime, the on-site ATM will remain available. You will also find BHFCU ATMs at our Member Service Centers, with the closest located at the Mountain View MSC, just 1.5 miles from Kinney Avenue. Remember, you can also deposit checks and transfer funds at your convenience using our online and mobile services.

It has been our pleasure to serve you at the Kinney Avenue Drive-up. We look forward to seeing you at other BHFCU Member Service Centers.

# 2017 COMMUNITY ACTION TEAM



BHFCU employees are passionate about serving members and living our mission – We Improve Lives. We may offer a better rate on a loan, provide a free service, or pay a higher dividend on a savings account, but we also help members by making a difference in the communities we serve. Our employee-led Community Action Team (CAT) volunteers donate time, money, and resources to support projects that improve lives in our communities.

In 2017, our staff organized more than 60 projects to support local organizations and non-profits. We filled backpacks with healthy meals for school-aged children in need, assisted with a Habitat for Humanity build day, held bake sales and auctions, collected books, toys, and clothing, donated 98 units of blood to United Blood Services, and so much more.

In total, with the help of our generous members, our employee-led fundraisers raised over \$60,000! Additionally, members, individuals, and area businesses supported our signature project, our 21<sup>st</sup> Annual School Supply Drive. The Drive collected more than 113,000 school supplies and provided 10,000 students with the tools for a successful school year.

We are proud to be a member-owned, not-for-profit financial cooperative and believe in the credit union philosophy of “people helping people.” Supporting our community is an integral part of the credit union difference and BHFCU’s mission to improve lives.

Follow our latest CAT projects on Facebook.

## DIRECT DEPOSIT YOUR TAX REFUND

Filing your taxes and need your tax refund fast? Select direct deposit as your refund method, choose your account type (either checking or savings) and enter BHFCU’s ROUTING NUMBER for electronic deposits - 291479592.

Fill in your membership number and the two-digit account number that indicates either your checking or savings account. Be sure the account type matches the account number. The easiest way to verify your checking account number is to review your checkbook. Along the lower edge of your check, you will see BHFCU’s routing number, followed by your member number ending in your two-digit checking account number.

If you need help setting up your direct deposit, or are unsure of your member or account number, feel free to give us a call at 605-718-1818.

After filing, you can monitor the status of your refund at IRS.gov under the “Where’s My Refund?” option. You will need to provide your social security number, filing status and the exact dollar amount of the refund indicated on your tax return.

You may want to take advantage of a discount available for credit union members on TurboTax federal products through Love My Credit Union Rewards. Visit [lovemycreditunion.org/tax-services](http://lovemycreditunion.org/tax-services) to learn more.

**BHFCU CONTACT CENTER**  
605.718.1818 | 800.482.2428 | F 605.646.4136

**DOWNTOWN**  
225 Main St, Rapid City, SD 57709-1420

**EAST NORTH**  
725 East North St, Rapid City, SD

**ELK VALE**  
950 Elk Vale Rd, Rapid City, SD

**MOUNTAIN VIEW**  
850 Mt View Rd, Rapid City, SD

**PLAZA DRIVE**  
2700 N Plaza Dr, Rapid City, SD

**CHEYENNE RIVER**  
Willow & Hwy 212, Eagle Butte, SD 57625

**CUSTER**  
Located in Shopko  
1135 Mt Rushmore Rd, Custer, SD 57730

**HOT SPRINGS**  
330 S Chicago St, Hot Springs, SD 57747

**PIERRE**  
1530 N Garfield Ave, Pierre, SD 57501

**SIoux FALLS - 41<sup>ST</sup>**  
1901 W 41st St, Sioux Falls, SD 57105

**SIoux FALLS - MARION**  
5028 S Marion Rd, Sioux Falls, SD 57106

**SPEARFISH**  
835 Main St, Spearfish, SD 57783

**STURGIS**  
1020 Lazelle St, Sturgis, SD, SD 57785

**WALL**  
115 S Blvd West, Wall, SD 57790

**BHFCU OWNED ATMs/ITMs**  
Located at Member Service Centers  
(except Cheyenne River)

**FRESH START NEIGHBORHOOD MARKET**  
747 Timmons Blvd, Rapid City, SD

**FRESH START #36**  
Off Elk Vale Rd at Exit 61, Rapid City, SD

**FRESH START #35**  
North of Lowe’s on N Haines Ave, Rapid City, SD

**MINNESOTA STREET - ITM**  
5th & Minnesota St, Rapid City, SD

**STURGIS HOSPITAL**  
850 Marshall St, Sturgis, SD

**WORLDWIDE CO-OP NETWORK ATMs**  
[www.co-opfs.org](http://www.co-opfs.org) / 888.748.3266

**ONLINE BANKING/LIVECHAT**  
[www.bhfcu.com](http://www.bhfcu.com)  
App available at Google Play & The App Store

**QUICKTELLER (QT)**  
605.343.1677 / 800.660.3224

**BHFCU INSURANCE SERVICES**  
605.718.7888

**BLACK HILLS INVESTMENT SERVICES**  
605.858.6183

# VIBZ SCHOLARSHIPS



BHFCU will award eight \$2,000 scholarships to high school seniors who are enrolled in a college, university, or trade school in 2018-2019. Applicants must be VIBZ members and demonstrate outstanding commitment, leadership, community service, and academic achievement. Applications are available online or at Member Service Centers. The deadline to apply is March 7, 2018.

## 24/7 CARD SUPPORT



Assistance is just a phone call away with BHFCU's 24/7 Card Support program. This personalized service provides members with lost or stolen card support, denied transaction support, transaction verification services, and more. Access 24/7 Card Support by calling 605-718-1818 or 800-482-2428.

## CARD ALERTS



BHFCU's Card Alerts program makes it easy to monitor your BHFCU accounts for fraudulent activity. Register your debit or credit card at [bhfcu.com/cardalerts](http://bhfcu.com/cardalerts) to set up alerts for online, declined, and international charges, as well as for charges over a pre-selected amount. Receive your alerts via text messages or e-mail.

## WEATHER ALERTS



South Dakota's weather is often unpredictable. During the winter months, there may be times when BHFCU is forced to close. When the weather becomes questionable, check our website, Facebook or Twitter pages, or call before venturing out in bad weather.

# 2018 BOARD OF DIRECTORS ELECTION



In accordance with Black Hills Federal Credit Union's bylaws, the Board Chair appointed a Nominating Committee to nominate a slate of candidates to fill the two vacancies on BHFCU's Board of Directors.

### NOMINATING COMMITTEE NOMINATES THREE

The Nominating Committee has nominated the following BHFCU members who have expressed the desire to serve on the Credit Union Board of Directors and have qualified as candidates:

#### > **Jason Green** (*incumbent*)

As a current member of the Board and a former member of the Supervisory Committee, I have significant insight into the financial condition, operations, and challenges facing BHFCU. With nearly nine years of service to BHFCU, I have developed a high level understanding of credit unions. My skills as a lawyer and adjunct professor help me to understand the complex issues facing our credit union. In my professional life, I work in a very highly regulated industry, so I am comfortable working with federal rules and procedures. I have extensive experience working with boards of directors as both a board member and as a member of the staff working in support of a board's activities. My strengths include the ability to work effectively as a team member, critical thinking and a desire to continue to learn.

#### > **Brenda Wills** (*incumbent*)

I have a strong accounting background and have the ability to work with diverse groups. I connect well with people and have extensive experience on dealing with the public. I had the privilege of working in the private sector where I maintained many areas of confidentiality.

#### > **George Grassby**

I have worked on local, state, national, and international commercial transactions, business formation, capitalization,

financing, expansion, management, tax and divestiture. As assistant general counsel of a publicly traded corporation for 6 years, I created and supervised a matrix for thousands of commercial transactions per year, with millions in financing, generating yearly revenues exceeding \$300,000,000. Provided legal support to corporate Development, Operations, Board of Directors, Government, Finance/Tax, Compliance Human Resources/Labor, Information Systems. I will draw on these and other professional experiences to help contribute to board considerations.

### THE PETITION PROCESS

Members may petition BHFCU's Nominating Committee Chair to add the name of a specific nominee to the names of the candidates selected by the Nominating Committee. To be valid, petitions must contain the signature and address of at least 500 members and a statement must be signed by the nominee indicating willingness to serve if elected. The petition and statement must be received by BHFCU's Nominating Committee Chair no later than March 9, 2018.

Send via Certified Mail, return receipt requested to:

Dennis Laughlin,  
Nominating Committee Chair  
BHFCU  
PO Box 1420  
Rapid City, SD 57709-1420

### THE BALLOT PROCESS

The ballot for the election will be mailed and available electronically no later than March 28, 2018, to members 18 years of age and older, who joined the Credit Union prior to March 1, 2018. Only those ballots received by midnight, May 4, 2018, will be counted by the independent Tellers of Election. The results of the election will be announced at the May 9, 2018, Annual Business Meeting.

# BALANCE TRANSFER & INTRO RATE

- + Low Balance Transfer Rate
- + Low Intro Rate

**APPLY ONLINE**  
> [bhfcu.com](http://bhfcu.com)



Rate stated as Annual Percentage Rate (APR). Offer period of January 2, 2018, through February 28, 2018. The Introductory APR will apply to purchases posted to your account during the period beginning January 2, 2018 and ending July 31, 2018. The Introductory APR as disclosed above will apply to balance transfers posted to your account during the period beginning January 2, 2018 and ending February 28, 2018. Introductory Rate and Balance Transfer Rate apply to new money only and do not apply to cash advances. After July 31, 2018, the rate on the card balance will be adjusted based on your creditworthiness. Rates start at 7.75% APR. The Balance Transfer Rate is available to existing cardholders; however, they do not qualify for the Introductory Rate on purchases. Call 718-1818 or 800-482-2428 for more details.

*like us on facebook for news and updates!*



PO Box 1420  
Rapid City, SD 57709-1420

**Black Hills**  
FEDERAL CREDIT UNION



Standard  
US Postage PD  
Rapid City, SD  
Permit #618