



WITH



Summer 2020

Branch Changes!

R.I.A. FCU BETTPLEX BRANCH IS ALMOST OPEN!

We are excited to offer a new location for our members living in Northeast Bettendorf. **Our new branch is located at 4880 Forest Grove Drive**, just south of the BettPlex Sports Complex. The new branch will offer all banking services and include a Mortgage Expert.

We are hopeful we will have an opening date announced in July and can celebrate with an open house and ribbon cutting when it is safe to do so.

HY-VEE LOCATIONS

We were notified that Hy-Vee made a change to their business strategy and will no longer offer banking services in their stores moving forward. Our goal was to re-open these locations before the July 31st date given by Hy-Vee, but the COVID-19 pandemic made this difficult. We have enjoyed our partnership with Hy-Vee dating back to 2008 and will miss operating inside the Moline and Silvis Hy-Vee locations.

We are actively looking for a new branch in the Silvis/East Moline area to serve our amazing members who utilized the Silvis Hy-Vee location. For our Moline Hy-Vee members, our Moline branch by SouthPark Mall, and Milan branch are ready to serve you.

R.I.A. FCU Welcomes New Chief Experience Officer



We are excited to announce that Steve Ducey has been appointed our new Chief Experience Officer (CXO). Steve brings more than 13 years of experience and executive level leadership to R.I.A. FCU from a multitude of industries, including banking, fintech, adtech, marketing and sales. As CXO, Steve will lead R.I.A. FCU's branch operations including call center and eServices, as well as marketing and community engagement. He will be the driving force of member experience across all delivery channels.

Steve studied at the University of Iowa and has gone on to earn several professional designations in leadership, marketing and sales. He has volunteered and served his community having held board or chair positions with organizations like the Quad Cities Chamber, Jr. Achievement of the Heartland and the American Advertising Federation. He's been recognized as a 40-under-40 leader and is a past recipient of the Impact Award with the Quad Cities Chamber.

"We are excited to welcome Steve Ducey as our Chief Experience Officer," says Jim Watts, President and CEO of R.I.A. Federal Credit Union. "His passion, knowledge and commitment to excellence will ensure our teams continue in the tradition of delivering the highest levels of member experience."

Scholarships Awarded

R.I.A. Federal Credit Union staff and Board of Directors would like to congratulate the winners of our Annual Scholarship Awards. Our winners were each awarded \$1,000 for the 2020-21 school year. Over the past 20 years, a total of over \$62,000 has been given to help further the education of our outstanding graduates. We would like to take this opportunity to wish Taylor Garvin, Michael Hill, Kadin Kruse, Mackenzie Ryder, Linnea Wuest, and all of our 2020 graduating seniors the best of luck in their future endeavors. The school year did not end the way any of us expected, but we wish you well and encourage you to keep looking ahead!



Taylor Garvin

Taylor is a graduate of Wilton High School in Wilton, Iowa where she graduated fifth in her class and was president of the student body her senior year. Taylor's accomplishments include being named to the WHS Academic All-Conference for the past four years and being the only senior to graduate as a four-sport athlete in golf, volleyball, softball and basketball. Fluent in Spanish, Taylor was awarded the Presidential Award for Educational Achievement, Seal of Biliteracy. She has spent time volunteering at Mercy Hospital in Iowa City, the University of Iowa College of Dentistry and is a participant in Wilton High School's Silver Cord program. She plans to attend St. Ambrose University this fall, where she will pursue a pre-med degree.

Michael Hill

Michael is a graduate of Davenport West High School in Davenport, Iowa, where he earned multiple awards in music.

His honors include being chosen for the Colt Cadets Drum Corps, the Southeast Iowa Bandmaster's Association Honor band (three years), being a part of OPUS Honor Choir, and participating in local Youth Symphony Orchestras. At West High School, he participated in marching band, wind ensemble, jazz band, orchestra and show choir; as well as being inducted in the National Honor Society and an active member of the soccer team. Michael will pursue Music Education at the University of Iowa.



Kadin Kruse

Kadin is a graduate of Pleasant Valley High School where he was a member of the Student Council, marching band and on the honor roll. Among his awards are the Pleasant Valley Academic Award, Rotary Youth Leadership (RYLA) award and the American Legion Auxiliary Good Deed Award. Active in the community, Kadin has volunteered at World Relief in Moline, King's Harvest in Davenport and at the West End Initiative, also in Davenport. Kadin finished his high school classes early in order to work as a Senate Page at the Iowa State Capitol for his spring semester. He plans to study business and political science at an Iowa college this fall.



Mackenzie Ryder

Mackenzie is a graduate of Davenport West High School where she graduated number one in her class. Mackenzie was involved in Ecology Club and Falcon Friends (an organization that works with special needs kids); as well as being the yearbook staff photographer, and a varsity cheerleader. Mackenzie earned her CNA while in high school and has a biliterate certificate. Her community involvement includes mission trips with her church and being a Youth Precinct Captain in the Democratic primary last fall. Mackenzie plans to attend Scott Community College and the University of Iowa, majoring in nursing, with a minor in Spanish and political science.

Linnea Wuest

Linnea is a graduate of Riverdale High School in Port Byron, Illinois, where she participated in the Drama Club and the Climate Club – an organization that she founded in the hopes of bringing environmental awareness to her fellow students. An aspiring teacher, Linnea works at her local library where she leads the library’s Lego Club, working closely with grade school aged kids. Linnea has traveled throughout the U.S. and overseas on mission trips for her church and was inspired by those experiences to give back to her community. Linnea will attend the University of Wisconsin-Eau Claire, where she will pursue a degree in education.



New Contactless Debit Card Coming Soon!

NEW AND IMPROVED CARD COMING SEPTEMBER 2020!

We’re proud to announce that R.I.A. FCU will be one of the first credit unions in the area to roll out a contactless debit card this September! That means you can make your in-person transactions by hovering over any card reader with the contactless symbol on your new R.I.A. Federal Credit Union Mastercard Debit card.

We’re proud of what this new card offering will bring to our members who use a debit card for making secure and convenient purchases. As a valued member, you deserve the very best in financial convenience, and we remain committed to providing you with great service as we make this transition, which goes into effect September 28th.

We will be sending out more detailed information as September draws closer.



R.I.A. FCU Branch Updates and Safety

We have reopened several of our lobbies to limited traffic with safety precautions put into place. The lobbies we have opened are:

Iowa: Bettendorf, Davenport, and Wilton

Illinois: Moline (46th Ave), Savanna (by appointment only, drive-up still available), and Milan (by appointment only, drive-up still available)

Wisconsin: Tomah



We cannot re-open our Arsenal and Ft. McCoy branches until the installations reach Bravo status. The earliest Ft. McCoy would reach that status is July 6th, while the Arsenal's target date is July 20th.

To schedule an appointment at our Milan or Savanna locations, please call us at 1-800-742-2848.

BRANCH SAFETY

With some lobbies re-opened with normal business hours, we have put into place numerous precautions to keep our members and employees safe. We missed you and welcome you back with some changes to the normal operating procedures.

- The number of members allowed in the lobbies at one time will be limited. Staff will be here not only to welcome you back, but to help monitor lobby traffic.
- If you need to do a basic transaction, our drive-up is still the preferred method.
- You will be asked to maintain social distancing and stand at least six feet apart from others. Distance markers have been placed to help with this when in line to see a teller.
- We have installed plexiglass hygiene guards in our branches for your health and safety, as well as ours. You may see our staff wearing face masks especially when they must venture outside of the plexiglass hygiene guards and are not able to maintain six feet of social distancing.
- Member face masks are suggested (but not required), especially for those at high risk. Please understand if we ask you to lift your mask for identification purposes while six feet from teller line.
- We will continue to follow added safety and sanitation procedures at our branches and ATMs and will have hand sanitizer available throughout our lobbies.

We encourage our members to continue to use our digital banking services, ATMs, or to call our Member Service Center for assistance at 1-800-742-2848. Please know that we are taking these precautions to ensure your safety while still giving you the level of service you've become accustomed to.

Virtual Annual Meeting

The decision has been made to host R.I.A. FCU's Annual Meeting virtually. The virtual annual meeting will take place **Friday, September 25th at 6:00 p.m.**

To register please visit

[RIAFCU.com/annual-meeting](https://riafcu.com/annual-meeting)





No Longer Offering Perks Checking

We have made the decision to no longer offer our Perks Checking Account. **Members with Perks can keep their accounts until October 31st, 2020.** After that, your account will automatically convert to our Basic Checking Account. We will be sending out more notices as the October 31st deadline approaches. In the meantime, please feel free to reach out and learn about our Reward Checking program and make the switch now.

For more information, visit

[RIAFCU.com/smart](https://riafcu.com/smart)

Special Closings

Independence Day

Saturday, July 4
(closed all day)

Labor Day

Monday, September 7
(closed all day)

Remember, you can still access your credit union account on holidays and after hours with your R.I.A. FCU ATM/Debit Card, Mobile Banking, DANA or Internet Account Access. Sign up today!



Honor Flight Golf Outing Canceled

Honor Flight made the difficult decision to cancel all remaining flights for 2020. It's with a heavy heart that we have also decided to hold off until 2021 to resume our annual fundraiser. But as soon as it is possible, we hope to resume fundraising for this important and very worthy organization. It has been our privilege to organize this golf outing to raise funds for veterans to fly to Washington D.C. to see the monuments and memorials dedicated to those who served. We look forward to continuing our commitment to Honor Flight into 2021.

Connect

Call us toll free at:

1-800-742-2848 (RIA-CU4U)

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