

Memorial CREDIT UNION

growing your financial health

FINANCIAL HEALTH NEWS | 1ST QUARTER 2025

HIT THE BRAKES ON HIGH PAYMENTS

Rates as low as 4.95% APR*

REFINANCE YOUR AUTO



Savings You Can See

We'll work with you to find the best savings with a payment that fits your needs.



60 Days No Payments

Don't worry about paying right away. Your first payment won't be due for 2 months.¹



Fast & Easy Online App

We make it easy to move your loan and save money.

**REFI AND GET A CHANCE
TO WIN FREE CAR WASHES
FOR A YEAR!²**



*APR = Annual Percentage Rate. The final rate is based on credit history and score. Additional rate discounts are available. Certain credit criteria, terms, and conditions are required to qualify for this rate. A \$25,000 loan at 4.95% APR would have 48 monthly payments of \$575.17. Offer good through February 28, 2025, and subject to change at any time. ¹No payments for up to 60 days to qualified members. ²Must close on an auto loan before February 28, 2025, to be automatically entered into the drawing to win free car washes for a year - valued up to \$240. Members may enter the drawing by submitting a handwritten form without purchase or obligation. Mail a 3x5 card with your name, address, and contact information to Memorial Credit Union, Attn: Marketing, 7789 Southwest Freeway, Suite 175, Houston, Texas 77074. Entries must be received by 5 p.m. on February 28, 2025. The winner will be selected in a random drawing in March 2025. Officials and employees of the credit union and their family members are not eligible to participate in the drawing. Winner must agree to come to the lobby for a photo for marketing purposes. Offer valid through February 28, 2025.

IMPORTANT INFORMATION ABOUT OUR UPCOMING CORE CONVERSION

In keeping our commitment to providing efficient and advanced banking services, we are upgrading our core processing system. The core processing system is the computer software and supporting hardware that Memorial Credit Union uses to maintain members' deposit and loan accounts, process transactions, and support services such as debit cards and online banking. Overall, the new system will provide a better experience with greater security and convenience to you.

HERE'S WHAT YOU NEED TO KNOW

Our goal is to minimize the disruption to you during this conversion; however, some services will be limited or unavailable during this process. Please see the important dates below.

Conversion Weekend Friday, February 28 - Monday, March 3, 2025	Go Live Monday, March 3, 2025
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Online Banking & Mobile App UNAVAILABLE from Friday, February 28 - Monday, March 3.	ATM Access You can make withdrawals but limits will apply February 28 - March 3.
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Debit Card Usage You will be able to use your debit card but limits may apply February 28 - March 3.	Credit Card Usage Your card will work as usual during the conversion.
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Other Details

Your account number will stay the same.
Your funds are safe and secure during this process.
Your checks will still work.

WHAT'S NEW?

Current Mobile App users must download the new Mobile Banking App available on March 3rd and log in as normal. Follow the directions to create a new password. Current Online Banking users will log in as normal. Follow the directions to create a new password.

SEE OUR FAQs TO GET THE DETAILS.



You can look forward to a new and improved Online Banking Platform and Mobile App. Both will be more responsive and customizable, and provide enhanced security and a host of new features to enjoy.

- **Easier navigation**
- **Customize your display**
- **View your credit score**
- **Send instant payments**
- **Easy skip-a-payment and stop-payment requests**
- **Lock and unlock your debit card and set travel notifications**
- **View personalized financial insights**

(713) 778-6300

Change is hard and we expect that you will have questions, so please don't hesitate to give us a call.

Your membership is important to us and we appreciate your patience and loyalty as we work to improve our systems and your credit union experience.



Join Us for Our Annual Meeting

Tuesday, March 25, 2025 | 5:30 p.m.

We invite you to attend our Annual Meeting to learn about the status of the credit union and participate in board elections. This year you can either join via live stream in our lobbies or virtually from the convenience of your home or office.

In-Branch Live Stream

Available in the lobby at all three locations.

Virtual Meeting

Register to join at www.MEMORIALCU.org and we'll send you a link to join the meeting, on March 25th.

Board Elections

Two board positions will be filled this year. The nominating committee appointed by your Board of Directors includes Joe Dickson, Valentino Murphy, and Audrey Barnett. The committee has nominated one member for each vacant position. Nominations for the vacancies may also be made by petition signed by 1% of members with a minimum of twenty (20) eligible voting members and a maximum of five hundred (500). If there are more than two nominees per position, an election by mail ballot will be held. The election will not be conducted by mail ballot and there will be no nominations from the floor when there is only one nominee for each position to be filled. All nominations for petition must be sent to the Credit Union Secretary via registered or certified mail and received no later than February 10, 2025. An official petition form and candidate resume form may be obtained by writing: Secretary, Board of Directors, Memorial Credit Union, 7789 Southwest Freeway, Suite 175, Houston, TX 77074.

Board Nominees

The nominees listed below have met all the qualifications to be elected to the Board of Directors of Memorial Credit Union.

Paul Wenz II

Paul just celebrated his 34th year with Memorial Hermann Health System. He currently holds the position of Senior Financial Analyst in the System Tax Department. Paul graduated in 1984 from Eureka College with a BA in Accounting. Paul obtained his MBA in Finance at the University of Houston-Victoria. Paul has been married to his wife Cindy for 32 years and has two lovely daughters and five amazing grandchildren. Paul enjoys hunting, fishing, and family time. Paul has been on the Credit Union Board of Directors since April 2002. He has served on several committees and is currently serving as a director.

Vicki Jones

Vicki Jones has been on the Memorial Credit Union Board of Directors since 2008. She has served as Secretary and Vice Chair and is currently serving as the Chair for the Board. Vicki was employed with Memorial Hermann for 12 years and was the Human Resources Director at the Memorial City Hospital, before leaving the system in 2009. During her tenure with Memorial Hermann Vicki worked in Clinical Education and was the Human Resources Director for Home Health. In 2010 Vicki began working for St. Luke's Health and after 14 years retired from the organization in July 2024. During her tenure with St. Luke's Vicki was the Human Resources Director at St. Luke's Sugar Land Hospital and retired from St. Luke's as the Market Vice President of Human Resources Operations. Vicki has been married to her wonderful husband Harold for almost 40 years and she enjoys reading, shopping, and traveling.



MCU Scholarships Available

For 20 years, Memorial Credit Union has been proud to offer **four \$1,000 scholarships to student members.**

The scholarships are open to high school seniors, current college students, and members who want to further their education.



Visit our website for complete eligibility information and download the application.

MCU Happenings



Holiday Donations to Vita Living

In December, we were proud to adopt two clients at Vita-Living Inc. and provide gifts to meet their needs. A Houston-based nonprofit since 1982, Vita Living offers three vital core programs for over 400 individuals with intellectual and developmental disabilities.

Congratulations to our Texans Ticket Winner

Huge congratulations to Tammy who participated in our "What's Your Game Plan" promotion and won 2 tickets to the Texans vs. Dolphins game on Sunday, December 15th! Thank you to all of the entrants for help making this a success.



Financial Reporting

Memorial Credit Union engaged the services of Cornerstone Resources to review all credit union records, internal controls, and accounting procedures. This annual audit is performed per national credit union standards and general account practices. There were no major deficiencies or exceptions cited during this audit.

Upon request, the following documents are available for review and copy: articles of incorporation, bylaws, rules, guidelines, board policies, annual report, 990 report, income and expense report, and statement of condition report.

Please contact the credit union at 713.778.6300 with questions or comments.

HOLIDAY CLOSINGS

Monday
January 20, 2025
Martin Luther King Jr. Day

Monday
February 17, 2025
Washington's Birthday

www.MEMORIALCU.org

MAIN NUMBER 713.778.6300



Federally
Insured by
NCUA