



MOST OF US ARE GETTING ANTSY TO MOVE PAST MANY OF THE ISSUES

that the COVID-19 pandemic has brought upon us. And, as a financial institution, we certainly aren't immune. However, as the old saying goes, "There's no substitute for hard work," and it's the hard work of the Board, staff, and members throughout the Credit Union's 85-year history that allows us to weather unsuspected storms.

Speaking of storms, many of us were impacted by the recent hurricane-like windstorm in Utah and Wyoming. One of the biggest effects of this event was the impact to power lines and to Rocky Mountain Power. I have been humbled by all the hard work of Company employees to restore power, safely, to their customers. I know there are many who didn't see their families for days so they could get the job done. During this time, I asked a lineman friend if he was hanging in there and he responded, "I'm great!" This can-do attitude is ingrained in the culture of the Company, and because of our association, in the Credit Union as well.

One of the biggest challenges for us right now are the record-low market interest rates. Over the last year, the one-month treasury yield has decreased from 2.05% to .08% and the three-year from 1.72% to .16% which directly impacts what we are able to earn on the excess funds that we invest. Fortunately, the many years of hard work at the Credit Union have positioned us to weather this storm and maintain the highest dividend and CD rates that can be found. Our recently declared dividend of .75% compares with a national average savings account rate of .05%. Our 12-month CD at .85%, and our newly introduced 24-month CD at 1.00%, compare to national averages of .19% and .25%, respectively. On the upside, loan rates have never been better, and I hope you will always consider UPCU for your financing needs.

If you are experiencing any difficulties, we're here to help. Utah Power Credit Union remains safe and strong, and we care about you. And there's no substitute for that.

RYAN POLLUCK
President & CEO

Inside Fall 2020

Power Up
Insured Deposits
Service Milestones

Powerful Services

First Car Discount

Members purchasing a vehicle for the first time are eligible to take advantage of a 1% discount with the First Time Auto Buyer program. In addition to receiving an excellent rate, buyers can establish credit and learn the value of maintaining a favorable credit rating. Contact a loan specialist today if you are purchasing your first car!

GAP

Guaranteed Asset Protection, or GAP, is a program offered to protect against financial loss in the event that your vehicle is damaged beyond repair or stolen and not recovered. A Loan Officer can answer any questions and help determine if GAP is right for you.

MMP

A MMP Warranty can help cover expensive auto repairs for mechanical breakdowns not covered by the manufacturer's warranty. Additional benefits include roadside assistance, dent repair, Key Fob coverage, and windshield repair. To learn more, contact our loan department.

Powerful Service

Employee Service Milestone

10 Years: **Bonnie Taylor**, Main Office

NCUA Insurance

Deposits made into Credit Union accounts are federally insured by the NCUA for at least \$250,000. The NCUA recognizes many account types including individual, joint, trust, IRAs, and business accounts, and offers varying amounts of coverage within each account type. A misconception about NCUA coverage is the \$250,000 coverage is per social security number or per account, rather than being calculated by account types or the number of individuals listed on an account.

Did you know?

We can easily help an adult couple insure funds for \$1.5 million, or a family of six (2 adults and 4 minors) for up to \$3 million at no cost?

At the Credit Union, we can help increase your insurance coverage no matter your situation with zero cost to you. Utah Power Credit Union representatives are experts in NCUA insurance coverage and are available to help you determine if your account has the adequate amount of coverage. If not, we can make simple adjustments to beneficiaries or joint owners to ensure your funds are fully insured.

Power Checking

Our free checking account puts the power in your hands with no minimum balance, no monthly fees, and unlimited check writing. Make use of our automatic transfer from savings feature to earn the high savings interest rate that we're known for. Let us do the work for you, we'll transfer funds from your savings account every time you use your checking account.

Additional benefits include money orders, cashier's checks, and one free box of checks every 12 months. Mobile Check Deposit, activated upon account opening, makes it easy to deposit checks right from your mobile device.

Member Survey

Recently, the Credit Union sent a survey asking for feedback about your member experiences. As a financial cooperative, we value comments, questions, and ideas from all members, and will use the survey responses to plan for the Credit Union's future. Thank you for your participation in the survey, it was great to hear from you.

Andrew Ercanbrack serves members in the Uinta Basin as Branch Manager of the Vernal and Roosevelt offices. After earning a business degree from Utah State University, Andrew joined the Credit Union family. As members come through the door and are greeted by Andrew's kind smile, it's clear that serving "his" members is the top priority. When asked about how members influence his life, Andrew replied, "I can't tell you about one time because they impact my life every day. We have great members." Andrew is known for his positive attitude and fun personality, and always has a good joke to share. When not in the office, Andrew enjoys fishing at Strawberry Reservoir, or as he refers to it, "the Berry." An avid fisherman since youth, Andrew has become passionate about ice fishing over the past decade. Andrew also loves to collect old Nintendo games, his favorite is the 1990's classic Super Mario Brothers 3. Just like Mario, Andrew is always ready to Power Up when it comes to serving members.



Five Years of Service

Five years ago, the Price office welcomed **Amy Gluesing** who serves members as a Relationship Officer. Amy is exceptional in her role at the Credit Union because of her outgoing personality and commitment to building relationships with members. Amy is a joy to be around and is dedicated to taking care of the financial needs of every member she meets. Recently, a member started teaching Amy how to speak Spanish, a gift that she looks forward to each visit. When asked about her favorite part of her job, Amy immediately spoke of her love for her coworkers. She said, "my girls here at the branch are part of my family and make it feel like home. I have always wanted more sisters and have been so blessed to call them mine!" Outside of the Credit Union, Amy is all about her family. She enjoys hiking, watching movies, and playing board games with her husband, two boys (who she calls her "greatest gifts"), and dog, Gracie Glue. Amy's dedicated service to members of the Credit Union over the past five years has been a true gift.





Dividends Declared

The Board of Directors has declared a dividend on earnings for the third quarter of 2020 payable October 1, 2020.

Dividends are calculated using the daily balance method and are credited to your account the first day of the following quarter:

0.75% APY Regular Share Savings & Individual Retirement Accounts

0.375% APY Business Share Savings Accounts

APY = Annual Percentage Yield

CD Rate

The 12-Month Certificate of Deposit Interest Rate is **0.85% APY**

The 24-Month Certificate of Deposit Interest Rate is **1.00% APY**

Offices Closed

October 12

In observance of Columbus Day

November 26 & 27

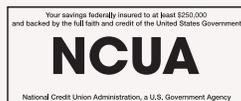
In observance of Thanksgiving

December 25

In observance of Christmas Day

January 1

In observance of New Year's Day



Our participation in the CO-OP gives you access to 30,000 surcharge FREE ATMS and over 5,000 credit union locations around the world.

Credit Union Services

Apple Pay
ACH Transfers
ATM Access
Bill Pay
CDs
Cash Advances
Cashier Checks
Checking Accounts
Credit Cards
Debit Cards
Direct Deposit
First-Time Car Buyer Loans
First-Time Home Buyer Loans
Home Equity Loans
IRAs
Medallion Stamp Service

Mobile Banking
Mobile Check Deposit
Money Orders
Mortgage Loans
Movie Discount Tickets
NADA Blue Book
Notary Service
Online Banking
Safe Deposit Boxes
(Main & Price Branches)
Samsung & Android Pay
Share Savings
Shared Branching
Signature Guarantee
Telephone Teller

Our Offices

Toll Free — All offices

800-833-8897

Salt Lake (Main)

957 E 6600 S
SLC, UT 84121
PH 801-708-8900
FX 801-716-4670

Salt Lake (North)

1407 W North Temple, 120 C
SLC, UT 84116
PH 801-708-8990
FX 801-708-8929

Ogden

1438 W 2550 S
Ogden, UT 84401
PH 801-781-6046
FX 801-629-4334

Price

370 E 100 N
Price, UT 84501
PH 435-637-6159
FX 435-637-6259

Huntington

125 S Main Street
Huntington, UT 84528
PH 435-687-9535
FX 435-687-2621

Balance Rock (Helper)

100 W 200 N
Helper, UT 84526
PH 435-472-5531
FX 435-472-5091

Vernal

646 E Main Street
Vernal, UT 84078
PH 435-789-5449
FX 435-613-2360

Moon Lake (Roosevelt)

800 W Highway 40
Roosevelt, UT 84066
PH 435-722-0149
FX 435-613-2361

PowerTrust Casper

4030 Plaza Drive, #5
Casper, WY 82604
PH 307-237-6764
FX 307-237-5159

PowerTrust Rock Springs

601 College Drive
Rock Springs, WY 82901
PH 307-362-1810
FX 307-362-1289