



LIKE ANY INDUSTRY, CREDIT UNIONS USE A LOT OF ACRONYMS

and buzzwords unique to the work we do. And as our industry evolves, the list just keeps getting bigger. Our goal is to never use financial industry jargon with you, and instead that we always “start at A” so that you feel included and educated in your dealings with the Credit Union.

A couple of acronyms garnering attention in many industries right now are ESG and DEI. ESG, or Environmental, Social, & Governance, are factors used to evaluate how companies, their policies, procedures, and practices impact the environment and society as a whole. Diversity, Equity, & Inclusion (DEI) programs are being adopted by many companies to create environments welcome to all, to promote impartiality and fairness, and to “not leave anyone out.”

Long before these acronyms hit our collective radar, credit unions were founded on the concepts contained within them. *People Helping People*, *Serving the Underserved*, and *Open Economic Participation* are a few of the “buzz” terms used when the credit union movement began – and which are still at the core of Utah Power Credit Union’s philosophy today.

We have not strayed from our origins (you) and have worked hard to keep our operations and products simple so that we can return the most value and equity to the member-owners. We have never implemented *Risk Based Loan Pricing*, a buzzword indicating higher loan rates based on credit score. *Tiered-Rate Accounts* are not available at UPCU. Our dividend rate, currently nine times the national savings account rate, is offered to all, regardless of the account balance.

As our cooperative nears 30,000 in membership and \$1 billion in assets you can rest assured that the acronym UPCU will always stand for a welcoming, equitable, unbiased organization that is focused on doing the right thing for you and the communities we serve, just as we have since 1935.

RYAN POLLICK
President & CEO

Inside Fall 2021

Service Anniversaries
Mortgage Mailers
Ask Penny Q & A

Ask PennyWeiss



Resident UPCU expert, Penny Weiss, can answer any questions you may have about your financial well-being, the Credit Union, your accounts, or membership.

Q. Over the years, financial documents and paperwork have piled up and seem to be taking over my home office. I'd like to get organized – what should I save and what can I toss?

A. Hold on to documents until you are certain you won't need them, and if you're not sure, err on the side of caution. If you're disposing of any paperwork that contains personal information, remember that it needs to be shredded. Important documents to save are:

Keep for One Year

- pay stubs
- receipts for large purchases
- investment statements
- medical bills
- records needed to support current-year tax preparation or as proof of income
- non-tax related account and credit card statements

Keep for Seven Years or Longer

- tax returns
- warranty documentation, for as long as the warranty is valid
- insurance claims, disability, and unemployment benefit documentation

Keep Forever

- birth certificates
- Social Security cards
- marriage certificates
- adoption papers
- death certificates
- passports
- wills and living wills
- power of attorney or legal filings
- military records
- retirement and pension plans
- inheritance and beneficiary documents
- receipts related to assets, keep for as long as you are the owner
- titles, deeds, and insurance policies for at least as long as you own them, but it's a good idea to keep them for longer

Cyber Security: Authentication and Passwords

Multi factor authentication is an electronic verification method that requires users to verify their identity on two devices to prevent unauthorized account access. The Credit Union, and many other companies, use this feature to add extra protection to your account.

A password manager app makes keeping track of login information easy by securely storing your credentials. It's a good idea to keep passwords unique for every account you have. Information about a few of the password manager apps we recommend is shown below.

App	Website	Cost	Platform	Storage
 1Password	https://1password.com	\$36/year individual, \$60/year family	Windows, Mac, Mobile (iOS, Android)	Cloud or Local
 bitwarden	https://bitwarden.com	Free, \$10/year premium, \$40/year family	Windows, Mac, Mobile (iOS, Android)	Cloud
 Keepass	https://keepass.info	Free	Windows	Local

Solicitations: Mortgage Loans

After closing on a mortgage loan with the Credit Union, you may notice an increase of irritating solicitations arriving in your mailbox. By law, we are required to file a lien on your home with the county recorder's office. Once the recorder's office receives and records the lien, the information becomes public. Companies selling various insurance products can retrieve a list of all new liens and then often send solicitations.

Although the letters and offers are crafted to look like they come from the Credit Union, they do not. A small disclaimer should be on each solicitation disclosing they are from a third party and not affiliated with Utah Power Credit Union. We value your privacy and encourage you to call us with any questions about these mailers.

First Friday Harvest Festival

On the first Friday of every month, Helper City hosts a gallery stroll down Main Street. The event is a fun opportunity to explore art galleries and studios, shop and dine at local establishments, and enjoy live music and entertainment.

To celebrate the season, the stroll on September 3 was a Harvest Festival theme and included a scarecrow costume contest and festive coloring pages for children. As community members gathered for the stroll, they could enjoy live music from the band Hartley Road and delicious food from Gettin' Our Smoke on BBQ. A booth sold fresh vegetables from a local farm and proceeds were donated to help those in the community who are in need.

First Friday will continue into the colder months, and the next event is scheduled for October 1.

Five Years of Service



Katlin Nielson was a Credit Union member long before she started serving members in the Murray Office. Five years ago, Katlin was looking for a new job when she heard about an opening at UPCU from her mother, who is a PacifiCorp employee. The timing was “perfect” when she started working at the Credit Union as a Relationship Officer.

Katlin has held several positions during the past five years and is now a Mortgage Officer. She says, “I love that I get to learn something every day and keep growing.” Katlin is cheerful, positive, and committed to providing excellent member service. When asked about her biggest accomplishment, Katlin replied that it is reaching her five year milestone. She said, “When I first started I was shocked by how many long tenured employees there were and now I’ve been here five years! It has gone by so fast.”

When she’s not helping members with mortgage loans in the office, Katlin enjoys traveling, going to the movies (with movie theater popcorn, of course!), and playing her favorite game - chess. Recently, she and her husband bought a life-size chess board for their backyard. Whether working on mortgages in office or playing chess outdoors, Katlin’s attention to detail and determination are sure to lead to checkmate.

Service Milestones Alisha Abramovitz, 15 Years; Kathy Quinn, 20 Years



Dividends Declared

The Board of Directors has declared a dividend on earnings for the third quarter of 2021 payable October 1, 2021.

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

0.55% APY Regular Share Savings & Individual Retirement Accounts

0.275% APY Business Share Savings Accounts

APY = Annual Percentage Yield

CD Rate

The 12-Month Certificate of Deposit Interest Rate is **0.65% APY**

The 24-Month Certificate of Deposit Interest Rate is **0.70% APY**

Offices Closed

October 11

In observance of Columbus Day

November 25 & 26

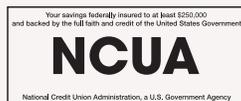
In observance of Thanksgiving

December 24

In observance of Christmas

December 31

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