



## Mobile Deposits

**Coming to your phone this winter.**

We understand that to many of our members, convenience is king. Sometime this quarter we will be rolling out remote deposit capture allowing you to deposit a check using your smartphone from almost anywhere - whether you're on the road or relaxing comfortably at home. We've received questions regarding mobile deposit in the past and we're excited to finally be adding this to our roster of services!



**STAFF SPOTLIGHT**  
**Kelsie Maguire**  
Assistant Operations Manager

Kelsie has been with RVCU for over 10 years and in that time has proven herself to be reliable and hard-working. We're happy to announce that she's accepted the position of Assistant Operations Manager. She wants to thank all the members and staff that have supported her through the years and hopes that, in her new role, she can continue to ensure that the credit union runs smoothly and all our members continue to have the best experiences we can offer.

**Congratulations, Kelsie!**

### Reach us at

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**RIVER  
VALLEY  
REVIEW**

**WINTER 2019**

**WE WANT TO  
THANK EACH AND  
EVERY ONE OF  
OUR MEMBERS**

## **Message from the Staff**

2018 was certainly a busy year! A debit card conversion, lending changes, updates to bill pay and our mobile app, construction on both our Ames and Nevada offices - the list goes on and on. We want to thank each and every one of our members for their patience as we made these changes. Growing pains can be uncomfortable but we're certain you'll be able to see the improvements to the quality and quantity of the services we offer.

This last year also saw a lot of changes to the faces you'll see around the credit union. We said goodbye to some as they left to enjoy their retirement; others you'll see less and less as they pursue their new roles and disappear into back offices. We're also excited to introduce quite a few fresh faces to the credit union including a couple new member service representatives at our front line. They're excited to learn what River Valley is all about and we hope you'll welcome them warmly!

And, as always, please reach out to us with any questions or concerns as we continue to grow. Everything we do here at River Valley Credit Union is done for the benefit of you - our members. We're always happy to hear your opinions and help you navigate our new systems and procedures.

**River Valley Credit Union**

## **Skip-A-Payment**

### **Need some time off?**

At River Valley Credit Union, we strive to make sure our members have the tools necessary to achieve financial wellness. Especially this time of year when playing post-holiday catch-up can put some extra strain on our pocket books! Beginning Fall of 2018, we now offer the option to skip a payment on your auto and personal loans. The application form and additional information can be found online at [www.rvcu.org](http://www.rvcu.org).