

RGCUnews



Top 200 - 4th Year in a Row.
Best Place to Work - 3rd Year in a Row.



For the fourth year in a row, Rio Grande Credit Union was named to the national depositaccounts.com “Top 200” list for credit union financial stability. This year, Rio is the only New Mexico credit union to make the list. And for the third year in a row, Rio Grande won a “Top Workplaces” award from the *Albuquerque Journal*.

“Both of these designations validate the trusted partnership we work on every day between our members, our employees, and our community,” said Interim CEO Mike Athens. “When we take care of our employees, they take care of our members, who then care for our community. It becomes a virtuous cycle.”

You can experience the Rio Grande difference. Anyone who lives, works, or worships in Bernalillo or Sandoval counties is welcome to join. Career opportunities are available at riograndecu.org. -



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Simple Card Controls in Mobile Banking

The Rio Grande Mobile Banking app keeps getting better and better. Now, card controls are built directly into the app itself. If you think you've lost your card somewhere, just open the app and turn the card off. Found it? Turn it back on – right from the app. This feature works both for Rio Grande Debit and Credit Cards. "Our members can find a lot more convenience and functionality with their cards when they can control them directly from Mobile Banking," stated Card Manager, Lennie Dixon. "Making card controls more convenient while putting that control directly in the hands of the member was a natural for us."



Dixon also mentioned that Travel Notifications inside Mobile Banking just make good sense. Letting the Credit Union know when you travel out of state or out of the country is an important way to make sure your card isn't mistakenly blocked for suspected fraud. "This is a way we can help our members stay safe when traveling, while protecting their data."

Find Rio Grande Mobile Banking in your favorite app store today.



I want my data-back, data-back, data-back...

This past May, Rio Grande Credit Union received information from Chili's Restaurants about a card data breach. Out of an abundance of caution, Rio Grande will re-issue affected cards to our members who used them at Chili's Restaurants during the breach period. "The card re-issue is to help protect member information while preventing fraud against member accounts," stated Risk Manager, Paige Akers. "We understand that it can be inconvenient to activate new cards and update merchant information, but that's much less inconvenient than dealing with identity theft." Affected members will be notified prior to receiving their new cards. More information about this data breach can be found at <https://brinker.mediaroom.com/ChilisDataIncident>

HAVE A GREAT NEW RIDE BUT A RAW DEAL? DRIVE YOUR BAD LOAN TO RGCU.

It's easy to catch "new car fever" during these hot summer months. Let's face it, sometimes you get a little too excited at the car lot and you suddenly have a car loan that does drive as smooth as that new ride. But there's good news. You're probably not stuck. Bring your lending paperwork and that sweet new ride over to Rio Grande Credit Union. Our lending professionals work with members on an individual basis to make sure your loan can fit your lifestyle. Many times, we can beat your existing rate, or work with you to get you into a loan that makes sense for you.

Plus, your new ride runs smoother when it's not pulling a big-bank loan behind it.



MEET ADRIANA!



Rio Grande has its first full-time Financial Coach. We're happy to introduce Adriana to the Rio Grande Credit Union team. Sometimes you might need some financial advice in a judgement-free setting. Sometimes you already know what you need to do with your personal finances, but you need someone to walk with you on that journey. Sometimes you might want to bounce an idea off a trusted partner. That's why Adriana is here.

With experience from Guadalupe Federal Credit Union in Santa Fe, Adriana has a strong background providing financial coaching to individual members and families. And, because she's bilingual, she can communicate and relate to our membership.

Look on both our website and Facebook page for information on upcoming financial seminars at a branch near you.

Skip Your Time On Hold

Have a quick question about your account but don't want to wait on hold to speak with one of our Member Service Representatives? Just send us a text to the same number you would use to call us: 505-262-1401. Once we verify your membership, we can answer most of your questions just as if you'd called. Pro Tip: This is especially helpful on "payroll Fridays."

"Since we've text enabled our main number, we've had between 500 and 800 text member conversations every month," stated Member Resource Center Manager, Josh Coletta. Give texting a try next time you have a question about your account.



Swing Time

The 6th Annual Rio Grande Credit Union Golf Classic takes place at Sandia Golf Club on September 20, 2018. This year, the tournament will have two local beneficiaries – Prosperity Works and Catholic Charities. You can register to play in, or sponsor the tournament, by going to riograndecu.org and clicking the golf banner. Or go directly to goo.gl/Qj8ALW.



Our team raised hosted and participated in a blood drive at the Cabezon branch.



RGCU had the best float and a blast in the South Valley Pride Parade.



RGCU employees bowled and supported Big Brothers Big Sisters of Central New Mexico.

BOARD OF DIRECTORS

Irene Serna, *Board Chair*
Cynthia Borrego, *First Vice Chair*
Dan Mayfield, *Second Vice Chair*
Lucy Sedillo, *Secretary/Treasury*
Dianne M. Brown, *Director*
Ron B. Maestas, *Director*
Mark Sanchez, *Director*

SUPERVISORY COMMITTEE

Lisa Wilson, *Chair*
Patricia French, *Member*
Susan Biernacki, *Member*

SENIOR MANAGEMENT

Mike Athens, *Interim President/CEO*
Roy Stange, *Chief Financial Officer*
Lily Currin, *VP Human Resources*
Patrick Rushenberg, *VP Lending*
Bill Daily, *VP Marketing and Member Experience*

 **locations and hours**

RIO BRAVO BRANCH

301 Rio Bravo Blvd. SE

SAN PEDRO BRANCH

1401 San Pedro NE

DOWNTOWN BRANCH

1211 4th Street NW

CABEZON BRANCH

1526 Unser Blvd. SE

WESTSIDE BRANCH

485 Coors Blvd. NW

LOMAS BRANCH

10001 Lomas Blvd. NE

Lobby Hours

Mon-Thurs 9:00 AM - 5:00 PM
Friday 9:00 AM - 5:30 PM
Saturday 9:00 AM - 1:00 PM

Drive-Thru Hours

Mon-Thurs 8:30 AM - 5:30 PM
Friday 8:30 AM - 6:00 PM
Saturday 9:00 AM - 1:00 PM

 **holiday closings**

All RGCU branches will be closed on the following holidays:

July 4 — Independence Day

September 3 — Labor Day

 **contact information**

Member Resource Center

Call or Text Us Today

505.262.1401 | 877.761.5136

Teller Phone

24-hour automated service
505.265.4926

riograndecu.org



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A MESSAGE FROM THE INTERIM PRESIDENT/CEO



Dear Members,

Thank you for coming to our Annual Meeting this past April. It was great to see many of you again and meet some of you for the first time. For those of you I didn't get to meet, let me introduce myself. I'm Interim President/CEO, Mike Athens.

I have a long history in both the credit union movement and broader financial services industry. Since 2010, I've served as the VP of Operations at Rio Grande Credit Union – a role that allowed me to oversee support services, credit relations, loan processing and information technology departments. Prior to coming to Rio, I was at the Credit Union Association of New Mexico serving as their VP of Association Services. I got to see firsthand the impact of the credit union movement across our state.

One of the many interesting things I get to do now as your Interim President/CEO is to oversee our strategic planning process. 2018 marks year 2 of a 3-year Board approved Strategic Plan. We will continue to work on our 4 strategic goals throughout this year and 2019. Our goals are to:

1. Improve the member experience,
2. Maintain a strong and healthy financial position,
3. Build a better community; and,
4. Improve internal processes.

Each year, we're getting better than the year before. I'm especially proud of our status on the "Top 200" credit union list for financial stability. It's our 4th year in a row. (This year, Rio was the only New Mexico credit union to make the list). But I'm even more proud of our third year in a row ranking on "Top Workplaces" as recognized by the *Albuquerque Journal*. This is a testament to our staff's dedication to our members, our community, and each other.

Last, I'd like to congratulate Mark Sanchez and Ron Maestas on returning as Board volunteers. I'd also like to thank our other returning Board and Supervisory committee volunteers. Their long dedication to the credit union movement keeps us focused on improving our members' financial lives.

Have a wonderful summer.

Sincerely,

Mike Athens,
Interim President/CEO