



**Tongass**  
Federal Credit Union

Not-for-profit

Owned by our Members  
since 1963

Your  
Community  
Credit Union

2000 Tongass Avenue  
Ketchikan AK 99901

Contact Center  
(907) 225-9063

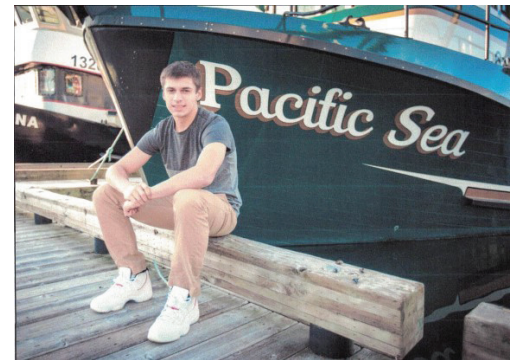
Monday-Friday 8:30am - 5:30pm  
Saturday 8:30am - 2:30pm

## COMMITTED TO COMMUNITY

While we live in a time of great uncertainty, TFCU continues to move forward caring for community. Our branches have remained open at some level during the pandemic and all are now completely reopened with heightened safety practices. We have worked to follow recommended guidance for maintaining a safe place for our members to transact business and for our employees to come to work. We continue to make improvements including the addition of safety shields in teller windows.

April was National Financial Literacy Month and with social distancing and coronavirus protocols in effect our normal celebrations were curtailed; however, through social media we shared printable activities for kids and several staff members took turns reading money smart books for kids and posted the videos on Facebook. We also delivered string backpacks and financial education materials to one of our local schools.

With schools closed and graduation as we have known it changed, we were especially excited to award our 2020 Jump Start My Life scholarship to Trevor Miller a 2020 Wrangell High School graduate. Trevor will be working on a business degree from Skagit Valley College and plans to return to his Alaska commercial fishing roots after college. We are very proud of Trevor and wish him the best on his future plans!



Trevor Miller,  
Jump Start My Life Scholarship Recipient

Now more than ever, community matters. As a member-owned cooperative, serving our community is who we are and who we have been for over 57 years. We are committed to our members and our communities, we will get through these challenging times together.

## HELLO HOONAH!

In our last newsletter we announced that we will be opening a new Community Microsite in Hoonah. At that time we expected our opening date to be April 7. With the outbreak of coronavirus, all plans were off and we had to reorganize for a later date. And we have one! We will be opening on June 23! We appreciate Hoonah Indian Association for sponsoring our site. We love our community partnerships!

## Now more than ever, Community Matters.

As a member-owned cooperative, serving our community is built into our foundation and has been our mission for 57 years. Now more than ever, we are committed to our members and our community to get through these challenging times, together.



QUICK  
LINKS

EMAIL | [info@tongassfcu.com](mailto:info@tongassfcu.com)

MEMBER SERVICE | (800) 960-8328

LOAN DEPARTMENT | (907) 228-6759

LOST/STOLEN DEBIT/ATM | (907) 228-6762

## 2020 BOARD OF DIRECTORS (ELECTED)

Justin Breese, Chair  
Mark Tollfeldt, Vice Chair  
Scott Edwards, Treasurer  
Mike Cruise, Secretary  
Rob Steward, Jennifer Etten,  
Nathan Fawcett

## SUPERVISORY COMMITTEE (APPOINTED)

Georgianna Zimmerle, Chair;  
Jeannette Rosier; Aaron Ostby;  
Teri Fiebel; and Jason Custer.

## LEADERSHIP TEAM

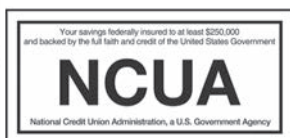
Helen Mickel, President/CEO  
Rachel Guyselman, VP Operations  
PJ Radcliff, Finance  
Shellee Atwood, AVP of Real Estate Lending  
Gracia O'Connell AVP of Consumer Lending  
Jason Button, Business Loans

## NEW WEBSITE

TFCU is launching a new website in August 2020!

## CLOSURES THIS QUARTER

Saturday, July 4<sup>th</sup>  
Independence Day



## WELCOME GRACIA O'CONNELL & JASON CUSTER!

We are pleased to welcome Gracia O'Connell as TFCU's new Assistant Vice President of Consumer Lending! Gracia comes to TFCU with over 20 years of industry experience and will serve on the TFCU Leadership Team. Gracia has Southeast Alaska roots and will be a great addition to our Southeast community credit union!

We would also like to welcome Jason Custer! He was appointed to the TFCU Supervisory Committee at the regular meeting of the TFCU Board of Directors in May 2020. Jason will be serving a three-year term.



## NEW AND IMPROVED! FOR YOU.

We have been working in the back office to bring you some new and improved services. We are excited to announce that our updated website will be coming in August! We are also working on streamlining our loan application process for faster answers and loan closings by end of August! We have also been working on new checking products – you will have choices that fit your lifestyle and needs. Expect to hear more later in the year. We are committed to improving the way we deliver services and ensuring that we are providing the services most valuable to you for a healthy financial life.



## FRESH START

If you are graduating this year and just starting to build your financial future, TFCU has a suite of products for you! We can help you build credit with our Credit Builder Loan and our Secured VISA card. We can also help you save money with our Savings Builder Certificate! Find out more from your local office, check out the products on our website, or call our contact center for more information. By the way - Fresh Start products are great for starting over too. Let us know how we may help!

### - MISSION -

Our mission is to provide innovative and valuable financial services and education, to enhance the lives of our member-owners, and serve the diverse and changing needs of our coastal communities.

### - VISION -

We promote thriving communities by financially empowering our member-owners.

[www.TongassFCU.com](http://www.TongassFCU.com)