



Tongass
Federal Credit Union

Not-for-profit

Owned by our Members
since 1963

New Microsite
Open & We Need
Your Feedback!

2000 Tongass Avenue
Ketchikan AK 99901

Ketchikan: (907) 225-9063
Metlakatla: (907) 228-8655
Thorne Bay: (907) 204-0145
Klawock: (907) 755-2800
Wrangell: (907) 874-2500

HYDABURG MICROSITE OPENING

On September 9, 2019 TFCU opened our Community Microsite in Hydaburg. We celebrated the grand opening with a barbeque serving hot dogs, chips, cookies, and water. The community welcomed TFCU and our services with warm smiles and stories about how the credit union has helped them in the past. Special thanks to one of our community partners, Hydaburg City School District who has provided an office space and location for an ATM!

TFCU is looking forward to opening more Community Microsites over the next five years. We are currently seeking an employee for a new microsite. In spring of next year TFCU will visit communities up the coast, where we will provide microsite packets and information on how we can partner with the community to open a new microsite in their town.

Microsites rely on community partnerships to provide services. TFCU seeks to find a shared rent free space to place the site. TFCU will purchase internet and equipment and offer two paid part-time positions to staff the site. This ensures the costs of microsites are kept low and sustainable.



MEMBER SURVEY

September is when TFCU sends out our annual member survey. 2018 was our first annual survey and we received excellent and helpful feedback. Your voice matters at a credit union! From the survey we received important feedback requesting improved phone services and from that our Contact Center was created. TFCU now has a full-time Contact Center that is staffed with one person, we are hiring the second position this fall.

In the survey, members communicated a desire to have improved digital services so that you can bank when, where, and how you want. TFCU is currently working on eSign and digital document capabilities in response to this member feedback. We are also going to improve our website, making it mobile responsive and easier to navigate.

The survey will be emailed to all members with an active email on September 23. Please provide a current email to the credit union through online banking or by visiting a branch to ensure you receive the survey and have your voice heard.

QUICK
LINKS

EMAIL | info@tongassfcu.com

MEMBER SERVICE | (800) 960-8328

LOAN DEPARTMENT | (907) 228-6759

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

2019 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;
Kim Singstad; Jeannette Rosier;
Felix Wong; and Aaron Ostby

LEADERSHIP TEAM

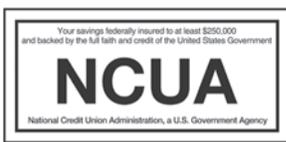
Helen Mickel, President/CEO
Rachel Guyselman, VP Operations
PJ Radcliff, Finance
Shellee Atwood, Loans
Jason Button, Business Loans

BRANCH MANAGERS:

Ketchikan: Grant EchoHawk
Metlakatla: Denise Hudson
Klawock: Shannon Cheney
Wrangell: Kemberly Green

CLOSURES THIS QUARTER

October 14th | TFCU Training Day
November 11th | Veterans Day
November 28th | Thanksgiving
December 25th | Christmas
January 1st | New Years Day



FALL IS FOR FLY

TFCU's FLY program is ready to roll in the schools again this year. We will start with our annual Financial Reality Fairs! It is our goal to offer a fair in each high school located in the communities we currently have a location; for Prince of Wales we traditionally seek to offer one large event located in Craig or Klawock and we invite all high school seniors on the island.

If you wish to volunteer for one of these fun and engaging Financial Reality Fairs, please email dwhite@tongassfcu.com for more information!



INSTANT ISSUE CREDIT CARDS

TFCU now offers instant issue credit cards! Going on a trip next week and lost your card, debit or credit? No problem! We can print you a card in our Ketchikan, Klawock, Metlakatla, or Wrangell sites. You can also apply for a credit card, be approved, and have a card printed, ready to use, in as little as 2 business days.

Did you know that the TFCU credit card does **not** have an annual fee and that it **does** have rewards? That's right! Earn rewards to purchase gifts or discounted airline travel and avoid paying an annual fee. Also, the TFCU credit card offers excellent rates! Our balance transfer rate is only 7.99% annual percentage yield. That means, if you love your airlines card but hate the rate, you can simply transfer your balance to your affordable TFCU credit card.

- 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