December 2024

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Christmas is one of my favorite times of the entire year. It is a time when we notice more good deeds, more caring from everyone, and an overall happier family spirit.

This time of year means so much to Gale Credit Union, a time for staff to spend extra time with their family—that is ultra important to us. If you notice some staff gone for a bit, here is why. We provide Staff, based on years of service, bonus time off around the holidays to be with their families. They have worked hard all year serving our Members, providing Amazing Member Service, and diligently helping us grow to be stronger for our Membership. Now we say thank you to them a bit.

Merry Christmas, Randy McElwee



# Fraud is on the rise, again.

Folks, we are seeing a dramatic increase in fraudulent checks and are concerned for the safety of your accounts and ours.

It used to be a cashiers check from a financial institution was good as gold, now they are the most commonly counterfeited checks around. But it does not stop there. We are now seeing Bill Payment checks, checks coming from a vendor, that are drawn on closed accounts. Payroll checks are next and we have seen a few of those too.

To make matters worse, Money Mules are in our area now, some with ties to a FBI investigation all the way in Texas. They are professionals at stealing your money and ours. The mules, working for the ring, make several larger deposits that clear fine; building up the confidence all are ok. Then a month or two later, they hit us with a couple large fraudulent deposits hoping we do not place holds on them. If not, they sweep the money out the next day.

So please, understand when we put a Hold on your deposited check, it is for your safety and the credit union as well. We are tightening up a bit for safety—we have no choice!



<u>Phone Rollovers</u>...it is not what you think, the phone does not flip, roll over, or turn...well, not exactly. Here we go...grab onto this concept.

We have re-designed our phone system so that if you call one office and they are swamped and cannot get to the phone, it will roll to another branch searching for someone who can help you. Remember, we are all one—we are Gale Credit Union and any branch can answer questions, perform transactions, etc. for any of our Members.

So, if you call our office in Galesburg, do not be surprised if our Pekin office answers. Yes, they can help you with everything too! Just ask, you might be surprised—and it beats leaving a voicemail when you need an answer right now.



Lookout Dancing with the Stars! The ruckus that may or may not have taken place at Backroads Saloon dance hall with the Revel in Red band surely livened up our Staff.

We recently held our Staff Appreciation party with an amazing taco bar and night of dancing in the Pekin/Bartonville area. I must say, we have some Staff with some "moves" on the dance floor. And, if any videos appear with a certain President/CEO dancing...that was not me. LOL.

#### Quick Clips...for your information.

## The most overlooked product at Gale Credit Union?

Our Fixed Rate VISA Credit Card! When all other credit cards are 20%+ interest rates, we continue to offer a FIXED Rate card as low as 8.90% APR. That is unheard of—and in a day when nearly everyone has a credit card, why would you pay more interest?

### Where are rates going?

Down. The Fed just dropped again this past month and more cuts seem to be on the horizon. Our rates are not directly tied to the Fed, but they inherently trail that direction by sheer business needs. It is just the way the finance world works.

### GAP Insurance for what?

About 2 years ago, when we saw used car prices skyrocket, we started providing GAP insurance to help our Members cover the difference between their loan amount and what an insurance company will pay if you are in a wreck.

This product has saved our Members thousands of dollars, yes thousands! The fact of it is, the insurance company payouts have not kept pace with the price of a car. That is where GAP comes in—See our Loan Team for more details, but if you have a car loan, you best have GAP.

#### What is that noise in Galesburg?

Long overdue, our Staff's 20 year old breakroom/kitchen is getting an overhaul this year for their Christmas present. Sorry for the noise/mess.

