



Tongass Federal Credit Union

Not-for-profit

Owned by our Members
since 1963

Member Appreciation and Exciting News!

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

LIVING OUR MISSION IN NEW COMMUNITIES

TFCU has some very exciting news to share. We **mean** very exciting! We applied for and received a Field of Membership (FOM) expansion from our Federal Regulator, the National Credit Union Administration (NCUA) in April! We know and love our coastal communities and now we can serve the entire Southeast Economic Region and the Gulf Coast Economic Regions of Alaska!

Tongass Federal Credit Union was established by teachers and government workers who weren't receiving fair service and we have been built and sustained by our coastal community members. We have been inspired by the bold men and women who recognized a financial need in Ketchikan and took action to bring TFCU to life in 1963. We are excited to carry on that tradition by seeking partnerships in new communities to provide fair, affordable, and convenient financial services. We will work to meet the needs of villages and towns in our new FOM by reaching out to small and remote communities to ensure they have financial services.

TFCU opened our first Community Microsite in 2006 in Thorne Bay, a community of roughly 500 people. Our first office was shared space with a local sporting goods store! Since that time, Thorne Bay has had an ATM, and in-branch and online services. We also continue to sponsor local financial education opportunities. We've recently partnered with the city and now have a shared space in the local municipal building. TFCU will continue to work with other small communities to bring these same services to those who are unserved or underserved.

As we grow, TFCU is committed to providing services to those who have not had the benefit of credit union membership where they live and work. We are teachers, we are fishers, we are contractors, and parents, we are students and retirees, we are TFCU and we are here to ensure our coastal communities receive fair, convenient, and safe financial services.

VISA® CREDIT CARD PROGRAM

TFCU offers VISA credit and debit cards. Our credit card project is complete. Current cardholders can access their cards in online banking to make payments, review purchases, and even make a cash advance transfer right into your account!

Did you know that our credit card program just got a new rewards program as well? Now you can use your rewards points for cash back and travel! Keep your eye out for more details in our branches, on-line, and on social media. We will give you all the details about how you can maximize your TFCU credit card benefits in the way that works best for you. Maybe you really like the travel benefits you get on your other credit card, but you don't like the high rates.... Well, TFCU offers a balance transfer rate of just **7.99% apr*** for business and consumer credit cards!

Our credit card program offers many perks. Contact us today to learn more.

*annual percentage rate, on approved credit, terms and conditions apply



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)

Kim Singstad, Chair; Georgianna Zimmerle; 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

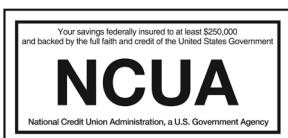
BRANCH MANAGERS:

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

CLOSURES THIS QUARTER

Independence Day
Thursday, July 4th

Labor Day
Monday, September 2nd



NEW LOCATION: THORNE BAY

The Thorne Bay microsite will now be located in the city building. We are excited about our new location and partnership with the community. Thank you Thorne Bay for your dedication to TFCU! We will have a new phone number as well, (907) 204-0145. You can still reach us in our contact center is at (907) 225-9003. **Be watching for dates for the Thorne Bay Grand Reopening in August!**

MEMBER SURVEY

TFCU's annual member survey will be sent out in September. Your responses are helpful as we go into strategic planning season in October. Last year there was a high demand for a contact center and in 2019, we opened our contact center! We truly appreciate your participation. We read each response and take them into consideration as we plan for the future of the credit union.

EXPANDING CONTACT CENTER HOURS

The Contact Center will now offer Saturday hours from 9 am to 3 pm.
Phone: (800) 960-8328
Email: info@tongassfcu.com
www.TongassFCU.com

NEW MOBILE APP

Introducing our TFCU Home Loans app, apply for your mortgage from anywhere! Available for Apple and Android users.

MEMBER APPRECIATION MONTH IS AUGUST!

That means our annual BBQ is coming up. We love the opportunity to share lunch with you and enjoy your company. **Look for in-branch flyers and Facebook events for the event in your community.**



- 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