



# happenings

The Quarterly Newsletter for Members  
Summer 2017

## 2017 KV Scholarship Winner



Congratulations and Best Wishes to **Corbin Dostie** of Cony High School on being awarded the KV Federal Credit Union Scholarship for \$1,000. KV would like to wish all of our graduates from the Class of 2017 much success in their future endeavors.

## Same-Day ACH Payments

### WHAT THIS CHANGE MEANS FOR YOU

When making a payment, have you gotten used to some lag-time between the transaction and the money clearing your account? This will be going away—for example, if you pay your cable bill by telephone in the morning, the funds could be cleared from your account before 5:00 P.M. the same day.

On September 15, 2017 the Federal Reserve will start processing same-day ACH (Automated Clearing House) payments. This is an option that allows funds to move more quickly than in the past, further modernizing current payment systems. Retailers can opt to convert the checks you write to ACH by using the same system that is used for bill payments. Payments you schedule via websites, telephone or mobile apps where you provide your account number could be affected by this change.

### Three Tips to be Prepared

- 1. Don't Assume Funds Will Clear the Day After Purchase.** Habits can be hard to break. Get in the habit now of planning for funds to clear at the time you check out.
- 2. Check Your Share Draft Balance.** Keeping a low balance can have a negative impact in the event a same-day ACH payment overdraws your account and incurs a fee. Even with overdraft protection, keeping your account balance at a level that supports your spending is the best way to keep your account in the green.
- 3. Ask Questions.** We are here to help! Leading up to and after this change occurs, watch your statements for additional announcements. And as always, please contact us by phone, email, or stop into our branch to ask any questions that you may have!



## KV Sponsors Augusta's 2nd Color Dash 5K

Earlier this month, KV sponsored the Color Dash 5K race in Augusta. It was the 2nd race of its kind in the Capitol City and was a resounding success. A special thanks to Tina Saban, Alison Lessard and their families for volunteering and to Bill Tozier who ran in the race. All represented us very well. The KV logo was prominently displayed on the back of everyone's race t-shirts and sports sack "goodie bags." KV sponsors these types of events because of our unwavering dedication to the communities in which we operate and the members which we serve.



## KV FCU Offers ATM Convenience with SURF



As our member, you know that there are some convenient benefits from low rates, free checking, and shared branching. Did you also know that you can use ATMs for free? All you need to do is SURF! It's easy and free! The SURF Network is a surcharge-free ATM network spanning across the state. From Caribou to York, you can find an ATM that won't charge you a fee to use. Simply look for the SURF Dude shown above.

## Get Your Home Ready for Vacation, Too!

It's important to prepare your home if you're going to be away for a week or more. Among the items to include on your checklist:

- Don't broadcast your plans. Not everyone on Facebook may truly be your "friend." And it's better to say in your answering machine or voicemail message, "We can't come to the phone right now" instead of "We're going to be away until August first."
- Buy timers for some of your interior lights and set them to go on and off at appropriate intervals so your house looks occupied. If you don't have an answering machine to pick up a ringing phone, turn off the ringer.
- Make arrangements for your mail and newspapers to be either stopped or collected by a house-sitter or trusted neighbor. Also, consider suspending any online subscriptions to prevent jamming your e-mailbox.
- If you'll be gone for a while, arrange to have the lawn mowed and the trash collected. You might even borrow a car to keep in the driveway.
- Disconnect computers from the Net. Shut off the main water supply. (Installing a bypass valve can allow an automatic sprinkler system to keep operating.) Some cautious homeowners also turn off the electricity or unplug appliances.
- When you're finally ready to lock up, make sure you haven't left a house key under the flowerpot, or the garage-door opener in an unlocked car in the driveway.



Precautions like these take only a few minutes. But they'll help make your home a little safer while you're gone—and your vacation a lot more relaxing.

## Keep Your Personal Information "Personal"



Please always remember that KV Federal Credit Union would never email, phone or text message you to ask you for your account number or other personal information. In today's world there are fraudsters who attempt to lure people to provide account number or card number information. This could be attempted by telephone, recorded message or text message indicating your card data has been lost or expiring. Often the message will prompt the recipient to enter the account number or card data information into the phone key pad. Don't be fooled, this is likely a malicious attempt to obtain your information. Keep your information personal and hang up!

## Inactive Accounts Policy

Please ensure that there are transactions on your accounts annually. Policy requires that when a deposit account has no activity for a year (based on calendar quarter), the account becomes inactive and is charged a \$5 quarterly fee. A call to the Credit Union acknowledging the account, a deposit of just a dollar or signing up for a direct deposit will activate the account. Please remember that it's NOT our goal to fee your account. It is our goal to ensure that your account is not termed "dormant" as described by Maine Law, for if the account remains inactive for three years, the account then becomes a "dormant account". The monies at that time (by law) have to be turned over to the state of Maine as unclaimed property. Call today if you have any questions or need assistance.



FEDERAL  
CREDIT UNION  
INVESTED IN YOU

### Main Office

316 West River Road  
Augusta, ME 04330  
207.623.5171  
1.877.286.1962  
fax 207.626.2853

### Oakland Branch Office

35 Oak Street  
Oakland, ME 04963  
207.465.4423  
fax 207.465.9456

### Waterville Branch Office

9 Quarry Road  
Waterville, ME 04901  
207.877.9474  
fax 207.877.6615

[www.kvfcu.org](http://www.kvfcu.org)

### Main Office Hours

Monday–Thursday  
Lobby 8:30 A.M. to 4:30 P.M.  
Drive-Up 8:00 A.M. to 4:30 P.M.

### Friday

Lobby 8:30 A.M. to 5:00 P.M.  
Drive-Up 8:00 A.M. to 5:30 P.M.

### Saturday

9:00 A.M. to Noon

### Oakland/Waterville Hours

Monday–Thursday  
Lobby 8:30 A.M. to 4:30 P.M.  
Drive-Up 8:00 A.M. to 4:30 P.M.

### Friday

Lobby 8:30 A.M. to 5:00 P.M.  
Drive-Up 8:00 A.M. to 5:30 P.M.

## Holiday Closings

### Independence Day

Tuesday, July 4

### Labor Day

Monday, September 4

### Columbus Day

Monday, October 9



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