

HOTLINE

A publication for the Members of MidWest America Federal Credit Union

**MidWest
AMERICA**
FEDERAL CREDIT UNION®



Greg Mohr
Retired March 2023

CEO Retires After 18 Years

Greg Mohr started at MidWest America Federal Credit Union in 2004 as the Vice President of Commercial, Agricultural, and Mortgage Lending. He later was promoted to President/CEO. He has served in that capacity for the past 14 years until his retirement in March 2023.

His leadership helped the Credit Union remain financially strong during the recession of 2008 and continue its asset growth in the following years. Greg helped MidWest America expand its footprint into

3 additional counties in Indiana and open a new facility in the expanding Southwest side of Fort Wayne.

On behalf of the employees, volunteers, and members of the Credit Union, we would like to thank Greg for his dedicated service and diligence in everything that he's done for MidWest America! We wish him the very best as he enters the next phase of his life.

David Shadburne Named New President/ CEO

The Board of Directors are very excited to announce the selection of David Shadburne as the Credit Union's new President/CEO.

David brings with him 35 years of experience in the financial services industry. He previously served as the President/CEO of Winchester Federal Bank before joining Park Community Credit Union, headquartered in Louisville, KY, as its Executive Vice President and Chief Strategy Officer.

He has been very involved in his community, having served on multiple boards and participated in various local community activities in the Louisville area. David is a Licensed Attorney and a Certified Public Accountant, in addition to several other accreditations.

David and his wife Cindy have been married nearly 34 years. He has 6 children, including 3 adopted daughters, and 2 grandchildren.

David is a strategic, people-focused, and compassionate leader and we are fortunate to have him as part of the MidWest America team. Keep your eyes open for a new blog from David coming in the near future!



David Shadburne
President/CEO

86th Annual Meeting

The 86th Annual Meeting was held on March 4th in Fort Wayne. Greg Mohr, former President/CEO, reviewed the financial reports and positive financial position of the Credit Union. MidWest America's new President/CEO, David Shadburne, was introduced and addressed the membership.



MidWest Gives Back

In early March, a group of employees volunteered at SCAN's Annual Brown Bag Lunch. They helped pack orders and brought them to the delivery vehicles for distribution. SCAN sold over 2,500 lunches which helped support their **mission of strengthening families and helping children. We're excited to see what the rest of the year brings!**



What is VPP?

Vehicle Protection Plan, also known as Auto Essentials, is a package that protects you from normal driving incidents and out-of-pocket expenses that aren't typically covered by insurance policies, manufacturer's warranties, or extended warranties.

Essential Coverage:

- **Paintless Dent Repair** - Permanently removes door dings and minor dents without harming a vehicle's factory finish.
- **Windshield Repair** - Repairs chips and cracks caused by propelled rocks or road hazard debris while driving on public roads, streets, and highways.
- **Key or Remote Replacement** - Replacement of lost, stolen, or destroyed keys or remotes.
- **Tire & Wheel Road Hazard Protection** - Repair or replacement of punctured, cut, or flat tires and damaged wheels/rims due to road hazards or pot holes. Includes cosmetic repair of wheel.

24-hour emergency roadside assistance is also available. Consumer protection services include: towing, emergency road service, essential fluids delivery, flat tire assistance, emergency battery service, and lockout services. Don't drive without the coverage you deserve!

Holiday Closings

All branches of MidWest America will be closed in observance of:

Memorial Day on Monday, May 29th

Juneteenth on Monday, June 19th

Independence Day on Tuesday, July 4th

Access to your accounts is available 24 hours a day with Phone & Digital Banking as well as most ATMs.

Mortgage Servicing Inquiries, Error Resolution Requests and/or Disputes

If you believe an error has been made on your mortgage loan or have questions pertaining to the servicing of your account, please send us a written statement addressing your inquiry or the error in question. If you are writing about an error, please include documentation to support why you believe we have made an error on your account. Your letter must be signed and contain your full name, property address, loan number, and current contact information so we may follow up with you. Please forward letters and supporting documentation to the address below:

**MidWest America Federal Credit Union
Attn: Mortgage Servicing Dept
1220 Medical Park Drive, Bldg 2
Fort Wayne, IN 46825-5826**

Non-dispute inquiries can also be addressed by contacting the Mortgage Servicing Department at (800) 348-4738 ext. 3500.

Negative Information Notice

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults of your account may be reflected in your credit report.

TAKE ACTION

INTRODUCING THE NEW

ULTIMATE ID⁺
Powered By IdentityForce, a TransUnion Brand

MORE PROTECTION FOR A
MORE DANGEROUS WORLD.

Ultimate ID⁺ Plus

On March 1st, our Identity Theft Coverage product was upgraded from Ultimate ID⁺ to Ultimate ID⁺ Plus at no additional cost to our members. All of the existing protection services PLUS the following upgrades are included in the new plan:

- \$1 Million Insurance Coverage
- Driver's License Monitoring
- Social Security Monitoring
- Medical and Health Benefits Monitoring
- Credit Score Simulator
- BreachIQ™
- And much more

With scams, fraud, hacks and identity theft becoming a bigger concern than ever, you need a product that will protect you. Ultimate ID⁺ Plus provides an early warning system rapidly notifying you when your personal information is at risk. Once you have activated your coverage, alerts are sent to your smart phone, tablet, or desktop computer, so you have the power to act before damage is done.

If you already had Ultimate ID⁺, you should have received an email from Ultimate ID⁺ Plus to activate the upgraded product. If you don't have Ultimate ID⁺ Plus or haven't reactivated yet, contact us today at 800-348-4738 to get set up. All of this protection is only \$5 per month!

Are you planning a move?

Please remember to notify the Credit Union of your new address. An account with an incorrect address will be assessed a monthly fee until proper notification is received. Stop by your local branch to update your records or submit the change in writing with a proper account signature to the Credit Union. Don't forget to update any youth accounts or accounts you are joint on while you are in.

