

# HOTLINE

A publication for the Members of MidWest America Federal Credit Union

**MIDWEST  
AMERICA**  
FEDERAL CREDIT UNION®



## NEW Digital Banking - Coming Soon!

We have exciting news to share! Our team has been working hard on an UPGRADED digital banking product that will be available to you very soon. The simplified navigation will be a seamless, consistent, and exceptional experience across all devices. Several new features and functionality will be available. Here are a few we're especially excited about:

- **New home screen functions** – customize your account view, nickname accounts inside digital banking for quick access.
- **Link accounts** – budget and manage your finances by aggregating all your accounts across multiple financial institutions so you can see balances and transactions all in one place, on any device.
- **CardSwap** – a new way to manage debit card payments for subscriptions and other bills such as streaming services, eCommerce merchants and more.
- **Financial Management Tools** – your debts, net worth, cash flow, spending trends and budget are available with a click to help you with your finances.
- **Expanded transfer options, Apple Watch capability, and more!**



### Steps you need to take to prepare for this new experience.

- **Update Your Contact information** – ensure the accuracy of your email address and phone numbers in our system on all of your accounts. Incorrect contact information will delay your transition to the new digital banking. To verify what information the Credit Union has on file:
  - » Stop by your local branch; or
  - » Log in to our current digital banking and select “Settings” and then “Contact Information” in the menu. If your email address or phone number need updated, send us a secure message within digital banking.
- **Ensure your Internet Browser is up to date.** Our new digital banking system will *not work on Internet Explorer*. We recommend downloading one of the other popular browsers: Google Chrome, Firefox, or Microsoft Edge. If you have questions or troubles with this, give us a call and we can help.

Get excited now about this new service and follow the steps above to get ready! Look for more information in the coming weeks on this new product and the exact date it will be available to you.

## MidWest Gives Back

Our Community Involvement Volunteers had many opportunities to use their volunteer time the past couple of months. On April 24th, we attended Weisser Park's family math night and had a great time showing over 50 young kids the basics of money. A MidWest team volunteered to help at the YWCA Race Against Racism on April 29th. On May 24th, we were at Community Harvest Food Bank stocking shelves. We also had Versiti Blood Center of Indiana come to our corporate office on June 6th to set up a blood drive for our employees where we saved 54 lives!



## Leadership Team Promotions

We are happy to announce some very important promotions that happened this last quarter.

**Shad Edwards** is responsible for managing and directing all aspects of the consumer, commercial, mortgage, and credit solutions lending divisions of the Credit Union and serves as Chief Lending Officer. He graduated from Eastern Michigan University with a Bachelor's in finance. He has worked for MidWest America since 2008 and came to us with 10 years of prior commercial lending experience.



**Shad Edwards**  
Chief Lending Officer

**Michelle Schlotterback** is a graduate of Indiana-Purdue University with a degree in business management. She has worked in sales/finance/management for over 30 years and is a mortgage specialist. She is also a Junior Achievement board member. She will manage and oversee the day to day operations of the Angola Branch and provide coaching to her team.



**Michelle Schlotterback**  
Angola Branch Manager

**Becky Swing** has been named Chief Operations Officer. She is a graduate of Purdue University with a Bachelor's in organizational leadership and supervision. She began her MidWest America career in 1990 as a teller at the corporate headquarters and has been promoted to various management positions throughout this time. In this role, Becky will lead various teams as they provide solutions for our members financial success. She will also ensure the delivery of the Credit Union's service culture through the branch, community education, events, and member relations.



**Becky Swing**  
Chief Operations Officer

## Billing Error Notice for Open-End Loans and Credit Cards

*This notice contains important information about your rights and MidWest America's responsibilities under the Fair Credit Billing Act.*

### Notify MidWest America in Case of Errors or Questions About Your Statement

If you think your statement is wrong, or if you need more information about a transaction shown on it, you should write to MidWest America Federal Credit Union at the address listed on your statement, as soon as possible. We must hear from you no later than 60 days after we send you the first statement on which the error or problem appeared. You may telephone us, but doing so will not preserve your rights. In your letter, you will need to provide the following information:

1. Your name and account number.
2. The dollar amount of the suspected error.
3. A description of the error and an explanation, if you can, why you believe there is an error. If you need more information, you need to describe the item that you are not sure about.

### Your Rights and Your Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the statement was correct.

After we receive your letter, we cannot try to collect any amount you question or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your statement that are not in question.

If we find that we made a mistake on your statement, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your statement. And, we must tell you the name of anyone who we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is. If we don't follow these rules, we cannot collect the first \$50 of the questioned amount, even if your statement was correct.

## ATTENTION TRADITIONAL IRA OWNERS RECEIVING RMD DISTRIBUTIONS

Payments from your IRA are subject to federal income tax withholding unless you elect not to withhold. You may change your withholding election at any time prior to the receipt of your payment. To change your withholding election, please stop into a branch and complete the Traditional IRA Periodic Payment Change.

## ATTENTION TRADITIONAL IRA MEMBERS TURNING AGE 73 IN 2023

You were mailed a Traditional IRA form in February 2023 requesting information on how you would like to take your Required Minimum Distribution for this year. Please complete the form and return it to the Credit Union. If you have any questions pertaining to the form, please contact the Accounting Department at 260-482-3334 ext 3253.

## Holiday Closings

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

**Independence Day on Tuesday, July 4th**

**Labor Day on Monday, September 4th**

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