

# New Century Federal Credit Union

Volume 15 Issue 1

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

January 1, 2021

## A Message From the CEO

From all of us at New Century FCU, Happy New Year to you and your families! As each new year approaches,

I like to look back on the challenges we faced during the past year and what we as a Credit Union can do for our members to overcome those challenges and to help you succeed financially.

2020 brought to us a year that nobody could have predicted. Due to COVID-19 and the restrictions placed on businesses and consumers, we had to come up with different ways to operate than normal. Lobbies were closed temporarily, staff rotated or worked remotely, increased cleaning and other protective measures were put in place to keep everyone safe and healthy. Loan closings and account openings were now being done at the drive-up to keep members safe. Members inquired about digital services such as paying bills online or depositing a check without coming to a branch. We looked for opportunities to overcome these challenges.

It is with great excitement that we announce that we have big plans for 2021 to continue to meet the needs of our members and make your everyday banking easier and more convenient. During the first quarter of 2021, members will see a new user-friendly website with a more modernized look.

While a new website is going to be fantastic for members, we are not stopping there. We conducted a survey in 2020 to determine our members' electronic services needs. We listened to the survey results, combined with member inquiries and with the approval from the Board of Directors, we will be offering the following services: Bill Payment, Remote Deposit, Zelle®, Credit Sense, Account to Account Transfer, and an upgraded Online Banking System with a Mobile App. Our projected timeline to begin rolling out these services is mid to late summer. Please keep an eye out for more information to come on the above services. If you have general questions on any of above services, please feel free to call us.

On behalf of everyone at New Century FCU, Thank You for sticking with us through these difficult times and allowing us to be the ones that you could count on to help meet your financial needs. We appreciate your loyalty and look forward to serving you even better in 2021.

*Mark Eissens*  
Mark Eissens, CEO

## Annual Meeting

The 85th Annual Meeting for New Century FCU will be held on **March 18, 2021 at 6:00 pm**. The annual meeting and election of board of directors will be held virtually to maintain social distancing and keep everyone safe per CDC guidelines. Please call the Credit Union for more details and to register to attend virtually.



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## Locations and Hours

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291 Springfield Ave. (Lobby)  
Joliet, IL  
**(815) 741-1847**

1910 Ferro Drive (Lobby)  
New Lenox, IL  
**(815) 726-3440**

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### Temporary Hours during COVID-19

#### Lobby

**By appointment only  
starting July 13th**

#### Drive-up Hours

Mon. - Fri. 9:00 am - 5:00 pm  
Saturday 9:00 am - Noon

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### Drive-up Facilities

291 Springfield Ave.  
Joliet, IL

1910 Ferro Drive  
New Lenox, IL

### Touch Tone Teller

Available 24 Hours  
**(888) 488-8636**

### Website

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

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## Loan Rates

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Are you looking for a new car? Need a loan for a vacation? Look no further. **New Century FCU has auto loan rates as low as 1.99% APR and our signature loan rates are at 9.90% APR.** Hurry in to take advantage of these competitive rates while they last. Visit [www.newcenturyfcu.org](http://www.newcenturyfcu.org) to apply or come in and grab an application through the drive through and apply today!

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## Refer a Member

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Do you know anyone, such as a family member, co-worker or friend who could benefit from having a New Century FCU account? If so, now is the perfect time to share the benefits of New Century FCU membership with them. During the first quarter, any current member who refers a qualified individual\* that is not a current member to New Century will be entered into a drawing for a prize. The referred member will also be entered into a drawing.

To be entered in the drawing, the new member must mention who they were referred by at the time of account opening. Offer subject to change. Additional Restrictions may apply. To qualify for the referral program, all entrants must be at least 18 years of age and a member in good standing with New Century Federal Credit Union.

\*Qualified individual means that the new member must either live or work in our field of membership, or work for one of our payroll groups that we partner with. A qualified member can also be an immediate family member of a current member as well.

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## Holidays

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New Century FCU offices will be closed in observance of the following holidays during the 1st quarter of 2021:

**January 18th – Martin Luther King, Jr. Day**  
**February 15th – Presidents' Day**