



For Members of Robins Financial Credit Union

July 2021 News & Notes

Holiday Closings

- Labor Day
Monday, September 6
- Columbus Day
Monday, October 11
- Veterans Day
Thursday, November 11
- Thanksgiving Day
Thursday, November 25
- Christmas Eve
Friday, December 24
- Christmas Day
Saturday, December 25
- New Year's Eve
Friday, December 31 (Closing at 1:00 p.m.)
- New Year's Day
Saturday, January 1

Scorecard Update

As of 5/31/21
Membership: 235,163
Assets: \$3,721,422,440

A Message from the President & CEO



As I reflect back on my first year serving as President and CEO of Robins Financial Credit Union, I am proud of our continued progress and our wonderful team who go above and beyond to better serve you. I can't thank you enough for your continued flexibility and adaptability to the way you have been doing business with us this past year. We are very happy to be resuming normal operations as much as possible.

This year we continue to focus on enhancing our member experience and making our products and services as easy, efficient, and safe as possible. Some of the recent enhancements we have made include the addition of our new online mortgage and consumer loan applications. These features create an online process that is easier with quicker turnarounds times. We introduced a number of new self-service options this year, such as placing a stop-payment on checks and applying for a credit card balance transfer. We continue to add enhanced security measures, such as the ability for members to change their own Digital Banking Login ID and password to ensure their accounts remain secure. We also rolled out a new appointment request tool on our website that has streamlined the appointment process.

As your trusted financial partner, we are committed to helping you grow and achieve your financial goals. We welcomed more than 29,000 new members in 2020 and over 15,000 so far in 2021.

We are proud to give back to our community and partner with organizations that help provide invaluable assistance to those in need. So far this year, we've donated over \$110,000 to local schools and non-profit organizations. We continued our annual Community Project and donated \$200,000 to 16 local organizations. Additionally, we awarded \$42,000 in scholarships to local students. Overall, we have given back more than \$350,000 to our community this year.

2021 is shaping up to be another successful year for your credit union. I want to thank you for your continued support. We look forward to continuing to serve you as your trusted financial partner. In everything we do, we strive to honor our mission of being Member Focused, Financial Partners, Community Proud.

Christina O'Brien

**BETTER
BANKING
IS WHAT
WE DO BEST**

Member
Focused
Financial
Partners
Community
Proud

Congratulations to our 2021 Scholarship Recipients

We are dedicated to investing in the future of our young members, and take enormous pride in assisting students with our annual scholarship. This is the 24th year that we have presented this scholarship to graduating high school seniors. Please join us in congratulating the 20 deserving students who received the \$2,000 scholarship:

- Afton Ruffin, Northside High School
- Alexis Wiggins, Emanuel County Institute
- Brooke Corlee, Westfield School
- Brooke Sanders, Georgia Cyber Academy
- Camille Thomas, Clarke Central High School
- Claudia Kemp, West Laurens High School
- Elizabeth Hobbs, Veterans High School
- Emma Brown, Mount de Sales Academy
- Emma Ringe, Houston County High School
- Farinaz Zahiri, Warner Robins High School
- Glenn Bolden, Dublin High School
- Hannah Williams, Telfair County High School
- Hunter Grout, North Oconee High School
- James Gibbs, Mary Persons High School
- Jordan Lowe, Westside High School
- Joshua Slaton, Peach County High School
- Maximus Genio, Perry High School
- Shykemmia Chambers, Bleckley County High School
- Tatyana Gordan, Central High School
- Thomas Burkhalter, Academy for Classical Education

Stay Connected

You can keep in touch with us throughout the year by following us on our social media pages. We regularly share upcoming events within our community, as well as credit union events and important updates. You will also find valuable financial education content including blog articles, videos, and other useful information. Our content covers topics including auto loans, mortgage loans, credit cards, security tips, digital banking information, and more. Follow us and learn about a variety of financial topics, and share our content with your family and friends!

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Contact Us:

Telephone: 478-923-3773 or 800-241-2405
Online: www.robinsfcu.org

Hours and Locations Listed Online

Protect Your Digital Banking Account

As your trusted financial partner, we are committed to keeping you safe and protected from fraud at all times, especially while using Digital Banking. Your security is a top priority for us, and our protections go even farther when we have your help. One of the most important steps you can take to protect your Digital Banking account is using complex and unique login credentials. Your login credentials include the username, or login ID, and password you use to access Digital Banking.

Your login ID and password are the gateway that protect your Digital Banking account from unauthorized access. As your first line of defense against fraud, it's imperative to use a secure login ID and password. The login credentials you use for Digital Banking should always be unique and different from the usernames and passwords you use for other sites. To meet security requirements, your login credentials should include a complex mix of upper and lower case letters, numbers, and special characters.

In addition to creating a secure login ID and password for Digital Banking that you don't use anywhere else, it's also important to update these credentials on a regular basis to ensure they remain secure. Security experts recommend updating your credentials every 30-90 days. While this may seem inconvenient, regularly changing your login ID and password helps limit your exposure to online attacks as a result of data breaches and leaked credentials.

You can update your login ID and password any time in Digital Banking. Step-by-step instructions for updating your credentials can be found in our Digital Banking User Guide. Also included in the guide are specifications for your login ID and password to ensure they meet current security requirements. You can access the Digital Banking User Guide online and within the Digital Banking app.

As fraud continues to rise and technology continues to change, you can do your part to protect yourself and your credit union from unnecessary risk. Let's work together to keep your accounts and information safe from fraud. For more security tips to help you protect your accounts from fraud, visit our blog at robinsfcu.org/knowledge-center.



Services and rates described herein are periodically changed and/or deleted. Robins Financial Credit Union's participation with any enterprise is only an attempt to provide a service to its members and has no responsibility for transactions between said enterprise and members. We are an Equal Housing Opportunity Lender; Federally insured by NCUA. All loans are quoted as Annual Percentage Rates and all deposits are quoted as Annual Percentage Yields. Rates are variable and subject to change based on the Prime Rate. Terms and conditions apply; visit www.robinsfcu.org. Contact Robins Financial Credit Union for membership details.