



## *Dear Members:*

The 89<sup>th</sup> Annual Meeting of Accentra Credit Union was held on April 2<sup>nd</sup> at the Mower County Senior Center. There were approximately 100 members and guests in attendance to celebrate another successful year for your Credit Union. Highlights from 2018 were reviewed and the outlook for 2019 was presented by the Board Chair and members of the management team.

During 2018 Accentra grew total assets by almost \$5 million, total loans by almost \$7 million and grew net income by 52%. The credit union was also successful in managing expenses as demonstrated by reducing our expenses as a percentage of average assets from 3.84 to 3.68. Our Board Chair, Gordy Kuehne, chaired the meeting and thanked the Volunteers for the many hours given in service of the Credit Union. The Board and Supervisory Committee are entrusted with the oversight of the operations as well as providing the vision to help position and direct the Credit Union forward as a growing and high-performing financial institution.

Reports given by Chair Gordy Kuehne and CEO Paul Knorr also detailed initiatives that are underway for 2019. A strategic planning session was held in late 2018 to identify opportunities for growth in the coming years. Three overarching key strategies were identified: Growth and Expansion, Enhance Employee Knowledge, and Improve the Quality of Service with emphasis on reaching millennials. As our membership has grown, we have more and more members from outside the communities of Austin and Albert Lea. To better serve our expanding membership, we are exploring the possibility of expanding our footprint in southeastern Minnesota. As we grow it becomes more vital that we train the staff to provide the same level of service whether in person in one of our offices or over the phone. Additionally, we continue to enhance our electronic services such as online banking and mobile banking. All this is being done to provide the best banking experience for our members.

***'The loftier the building, the deeper must the foundation be laid.'*** This quote by Thomas Kempis helps us reflect on the many contributions by those who came before us, while looking forward to new opportunities. For over 88 years the Staff and Volunteers of Accentra have worked hard and sacrificed to grow the Credit Union we see today, to provide our foundation. It is their shoulders we stand upon to see great potential in the future. I would like to thank those who came before and contributed so much to Accentra. I would also like to thank our current employees and Board & Supervisory Committee members whose continued efforts enable us to grow, improve and provide exceptional service to our members.

- Paul Knorr



## Take your rate in a new direction

with an auto loan from Accentra

Whether you're purchasing your first car or upgrading to a bigger vehicle to fit your growing family, Accentra has a loan that will work for you.

Click here to learn more or stop by to see us today!



### 89<sup>th</sup> Annual Meeting Held

On April 2<sup>nd</sup> your Credit Union held its 89<sup>th</sup> Annual Meeting at the Mower County Senior Center with approximately 100 members and guests attending.

There was an uncontested election for the two open board positions; Matt Cizik and Darrell Ingvaldson will serve three-year terms on your Board of Directors. Sheri Dankert was appointed to serve a three-year term on your Supervisory Committee.

Immediately following the Annual Meeting, the Board of Directors met and elected Gordy Kuehne Chairman, Marisa Nagele Vice Chairman, and Lucia Luna Secretary.



## April is Financial Literacy Month

Celebrate by learning with Banzai Direct

Accentra is excited to offer Banzai Direct to all of our members for **free!** The interactive online courses teach essential principles for informed money management such as saving, spending, budgeting, and creating good credit. With three content levels to choose from there's an option for everyone in your family.

[Click here to start learning more about good financial habits!](#)

# Banzai!



## IMPORTANT NOTICE

Effective May 15, 2019 our overdraft fees will increase to \$35.00 per item and stop payment fees will be \$20 per item. We will also be discontinuing the Accent and Basic "Courtesy Pay" program on May 15, 2019. Overdrafts will be paid or returned at our discretion.

**Making Plans For Retirement?  
I can help.**



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Jay Braaten, Representative, Accentra Investment Services, and SecuritiesAmerica are separate entities.  
Not FDIC insured. Not a Deposit. Not Insured By Any Federal Government Agency  
No Bank or Credit Union Guarantee. May Lose Value.

### **Children's Miracle Network Fundraising Cookouts**



Your Credit Union participates in a nationwide campaign called Credit Unions for Kids that helps Children's Miracle Network Hospitals. Money raised is used to fund research and programs to treat children with many medical challenges.

Join us for Spamburgers® and hot dogs on June 27<sup>th</sup> and 28<sup>th</sup>. Schwan's ice cream bars will also be available. We will hold a second fundraiser cookout in August. Plan to attend and support our fundraising efforts to help kids treated at Gillette Children's Specialty Healthcare.

## **Holiday Closings**

Memorial Day - Monday, May 27<sup>th</sup>

Independence Day - Thursday, July 4<sup>th</sup>

# Address Change Request

Date of Change: \_\_\_\_\_

Account Number: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

New Address: \_\_\_\_\_

\_\_\_\_\_

Email Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

*We cannot accept copies of this form that are sent online or faxed. We can only accept original, signed Change of Address forms.*

# Accentra Credit Union

## Austin

400 4th Avenue NE, PO Box 657  
Austin, MN 55912

(507) 433-1829 or (800) 533-0448  
Fax: (507) 434-3300

## Albert Lea

1619 Blake Avenue  
Albert Lea, MN 56007

(507) 373-6500  
Fax: (507) 373-6555

## Lobby Hours

Monday - Friday: 8:30am to 5:00pm

## Drive Up

Monday - Friday: 7:30am to 5:30pm  
Saturday: 8:00am to 12:00pm

## Lobby Hours

Monday - Friday: 8:00am to 5:00pm

## Drive Up

Monday - Friday: 8:00am to 5:00pm  
Saturday: 8:00am to 12:00pm

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## ATM Locations

Accentra CU Austin  
400 4th Ave NE

Accentra CU Albert Lea  
1619 Blake Ave

Hormel Corporate  
Office North

Austin Hormel  
Plant

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## Call-24

(507) 434-3310 or  
(888) 564-7207

## Email

ask@accentracu.org

## VISA

Account information or  
24-hour emergency  
number for lost or stolen  
cards: 888-776-8615



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**LENDER**

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