

## Ideal CU and Enterprise Car Sales Help Members Find their Next Vehicle



### car sales



idealcu.com

Ideal is excited to announce a partnership with Enterprise Car Sales to assist our members with finding and purchasing a used vehicle.

For more than 40 years, Enterprise Car Sales has partnered with over 1,000 credit unions nationwide to help members buy, sell and trade vehicles with confidence. It starts with their commitment to providing exceptional customer service and a simple, transparent buying experience. Whether choosing to start a purchase online or by visiting one of their 155+ U.S. dealerships, members will find a selection of quality used cars, trucks, vans and SUVs and Sales Consultants ready to help.

As a partner of Enterprise Car Sales, we want to invite you to preview their selection of cars, trucks, vans and SUVs online or at one of their locations:

- **Spring Lake Park** 7800 Highway 65 NE
- **Burnsville** 12445 River Ridge Blvd
- **Lake Elmo** 173 Jade Trail N



Living Luke's Ideal Life: First Car Purchase!

"Enterprise made the process very easy, asking questions about my car usage and budget so that they could help me with the best options for a car purchase. I never felt pressured. The process with Ideal CU and Enterprise was smooth and efficient." --Luke B.

Used vehicles were previously part of the Enterprise rental fleet and/or an affiliated company's lease fleet or purchased by Enterprise from sources including auto auctions, customer trade-ins or from other sources, with a possible previous use including rental, lease, transportation network company or other use.

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### Just for Ideal CU Members: Product Specials!

To learn about current promotions, visit our website: [idealcu.com/enterprise](http://idealcu.com/enterprise)



Brian Sherrick, President

Dear Members,

Ideal Credit Union is now the oldest credit union in Minnesota. Since 1926, when we began as St. Paul Postal Employees Credit Union, we've been focused on the financial well-being of our members. My role is to continually tend to the strong roots of our credit union while fostering the change we need to serve members now so they can thrive for decades to come.

I always say, "We're not the biggest, but we strive to always be the best credit union in Minnesota."

I'm proud of how strong Ideal Credit Union is today and the many ways we continue to grow and serve, leading with the people helping people tradition.

#### Revvng Up Good Deals

Finding the right car at the right price is just one way to Live the Ideal Life. We're excited to share the news that Ideal Credit Union has partnered with Enterprise Car Sales. Enterprise partners with credit unions nationwide to buy, sell and trade vehicles. Now you can leverage the advantage of your credit union membership with this connection to local cars for sale.

## Ideal Credit Union Continues to Focus on the Financial Well-Being of Our Members and Help Them Live Their Ideal Life

#### Ideal Annual Meeting

Please join in the virtual Ideal Credit Union Annual Meeting. We will report our financial results for 2023 and share the highlights of all we accomplished together. The Annual Meeting will be held on April 25th. Look for all the details on page 4 of this newsletter.

#### IDA Makes it Easy

If you have a question about your account or a service at Ideal Credit Union, IDA makes finding that answer quick and easy. IDA is our customer service and member engagement assistant powered by AI. IDA stands for Ideal Digital Assistant. I'm impressed with how IDA efficiently handles everyday questions from our members. Look for more details about IDA on page 3.

#### People Helping People

Every day I'm proud of the way Ideal Credit Union members and employees demonstrate the people helping people values we share. In this issue of the newsletter, you'll see how we're committed to making a difference to those in need in the community and our steadfast support for brain cancer research and the survivor community.

## Ideal CU and RenoFi Provide Members an Option to Get the Most Money and Lowest Payment for Their Home Renovations

#### No draws. No inspections!

Once approved, homeowners receive 100% of cash up front.

- Choose between HELOC and Fixed Rate Home Equity Loan Options
- Borrow up to 90% of the after renovation value
- Terms up to 25 years\*
- Keep existing mortgage without refinancing
- No repayment penalty

Visit [idealcu.com/renofi](https://idealcu.com/renofi) to learn more!



\* Fixed Home Equity Loan terms up to 15 years, Home Equity Line of Credit terms up to 25 years (10-year draw and up to 15-year repayment period).

# PRODUCT & SERVICE UPDATES

## IDA Offers the Quickest, Most Efficient Way To Get Answers From Us Over the Phone and Online

IDA - Ideal's Digital Assistant - can assist with answering general inquiries, providing account information and guiding you through common transactions. IDA is also available to extend support round-the-clock for those who reach out after our regular hours, providing a quick response for simple inquiries.

This advanced system uses cutting-edge technology to understand and respond to your queries promptly. If you have a question about how to do something, you can just type it—similar to using a ChatGPT prompt. Instead of sending you to a document to read, IDA will provide you with an answer on what to do and the quick steps to accomplish your goals within the credit union or provide you with a link to information on our website. With IDA, it's easy to get the answers you need.

### Benefits of Using IDA

IDA is available to help members by phone or via chat, 24 hours a day.

- **24/7 Availability:** IDA is available to help members by phone or via chat, 24 hours a day, providing you with assistance whenever you need it.
- **Quick Responses:** Enjoy faster response times and instant access to frequently asked questions.
- **Financial Management:** IDA can help to manage your finances, including checking your account balance, accessing transaction history and facilitating fund transfers.

- **Answer Questions:** IDA is here to help you with questions about Ideal CU rates, products and services. Plus, she can help in finding information about our hours, locations, ATMs and more!

- **Efficient Problem Resolution:** IDA is designed to efficiently handle routine tasks, allowing our human team to focus on more complex issues that may require personalized attention.

Our contact center remains at your service during our regular business hours. While IDA is a valuable resource, we understand that some queries may require a human touch. If at any point during business hours, you prefer to speak with one of our dedicated team members, you can easily request to be transferred to a live agent.

### Coming Soon!

IDA will also be able to provide balance information, make a loan payment and transfer funds between accounts within the Chat Bubble very soon. Watch for updates!

### Thank You for Your Valuable Feedback

We want you to know that your feedback truly matters to us. We are actively reviewing all feedback we get from our members, whether it's written or from call logs and recorded calls. We're listening to everything you're saying. Your input is invaluable, and we are committed to enhancing our workflow and processes to ensure you get the answers you need, when you need them. Thank you for being a crucial part of our continuous improvement journey.

## Intro Special: Rates as Low as 4.99% APR\* for 6 Months on a New Home Equity Line of Credit

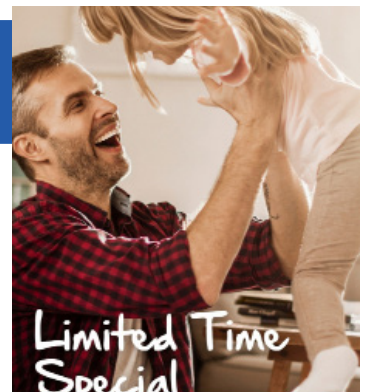
Access as little or as much of your credit line as you need for home renovations, a well-deserved vacation, debt consolidation, school tuition, wedding expenses or anything else you may need.

### Access funds 24/7 with Ideal Digital Banking

Draw funds from your line of credit when you need, available 24/7 with Ideal Digital Banking. Simply log in to digital banking on your desktop or mobile device and transfer funds from your line of credit to your savings or checking account for immediate use.

- Fixed introductory rate as low as 4.99% APR\* for the first 6 months
- Borrow up to 90% of your home's value
- Low variable rate after promotional period ends
- 24/7 access to funds online using Ideal Digital Online Banking online and through our mobile app

Apply online or schedule an appointment to visit an Ideal CU branch near you.



Limited Time Special  
Rates as Low as  
**4.99% APR\*** for 6 months  
On a NEW Home Equity Line of Credit

\*APR = Annual Percentage Rate. Intro rate shown of 4.99% is for homeowners up to 90% combined loan-to-value (CLTV). APR will be fixed during the 6-month introductory period. After the first six (6) months of the loan term, the introductory APR will revert to a variable APR based on the Prime Rate as published in The Wall Street Journal. Your post-promotional rate will be disclosed to you prior to signing for your line of credit. On a \$10,000 home equity line of credit balance at 4.99% APR, monthly payments would be \$100, 1% of the outstanding balance. After the introductory period, the minimum floor APR will be 4.00% and maximum APR will be 12%. An increase in the Index will result in an increase in the periodic rate. Offer valid for applications submitted and approved March 15 through May 31, 2024. Loan must close on or before June 30, 2024 for introductory rate to apply. This is a limited-time offer and is subject to change at any time without notice. Maximum loan amount is \$350,000 with a 10-year draw period and up to 15-year repayment period. Minimum credit score of 660 is required. Properties must be owner-occupied. Eligible property types include SFD and Townhomes (up to 90%), and condos (up to 80%); Not eligible for multi-family properties. Some housing exceptions apply. Closing costs range from \$500 to \$2,000. The consumer should consult a tax advisor for information regarding the deductibility of interest and charges. This offer cannot be combined with offers.

# Attend Our Virtual Annual Meeting on April 25th, 2024

The Ideal Credit Union Annual Meeting is scheduled in a virtual, webinar-only format on Thursday, April 25, 2024. All webinar attendees will receive a \$10 incentive. Registered members will be eligible to win \$2,500 in Door Prizes, including two \$500 Grand Prizes.

To attend our virtual annual meeting, simply register online beginning April 1st. You will then receive an email on the day of the event with a link to attend.

A secure registration form will be available online at [idealcu.com/annual-meeting](https://idealcu.com/annual-meeting) from April 1 to April 22, 2024. Webinar instructions will be sent via email once the registration period has ended. Internet access via computer will be needed to participate remotely. The webinar will be in listen-only mode and all lines will be muted.

The Business Meeting will start promptly at 6:00 p.m. Members with at least \$1.00 in a Share Savings account are eligible for the drawing.

Additional joint account holders do not qualify for the drawing but are eligible for the \$10 incentive for attending.

## Door Prizes

A total of \$2,500 in cash will be awarded in the following amounts:

- Two (2) - \$500 Grand Prizes
- Fifteen (15) - \$100 Prizes

Winners will be selected at random and contacted the next day by Ideal CU's Marketing Department

## Board of Directors

All nominations for the Board of Directors were to have been received by February 1st, 2024. The Nominating Committee reviewed all letters of intent and selected the following two candidates to fill the available three-year terms: Lew Lambert and Jim Mosner.

Because there were two open seats and two applications, there will be no board elections at this year's Annual Meeting.

ANNUAL MEETING

## Ideal CU Employees Volunteer at Valley Outreach in Stillwater

Ideal CU employees will be participating in a Volunteer Night at Valley Outreach in Stillwater. The Volunteer Night takes place Thursday, March 21st from 4 - 7 PM. Valley Outreach helps people of all ages move their lives forward through basic needs services and personalized support.



### Partnering Together For Good

Last year, twenty-two Ideal CU employees participated donating their time and energy to the food shelf.

I wanted to take a moment to thank you and the team from Ideal for your wonderful work at Valley Outreach! It was a pleasure having you with us. We are an organization powered by volunteers, which means we lean on our community for support to ensure we can continue providing services to our clients. You played a major role in making this possible! Way to go.

Kenny McCoy  
Volunteer Manager, Valley Outreach

The volunteers made it possible to provide:

- 8,074 pounds of food
- 110 households were served
- 845 items of clothes were offered to those in need
- 58 households were provided clothing

We'd like to thank Valley Outreach for serving the St. Croix Valley and Stillwater communities! Visit Valley Outreach on their website at [valleyoutreachmn.org](https://valleyoutreachmn.org).



Ideal CU donated their time, energy, and resources to volunteering at Valley Outreach. Staff donated \$1500, partnering with the non-profit and helping those in our community!

IDEAL COMMUNITY

# SMALL CHANGE

## Join Ideal CU Mortgage Team and Local Realtors for Realtor Lobby Days - Treats, Beverages and a Chance to Win Prizes!

Stop in between 11am and 1pm on the scheduled dates to speak with loan officers from Ideal CU and local Realtors.

The events will take place at our Woodbury, North St. Paul and Hugo branches. We will provide beverages and treats, as well as an opportunity to win prizes at each event.

### What is Realtor Lobby Days?

This is an in-person event that provides a one-stop-resource for discussing all things related to home buying and selling.

It is an excellent opportunity to engage with our Mortgage Loan Officers and area Realtors to get the help you need, whether you are buying a new home or selling your current one.

Walk away equipped with the resources and knowledge you need to make informed decisions for your next home adventure.

### Upcoming Event Dates

**Thursday, March 28 / North Saint Paul**

Kassie Rinnet, Servion Realty

**Friday, April 5 / Hugo**

Joy Erickson & Faith Waters, Edina Realty

**Friday, April 19 / Woodbury**

Rachel Scarella, Edina Realty

**Thursday, April 25 / North Saint Paul**

Kassie Rinnet, Servion Realty

No Preregistration is required. We can't wait to see you there!



**North Saint Paul Lobby Day**  
Hosted by ideal CU and Servion Realty

## Ideal CU is a Proud Sponsor of the Minnesota Brain Tumor 5K - Celebrating 15 Years!

Ideal CU is a proud VIP Sponsor of the Minnesota Brain Tumor 5K, taking place at the Stillwater Area High School on Sunday, May 19th, 2024. The MN Brain Tumor 5K is an annual run or walk event in support of brain tumor research and awareness.

What sets this event apart from others like it is that 100% of donations and sponsorship dollars go directly to the Musella Foundation for Brain Tumor and Information, Inc., a 501(c)3 non-profit public charity whose mission is to find a cure for brain tumors.

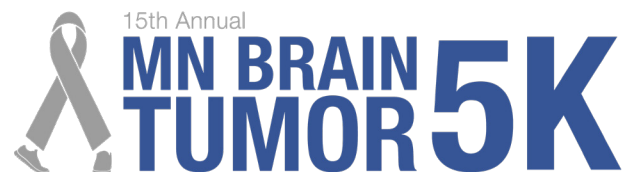
It also serves as a resource for victims and their families both financially by:

- Providing grants for brain tumor research
- Helping patients find and participate in clinical trials
- Distributing educational materials
- Raising awareness and advocacy for research

For more information and to register to participate in this year's event, visit [mnbraintumor5k.com](http://mnbraintumor5k.com).

The MN Brain Tumor 5K event has raised more than \$900,000 over the past 14 years. Ideal CU has participated as a corporate sponsor of the event for the past 14 years and we look forward to this year's event for the 15th anniversary!

We invite you to join us in support of this life-changing event.



UPCOMING EVENTS



HOLIDAY HOURS

All Offices Closed:

Monday, May 27, 2024 – Memorial Day

Wednesday, June 19, 2024 – Juneteenth

Thursday, July 4, 2024 – Independence Day

Monday, September 2, 2024 – Labor Day

OFFICE HOURS

Lobby		
9:00 a.m. – 5:00 p.m.	Mon, Tues, Thurs & Fri	
10:00 a.m. – 5:00 p.m.	Wed	
9:00 a.m. – 12:00 p.m.	Sat	
Drive-thru		
9:00 a.m. – 5:30 p.m.	Mon – Fri	
9:00 a.m. – 12:00 p.m.	Sat	
Contact Center		
8:00 a.m. – 5:00 p.m.	Mon – Fri	
9:00 a.m. – 12:00 p.m.	Sat	

LOCATIONS

- Eagan**  
3225 Denmark Avenue  
Eagan, MN 55121
- Hugo**  
14750 Victor Hugo Blvd N.  
Hugo, MN 55038
- Inver Grove Heights**  
7791 Amana Trail  
Inver Grove Heights, MN 55077
- North St Paul**  
2401 N. McKnight Road  
North St. Paul, MN 55109
- Stillwater**  
2020 Washington Avenue  
Stillwater, MN 55082
- Woodbury**  
8499 Tamarack Road  
Woodbury, MN 55125

# Great Rates Just for YOU!



Rates as of March 10, 2024

\*APY = Annual Percentage Yield. The Annual Percentage Yield assumes interest remains on deposit until maturity. Rates subject to change at any time. Open with a minimum of \$500 from sources outside of Ideal. If combining with existing funds deposited at Ideal, a minimum of \$10,000 in additional new money is required. Interest begins to accrue on the business day you deposit any non-cash item (for example, checks). Interest is compounded and credited on a monthly basis. Certificate Special is available as a traditional or IRA CD.

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