

## **INTRODUCTION**

This reference manual is designed to help you introduce your Central Credit Union benefit to your employees and promote ongoing participation. The first section of this manual gives you an outline of how to present the Credit Union to new employees. The sections that follow offer you more detailed information on Central Credit Union Of Illinois in general, credit union services, and payroll procedures.

Rev 8/18

## HOW TO SIGN UP NEW MEMBERS

Like most other employee benefits, your Central Credit Union benefit can help you attract and retain quality employees. The more value your employees receive (in compensation, benefits and satisfaction), the more likely they are to be loyal to your organization. Your credit union benefit is a free enhancement to your benefits package, which provides your employees with affordable financial services that they will consider valuable.

As a member-owned financial institution, our primary goal is to further the financial well-being of our members. With a wide range of savings, loan and investment services, we are capable of meeting all of your employees' financial needs while helping them earn higher returns, lower their borrowing costs and pay less in fees. What's more, we can serve as a trusted educational resource providing customized financial planning services and seminars, educational materials and one-on-one counseling on topics like home buying, credit management and retirement planning.

Only through your active participation in the administration of your credit union benefit will your employees reap the personal and financial rewards being offered by your company through Central Credit Union Of Illinois and will your company realize the maximum return possible from its affiliation with us. Our goal is to give you the tools you need to easily and effectively administer the benefit and provide you with the support necessary to educate your employees about the benefit and promote their participation in it.

To make it as easy as possible for you to sign your employees up for membership in the credit union, step-by-step instructions follow in the form of a checklist. This checklist contains the basic information that you need to know. There is more detailed information available in following sections.

As noted above, your Central Credit Union benefit is only valuable to your company if your employees know it is available and are educated about the financial rewards of membership. Toward that end, we suggest that you present your credit union benefit along with other employee benefits to all new hires. To educate existing employees, we suggest promoting the credit union on an ongoing basis through employee events, company communication vehicles such as a newsletter or Intranet and through tools provided by the credit union. Information about promotional resources provided by the credit union is located in one of the following sections.

## **NEW MEMBER SIGN UP CHECKLIST**

Following are step-by-step instructions for signing up an employee for membership in the credit union. By discussing each point, you will be able to give your employees a thorough overview of what you are offering through your Central Credit Union benefit. A general credit union fact sheet and instructions for signing up for membership are also available in Spanish on the Become A Member page of the credit union's web site at [www.centralcu.org](http://www.centralcu.org).

### **Documents for Initial Enrollment:**

**Membership Brochure or  
White Application For Membership & Direct Deposit/Payroll Deduction  
Authorization Form  
Electronic Services Brochure/Application**

### **General Credit Union Information**

Unlike a bank, which is a for-profit company that exists to generate a profit for its stockholders, your credit union is a not-for-profit financial institution owned by its members. There are no stockholders, so after paying operating expenses and setting aside reserves, all remaining income is returned to members in the form of higher-paying dividends, lower loan rates, reduced fees and enhanced services. The credit union is governed by a volunteer Board of Directors composed of members and elected by the membership.

\_\_\_\_\_ Once you become a Central Credit Union member, you can always stay a member, even if you leave our company, as long as you maintain at least a \$25 balance in your Share Account.

\_\_\_\_\_ After you become a credit union member, all members of your family are eligible to join.

\_\_\_\_\_ The credit union's main office is located in Bellwood. The credit union has a branch office in Orland Park.

### **Share Account**

\_\_\_\_\_ A Share Account establishes your membership in the credit union. There is no fee

to join. After your account is opened, you must maintain a minimum balance of \$25 in it to remain a member.

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A Share Account is similar to a bank savings account, however, the rate on a Share Account is usually higher. Dividends are compounded and paid to you each quarter.

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You can open your Share Account as an individual or joint account. If you want to open a joint account, you will need the signature of the joint owner on your Application for Membership as well as a complete copy of a current valid picture I.D.

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You can also designate a beneficiary for your Share Account. If you would like to do so, please call Member Services at (708) 649-6410.

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You have 90 days to build up a minimum balance of \$200 in your Share Account. If you don't maintain this minimum balance after 90 days, you will be charged a \$5 monthly service fee. The minimum balance requirement is waived if you are under 18 or if you maintain a credit union certificate, C3 Checking Account, money market account or \$200 or more in an individual retirement account (IRA). The minimum balance requirement is also waived if you have a credit union loan, Visa Platinum card or maintain \$5,000 or more in your credit union accounts under the same account number.

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Your Share Account is designed to be a savings rather than a transaction account. You are therefore limited to five withdrawals from your account per quarter. You will be charged a \$5 service fee for each withdrawal over five per quarter.

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You will be charged a \$20 early exit fee if you close your Share Account within six months of the date it is opened.

## **Making Deposits and Withdrawals**

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You can conveniently make deposits to your credit union accounts through direct deposit (if offered by your employer) or payroll deduction. Through direct deposit, you can have your entire net paycheck electronically deposited into your account. The funds will be available for your use on the day you are paid. With payroll deduction, you can have a portion of your paycheck sent to the credit union each pay period and deposited into one or more of your accounts. Payroll deduction can be for any amount beginning at \$10 per pay period.

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You can also make deposits to your accounts in person, by mail or by ATM, if you have a credit union checking account. There are also night depositories at both credit union locations.

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You can make withdrawals in person or by ATM, if you have a credit union checking account. If you have a checking account, you can also request cash back from merchants when you make purchases with your Central Credit Union Debit Card. You can also request withdrawals by phone.

## **Joining**

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To join, complete the Application for Membership/Share Account inside the Membership brochure **or** the front side of a white Application for Membership. Any joint account owners must sign the membership application and provide a complete copy of a current valid picture I.D. Your account number will be issued when your application is returned to the credit union.

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To sign up for direct deposit or payroll deduction, complete the Direct Deposit And Payroll Deduction Allocation Form inside the Membership brochure **or** a Direct Deposit/Payroll Deduction Authorization Form. To sign up for direct deposit, you will need to write “net pay” where the forms ask for the amount of your deduction. If you want payroll deduction, simply list the amount you want deducted from each check and the accounts to which you would like your money deposited. If you would like to open accounts other than a Share Account and have funds deposited into them through direct deposit or payroll deduction, you will need to fill out separate applications to open those accounts.

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If you are signing up for direct deposit or payroll deduction and you are not using the separate Direct Deposit/Payroll Deduction Authorization Form, you will need to complete the Employer Authorization For Direct Deposit And Payroll Deduction Form inside the Membership brochure.

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You can change your direct deposit or payroll deduction allocation at any time, or as frequently as your company will allow, by completing a new Direct Deposit/Payroll Deduction Authorization Form.

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Complete the Electronic Services application. By doing so, you will enjoy free 24-hour access to your credit union accounts online. Through our free online and mobile banking services, you can check your balances, verify deposits, transfer funds between accounts, set up balance notification alerts and more. On the application, simply select a Personal Identification Number (PIN), sign the application, seal it closed and return it to the credit union.

## **Final Steps**

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If you completed the Direct Deposit/Payroll Deduction Authorization Form, you’ll need to give the top copy to your company payroll department. The bottom copy

needs to be sent to the credit union with the white Application for Membership. If you completed the Application for Membership/Share Account inside the Membership brochure, the Employer Authorization For Direct Deposit And Payroll Deduction Form, which is also inside the Membership brochure, should be given to your company payroll department and the remaining forms should be sent to the credit union. You will also need to complete any additional forms that may be required by your employer to begin payroll deduction or direct deposit.

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You will receive a packet of credit union information in the mail in the next few weeks. This packet will contain your credit union account number as well as information on other credit union services. If you don't receive this information, please contact Member Services at (708) 649-6410 or by email at [memberservice@centralcu.org](mailto:memberservice@centralcu.org).

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Your credit union is a full-service financial institution capable of meeting all of your savings, loan and investment needs. For more information about products and services, please visit the credit union's web site at [www.centralcu.org](http://www.centralcu.org) or call (708) 649-6410.

## ACCOUNT OWNERSHIP

### **Individual Accounts:**

Individual membership begins by completing an Application for Membership. When the application is completed, it will establish a Share Account in one individual name. The application needs to be forwarded to the credit union for processing. Company representatives should not accept monetary deposits. If an individual wishes to establish membership with a deposit other than through direct deposit or payroll deduction, the deposit should be sent directly to the credit union.

### **Joint Accounts:**

Joint membership can be established by completing all of the information on the Application for Membership for the primary owner and completing the Optional Joint Owner section for any joint owner. While completing the Optional Joint Owner section of the Application for Membership establishes joint ownership for the Share Account, other credit union accounts may be opened by the member as either individual or joint accounts. Joint ownership cannot be processed until the Application for Membership is returned to the credit union complete with a copy of a valid picture I.D. and signed by the appropriate individuals.

### **Additional Accounts:**

Additional accounts can be opened by completing the specific applications for each account. To request applications, call the credit union's Marketing Department at (708) 649-6400. Because we frequently revise materials, we request that you keep no more than a 90-day supply on hand. Members can also request applications directly by email to [memberservice@centralcu.org](mailto:memberservice@centralcu.org) or by calling Member Services at (708) 649-6410. Some account applications can also be printed from our web site at [www.centralcu.org](http://www.centralcu.org). Applications may be returned to company representatives and forwarded to the credit union for processing or members can send them in directly. Company representatives should not accept monetary deposits.

## **CENTRAL CREDIT UNION SAVINGS AND LOAN RATES**

A list of current rates and promotional offers is located on the credit union's web site at [www.centralcu.org](http://www.centralcu.org).

## **SCHEDULE OF SERVICE FEES**

A list of current fees is available in our Truth In Savings disclosure, which can be found through the Forms & Disclosures link in the footer of the credit union's web site at [www.centralcu.org](http://www.centralcu.org). A copy can also be requested by calling Member Services at (708) 649-6410.

## CREDIT UNION SERVICES

### SAVINGS SERVICES:

Share Accounts	NADA Used Car Pricing
My Club Accounts	Mechanical Repair Coverage
Checking Accounts	Guaranteed Asset Protection Coverage
Coverdell Education Savings Accounts	Auto Insurance
Money Market Accounts	Homeowner's Insurance
Share Certificates of Deposit	Payment Protection
Traditional and Roth IRAs	Money Orders
Saver's Advantage Club	Free Notary Public

### LOAN SERVICES:

- New and Used Vehicle Loans
- Vehicle Loan Refinances
- Visa Platinum Cards
- Secured Visa Platinum Cards
- Home Equity Loans
- Home Equity Lines Of Credit
- Mortgages
- Personal Loans
- Share Secured Loans
- Payday Plus Lines Of Credit
- Overdraft Protection

### OTHER SERVICES:

- Free Online Banking and Bill Payment
- Mobile Banking
- Balance Notification and Other Email Alerts Through Online Banking
- E-statements
- Online Loan Applications and Approvals
- Loans By Phone
- Automatic Loan Payments
- ATM/Debit Cards
- Direct Deposit and Payroll Deduction
- Mail Deposits and Withdrawals
- GreenPath Debt Solutions
- Financial Services through the MEMBERS  
Financial Services Program\*

\*Securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member [FINRA/SIPC](#), a registered broker/dealer and investment advisor. CBSI is under contract with the financial institution to make securities available to members.

**Not NCUA/NCUSIF/FDIC insured, May Lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution.**

CUNA Brokerage Services, Inc., is a registered broker/dealer in all fifty states of the United States of America.

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## **CREDIT UNION LOCATIONS AND HOURS**

### **Main Office**

**1001 Mannheim Road**

**Bellwood, IL 60104**

**Monday, Friday: 9-6:30**

**Tuesday, Thursday: 9-5**

**Wednesday: 10-5**

### **Orland Park Branch**

**9850 W. 159<sup>th</sup> Street**

**Orland Park, IL 60467**

### **Lobby Hours**

**Monday, Tuesday, Thursday: 9-6**

**Wednesday: 10-6**

**Friday: 9-7**

**Saturday: 9-1**

### **Drive-Up Hours**

**Monday-Friday: 8-7**

**Saturday: 8-1**

## **CREDIT UNION PHONE NUMBERS**

**Member Services Department**

**(708) 649-6410**

**Loan Department**

**(708) 649-6420**

**Home Equity/Mortgage Department**

**(708) 649-6427**

**Visa Department**

**(708) 649-6430**

**Accounting Department**

**(708) 649-6454**

**Out Of Chicago Area Number**

**(800) 750-3660**

**Main Number**

**(708) 649-6400**

**Fax Line**

**(708) 649-6449**

**Web Site Address**

**[www.centralcu.org](http://www.centralcu.org)**

**Email Address**

**[memberservice@centralcu.org](mailto:memberservice@centralcu.org)**

## **GENERAL CREDIT UNION INFORMATION**

Central Credit Union Of Illinois is a not-for-profit cooperative owned entirely by its members. The purpose of a credit union is to use collective monies to serve the financial needs of the members. Through this cooperative effort, the credit union is able to pay larger dividends on savings and lend money to its members at lower rates than most other financial institutions.

Deposits by members represent shares in the credit union. The members are the owners of the credit union. Because a credit union is member-owned, it exists to serve its members, not stockholders. The commitment of a credit union is not to make profits, but to offer its members a secure place to save money with higher dividends, while charging less interest for loans and providing education on good money management.

Central Credit Union was established in 1936. Today we provide financial services to the employees of more than 250 companies and organizations with over 12,000 members. Although the majority of Central Credit Union members are located in Illinois, the credit union's affiliation with several national companies and organizations has extended membership across the country and even abroad.

### **Mission**

Central Credit Union Of Illinois is a member-owned financial institution whose purpose is to promote the financial well-being of its members by providing comprehensive and progressive financial services.

#### **Operating Principles:**

To provide these services in a professional, personal and competitive manner;

To provide a climate in which the credit union volunteers and employees can achieve outstanding performance and personal growth;

To support the advancement of our community, the credit union philosophy, and in particular our own credit union family;

To continue the emphasis of the credit union strength through growth of capital and surplus;

All of which shall be supported by a program of excellence in product quality and service while maintaining high standards of ethics and integrity.

## **The Board of Directors**

Credit unions are based on the concept of a representative democracy. Through the election of the Board of Directors, each credit union member has an equal voice in credit union operations regardless of how much money is deposited. Each year at an annual meeting, the Board of Directors is elected by the members. This Board of Directors is responsible for the general management and supervision of credit union business activities. The Central Credit Union Of Illinois Board of Directors consists of seven members, all elected from the general membership. The term of office for each Director is one year, from annual meeting to annual meeting. The Board of Directors meets monthly.

## **Who can become a credit union member?**

Membership is available to...

- Employees of our more than 250 affiliated companies or organizations
- Residents of the greater Chicagoland area
- Family members of existing members

Membership in Central Credit Union is lifetime membership. Even when employees no longer work for your company, they can retain their membership, as can their family members, as long as they retain a \$25 balance in their Share Accounts.

## **Savings are federally insured**

Your employees never have to worry about the safety of their deposits. Member deposits are federally insured to at least \$250,000 by the National Credit Union Administration (NCUA), a U.S. Government agency. This is the same amount of coverage provided for bank deposits through FDIC-insured banks.

Individual retirement accounts (IRAs) are insured separately for up to \$250,000 per person.

Insurance limits may be even higher depending on how member accounts are titled. For more information on maximizing insured savings, direct your employees to our Member Services Department at (708) 649-6410.

## **APPLYING FOR A LOAN**

The credit union offers a full-range of loan services. An individual does not need to be a member to apply for a loan, but he or she must join the credit union by opening a Share Account and depositing \$25 before his or her loan can be disbursed. A member must maintain a minimum balance of \$25 in this account throughout repayment.

Members can apply for loans 24 hours a day, seven days a week. During regular business hours, members can apply through our Loan Department by calling (708) 649-6420. Members can also apply at any time through online banking at [www.centralcu.org](http://www.centralcu.org). We can approve loans for qualified members online in as little as 60 seconds. Members can also apply in person, by mail or they can fax their applications to (708) 649-6449.

For the convenience of members, the credit union offers loan repayment through payroll deduction.

## **LOAN PAYMENT TRANSFER**

### **How to establish loan payment transfer**

Employees wishing to have their loans repaid through payroll deduction need to make arrangements to do so with a loan officer at the time they close their loans. At that time, they will need to complete a Direct Deposit/Payroll Deduction Authorization Form. The amount designated on the form should include sufficient money to cover the amount of the loan payment as well as any other credit union deposits to be made.

### **How does loan payment transfer work?**

All loan payment deductions are held in the member's Share Account until the loan payment due date. On that day, the money is then transferred to make the payment. Members should be sure to have enough money in a Share Account to cover the amount of the payment by the due date. If there are insufficient funds in the account, a full payment will not be made. If a full payment is not made, the account becomes delinquent.

# **PAYROLL PROCEDURES**

## **ELECTRONIC DEPOSITS THROUGH ACH**

### **What is the Automated Clearing House (ACH) method?**

The electronic payroll deposit method enables your employees to have any amount, up to their entire paychecks, deposited directly in the credit union each payday. This is done through the Automated Clearing House (ACH) method. This means these transactions are processed directly through the Federal Reserve and deposited into your employees accounts on payday. It is a convenient way for employees to be sure that deposits are available on their payday without having to wait for a paycheck to clear before funds are available. ACH processing also allows you to quickly establish or make changes to direct deposit or payroll deductions for employees who want funds deposited in the credit union each pay day.

### **Establishing Electronic Deposits**

If you currently process your company payroll through a payroll processor, it is easy to set up direct deposit or payroll deduction for your employees through ACH. Simply contact your processor, and they can usually set it up for you at a nominal fee. Once your payroll processor has set you up for ACH, you will need the credit union's routing number and employees' account numbers to actually begin ACH deposits. Our routing number is 271987143. For information on obtaining employee account numbers, please see "Obtaining employee account numbers," which appears later in this section.

### **ACH Coding**

ACH gives you the option of allocating all direct deposits and payroll deductions as "savings" or "checking." All of your deposits should be coded as "savings." We will automatically transfer the funds to the accounts requested by your employees once the funds are received.

**PAPER PAYROLL**  
**ONE CHECK WITH PAYROLL DESIGNATIONS**

**What is one check with payroll designations?**

Some companies submit employee payroll deductions by sending one check each payday for the total of all employees' deductions combined. This check is then allocated to the proper accounts. With this check a Payroll Deduction Change Sheet must also be completed. This form can be printed from the Representative Center page of our web site at [www.centralcu.org](http://www.centralcu.org).

On the Payroll Deduction Change Sheet, you need to indicate any changes made by employees since the previous pay period. These changes include changes in total deduction amount, employees who wish to begin deductions, and employees who wish to stop payroll deductions. If your employee is keeping the same total deduction amount, but changing the account to which his or her money is being allocated, you do not need to include that employee on the Payroll Deduction Change Sheet. To complete a Payroll Deduction Change Sheet, you need to list your employee's name, social security number, the last payroll deduction amount and the new payroll deduction amount.

**When is the check with payroll designations posted?**

Checks accompanied by Payroll Deduction Change Sheets are posted on the day that they are received. Payroll deduction checks which are received after 5:00 p.m. will be processed on the next business day. Please keep in mind, however, that your employees' funds will not be available until the day after they have been processed. We encourage you to send your check prior to your payday. If you do not send us your check before your actual payday, deposits will not be posted until we actually receive your check.

**OTHER PAYROLL-RELATED INFORMATION**  
**YOU NEED TO KNOW**

**Obtaining Employee Account Numbers**

The credit union will provide you with member account numbers upon request. However, because of federal privacy laws, we need prior written authorization from your employees to provide you with their account numbers or other account information over the phone. We will accept any signed, written authorization, including a hand-written note. Signed copies of our

Employer Authorization For Direct Deposit And Payroll Deduction Form, which is part of our Membership brochure, or our Direct Deposit/Payroll Deduction Authorization Form are acceptable. Members are instructed on the forms to return them to you in order to establish direct deposit or payroll deduction. If you do not have any of the above listed forms of written authorization on file, you can use the Employer Authorization To Obtain Member Account Number Form, which can be printed from the Representative Center page of our web site at [www.centralcu.org](http://www.centralcu.org).

To obtain employee account numbers, simply fax your request along with your employees' written authorization to our Accounting Department at (708) 649-6449.

## **Distributions**

With payroll deductions, your employees have the option of depositing any amount, up to their entire paycheck, in one credit union account or any combination of accounts.

## **Distribution Changes**

Your employees may wish to change the amount of their deductions or how their funds are split between their credit union accounts. Distribution changes can be made as often as your company will allow. When distribution changes are made, your employees need to complete a new Direct Deposit/Payroll Deduction Authorization Form. The amount of the deduction, as well as the correct distribution of the money should be written on this form. A new form also needs to be completed if the deduction amount is remaining the same, but the distribution is changing. The top copy of the form should be retained for your company records. The bottom copy needs to be sent to the credit union. If you are using the paper payroll method, be sure that any changes made from one pay period to the next appear on your Payroll Deduction Change Sheet.

## **Unposted Payroll**

Unposted payroll occurs when the credit union receives a payroll deduction for an employee who does not have an active, open account. This money is placed in a holding account until an Application for Membership has been received. Remember, that a completed Application for Membership is necessary to establish membership in the credit union.

## **Avoiding Unposted Payroll**

Unposted payroll can be avoided by being sure that all employees complete the proper applications to open accounts. An Application for Membership needs to be completed by each

new member. If just a Direct Deposit/Payroll Deduction Authorization Form is filled out without an Application for Membership, a credit union account cannot be established. The Application for Membership contains vital information, which is not available on Direct Deposit/Payroll Deduction Authorization Forms, such as your employee's home address. Any additional accounts that are opened by a member need to have separate applications completed. Applications can be requested by email to [memberservice@centralcu.org](mailto:memberservice@centralcu.org) or by calling Member Services at (708) 649-6410. Some applications can also be printed from our web site at [www.centralcu.org](http://www.centralcu.org).

## **PROMOTING YOUR CREDIT UNION BENEFIT**

As we noted previously, the more you promote your credit union benefit, the more likely employees are to join and to see the added value of your employee benefits package.

Our Marketing Department provides numerous free programs to assist in the administration and promotion of the Central Credit Union benefit. Our programs include:

### **Additional Representative Training**

#### **On-Site Sign-Up Events**

(When available, Spanish-speaking representatives can attend upon request)

#### **Benefits Fair Participation**

#### **On-Site Educational Seminars**

#### **Quarterly Paycheck Buckslips**

#### **Monthly Newsletter Articles**

#### **Direct Mail To Your Employees**

#### **Promotional Posters And Signage**

#### **Information To List On Your Company Intranet**

#### **Promotional Email Messages For Your Employees**

#### **Paycheck Statement Messages**

We can also develop custom programs and marketing pieces to meet your specific needs. For more information, please contact our Marketing Department at (708) 649-6400, and ask to speak with a Business Development representative.

## **CREDIT UNION MATERIALS YOU SHOULD HAVE ON HAND**

### **Materials To Have On Hand:**

1. Membership Brochures
2. White Applications For Membership
3. Direct Deposit/Payroll Deduction Authorization Forms
4. Electronic Services Brochures
5. Savings Services Brochures
6. Loan Services Brochures
7. Checking Account Brochures
8. Checking Account Applications
9. Visa Platinum Brochures/Applications
10. Payroll Deduction Change Sheets (if applicable)

You should only maintain a 90-day supply of these materials as we make frequent updates. If you need to replenish your supply, call our Marketing Department at (708) 649-6400 or send an email request to [memberservice@centralcu.org](mailto:memberservice@centralcu.org).

### **Other Available Materials:**

1. Loan Applications
2. Money Market Account Applications
3. My Club Account Brochures/Applications
4. C3 Brochures/Applications

Members and employees interested in joining can also request materials directly by calling our Member Services Department at (708) 649-6410 or by sending an email request to [memberservice@centralcu.org](mailto:memberservice@centralcu.org).