

Owner's Guide

W I N T E R 2 0 1 8

President's Message



At Maine Savings we focus on managed growth and don't grow just for growth sake... we need to continuously challenge our staff with career growth opportunities, thereby

maintaining a superior workforce and great member service. 2017 was a tremendous year that saw your Credit Union assets grow by approximately 6%. We also experienced significant loan growth of almost 12%.

At the same time our earnings approximated 1% ROA, providing an increase in our net worth of almost 9%. Obviously our membership took advantage of our awesome products and services, liked what they saw, and drove our growth to all-time highs in almost all categories!

Your Credit Union remains a very sound and secure financial institution.

You may have noticed, we have been reinvesting in our branches around the state to ensure superior member experience is achieved when you visit one of our locations.

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Get Up to \$10,000 in Downpayment and Closing Costs Assistance in 2018

Since establishing the Equity Builder Program (EBP) back in 2016, Maine Savings members have received over \$170,000 in assistance for downpayments and closing costs.

The program helps bridge the gap for home buyers who are close to being able to buy a home, but who may need a little bit of help. Funds for 2018 will be available beginning in March. Contact one of our Loan Officers now for more information.

About the Equity Builder Program*

To be eligible, you must meet income level requirements**

- Recipients must attend homebuyer education/counseling program
- Limited time program—grant funds are first-come, first-served
- You can use this program with the CU Promise 90 loan!
- Maine Savings will reimburse appraisal cost for loan closed with this EBP program



mainesavings.com/ebp
800.273.6700

*Grant is provided by the Federal Home Loan Bank of Boston through its Equity Builder Program. **Buyers eligible to receive assistance through the EBP are individuals and households earning no more than 80 percent of the area median income, based on their future address. To be eligible to receive assistance through the EBP, buyers must complete a home-buyer-counseling program administered by an agency designated by the EBP-approved member financial institution. The program must include pre-and post-purchase counseling. Interest would not accrue on the grant and the proceeds would only be due if the property is sold within the first five years of home ownership. May not be combined with any other type of down payment programs.

FROM THE PRESIDENT

Save on TurboTax, the smarter way to get your taxes done right



As a member of Maine Savings, you can save \$5 TurboTax® Deluxe* — the #1 best-selling tax software. With TurboTax, you'll get your taxes done right and your biggest possible refund, guaranteed.

NEW: Expert review of your return. With TurboTax Live, you can have a live Certified Public Accountant (CPA) or Enrolled Agent (EA) by your side to answer questions and review your tax return.

Get a head start on your taxes. Snap a photo of your W-2, or import it into TurboTax from over 1 million companies. Either way, you'll save time and get a jump start on your tax return.

Searches over 350 deductions. TurboTax finds every deduction and credit you qualify for so you don't miss a thing.

Start TurboTax today and save!

* #1 Best-Selling brand of tax software based on aggregated sales data for all tax year 2016 TurboTax products. Visit <http://turbotax.intuit.com/lp/yoy/guarantees.jsp> for TurboTax product guarantees and other important information. Limited time offer for TurboTax 2017. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc. in the United States and other countries.

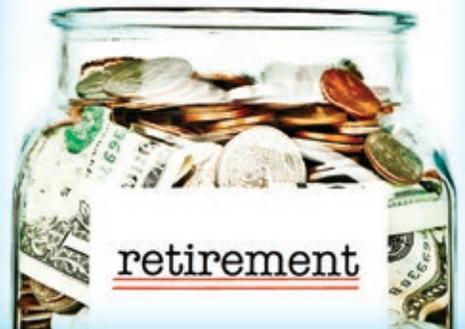


Auto Loan promotion coming in February

Watch for an **IRA/Certificate Promotion** early in the new year.

SPECIAL RATES

for **15 and 66 month terms**



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FROM THE PRESIDENT

And, to better meet the needs of our members in Southern Maine, we will be renovating our newest purchase on Congress Street in Portland for future occupancy. In addition, we have recently entered into a lease on Forest Avenue in Portland to operate as another branch location.

We hope to open this full service branch by July of 2018.

I take great pride in our team here at your Credit Union. They are very talented, knowledgeable and hardworking professionals who care dearly about our members' financial well-being.

We are all about being member centric. We hold family and community near and dear to our hearts.

Thank you for your membership and your business. May you all have a very happy and prosperous new year.

First Employee Appreciation Night

Maine Savings staff were honored at the first Employee Appreciation Night on October 18 at Morgan Hill Event Center in Hermon. The evening was planned with several goals in mind. Management wanted to create a relaxed opportunity for our entire organization to spend time together and get to know people they may not see, and may only talk to on the phone. We also wanted to recognize individual and team achievements, longevity, and to celebrate the great success of Maine Savings. The evening also provided an opportunity for John Reed, our President/CEO to communicate directly to the entire team and enable an exchange of information throughout the evening. Two very special awards were given out that night.



Cecil C. Porter Extraordinary Service Award—Named for our longtime Director, Cecil C. Porter, this award is provided annually for superior service passion and performance excellence throughout the previous 12 months while providing the highest quality service to Maine Savings members/employees. The 14th recipient of the Cecil C. Porter Extraordinary Service Award was Karla Kelley of our Corinth branch.

As stated by Rob Carmichael, Sr. VP of Human Resources when presenting the award to Karla, "Karla lives our promise, our values, and our service standards! The impact you have had on so many Maine Savings' members and employees is immeasurable! The compassion you display for our members shines through regardless of whether you are rushing outside to help a member who might be struggling to get in, helping members who have come to depend on you to fix their check registers, or just offering words of comfort and encouragement to those members who might be having a bad day. Karla, you are the go-to person to whom everyone looks for help. You demonstrate the values and service standards of Maine Savings with a clear sense of purpose and dedication to mission. You consistently walk the talk and demonstrate that our tag line "We treat you like you own the place...because you do, is not just a slogan. Cecil would be very happy to see you as the 14th winner of this award."



President's Award—The President's Award was for the Corinth Branch as a whole—for outstanding teamwork and service excellence in support of new employee training, coaching, and standardization throughout the year, while providing the highest quality service to Maine Savings' members.

Congratulations to all on a job well done!

Ending Hunger Walking Tour



Brenda Davis (left) receives a donation from Maine Savings' Carrie Lumbra at our Milo branch November 16.

With Maine ranked first for food insecurity in New England and 13th in the nation, the Maine Credit Union League and longtime ending hunger advocate Brenda Davis of BBC Opportunity Center have teamed up once again for the 16th Annual Maine CUs' Ending Hunger Walking Tour to show solidarity and support for those suffering from hunger in Maine. This year the Tour visited our Bar Harbor (Jackson Laboratory), Corinth, Milo, and North Vassalboro branches.

Maine Hunger Statistics:

- More than **40%** of Maine kids under the age of 12 show some evidence of hunger
- **68,950** Maine children are food insecure
- **15%** of Maine households, representing **200,000** people, experience food insecurity
- Maine ranks **13th** in the nation in food insecurity and **first** in New England

It's Skip-A-Pay Time!

If you have an eligible loan, you can now apply to skip a payment! Details at mainesavings.com/skipapay



Budgeting in the New Year

If this is the year you want to achieve a financial goal, a budget will be necessary. Making a budget can be daunting for many reasons; with a few simple steps and a made up mind, you can make a budget work for you. Begin by starting with a simple list which has all of your income and all of your expenses. You need to know exactly what and how much needs to be paid each month. Budgeting tells your money where to go, without you wondering where it went at the end of the month.

Here are some helpful tips to begin developing a budget or fine-tuning your existing one:

- Be realistic about your budget; don't expect it to be perfect the first month.
- Make your budget ahead of time- before the next month begins.
- Make sure to record your expenses-all of them; debits, cash, automatic payments, checks, mail and digital subscriptions, and gifts, etc.; know where your money is going!
- Remember to put money into a savings account each time you get paid.
- Build fun, holidays, birthdays, vacations and "spending money" into your budget, these can easily sabotage your budget if not planned for.
- Understand the difference between a need and a want to help you stay on track of your budget and goals.
- Don't be too hard on yourself, staying on track with a budget takes time to develop, like any new habit.

When you start with small goals and build upon them, you'll find yourself achieving success. Happy New Year and best of luck to you as you conquer your goals!

Service Anniversaries and New Hires 4th Quarter

Hampden	
Colleen Hughes	19
Debra Whalen	19
Kelly MacLeod	18
Vanessa Madore	13
Melinda Colson	12
Laverne Buck	9
Moneia Arsenault	4
Peggy Pearson	4
Karen O'Clair	1
Jessica Scripture	1

New Hires	
MacKenzie Coutts — Teller	Hampden
Courtney Gervais — Teller	Hampden
Michael Grow — Marketing Director	
Erin Marquis — MSR	Broadway
Keyna Smart — Teller	Hammond Street

Hammond Street

Denice Dunbar	10
Karen Ellis	6

Corinth

Vicki Strout	17
Cindy Bean	11
Ashley Libby	3

Ellsworth

Susan Smith	15
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Jax Lab

Amy Archer	20
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Milo

Lori Ellison	34
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Happy New Year



Member Service Center
207.862.6500 or 800.273.6700
memberservice@mainesavings.com
Monday–Friday: 8 am to 5 pm
Saturday: 9 am to 3 pm

Main Office and Hampden Branch
101 Western Avenue
PO Box 347
Hampden, ME 04444
Monday–Friday: 8:30 am to 5 pm

Bangor | Broadway
671 Broadway
Bangor, ME 04401
Monday–Wednesday: 8 am to 5 pm
Thursday–Friday: 8 am to 6 pm
(5-6 pm, drive thru only)
Saturday: 9 am to 4 pm
(3-4 pm, drive thru only)

Bangor | Hammond Street
868 Hammond Street
Bangor, ME 04401
Monday–Friday: 8 am to 5 pm

Bar Harbor | Jackson Laboratory
600 Main Street
Bar Harbor, ME 04609
Monday–Friday: 7:30 am to 4 pm

Brewer
Twin City Plaza, 278 State Street
Brewer, ME 04412
Monday–Friday: 8 am to 5 pm

Corinth
500 Main Street
PO Box 247
Corinth, ME 04427
Monday–Friday: 8:30 am to 5 pm

Ellsworth
25 Resort Way
Ellsworth, ME 04605
Monday–Friday: 8:30 am to 5 pm

Milo
122 Park Street, PO Box 447
Milo, ME 04463
Monday–Friday: 8:30 am to 5 pm

North Vassalboro
912 Main Street, PO Box 189
North Vassalboro, ME 04962
Monday–Thursday: 8:30 am to 4:30 pm
Friday: 8:30 am to 5 pm

Old Town | College Avenue
College and Stillwater Avenues
1002 Stillwater Avenue
Old Town, ME 04468
Monday–Friday: 8:30 am to 5 pm

Closings

New Year's Day
Monday, January 1
Martin Luther King, Jr. Day
Monday, January 15
Presidents' Day
Monday, February 19

