

Owner's Guide

S U M M E R 2 0 1 8

2018: Celebrating 28 years



This summer, I am celebrating 28 years as your credit union CEO! A short time after I was hired, I realized the need for a better way to deliver top-level mortgage lending services to

our members. After taking this idea to a few other credit union CEOs, that idea led to the founding of CUSO Mortgage Corp, now known as CUSO Home Lending. For twenty-five years, CUSO has been the primary mortgage lender for credit unions throughout the state with a servicing portfolio that has grown to more than \$1.7Billion and continues to soar. CUSO serves 40 Maine credit unions in providing a full menu of home lending services, including the extraordinary CU Promise home loan that we created eight years ago.

In 2005, we established a commercial lending operation under CUSO, utilizing the same basic strategic model that we had employed when we founded CUSO. Business Lending Solutions (BLS) was born and flourishes today, providing a variety of

continued on page 2

Cystic Fibrosis Walk

On May 19th, Great Strides - Cystic Fibrosis (CF) Foundation laced up and walked together at the Bangor



Waterfront to raise awareness and fight back. The CF Foundation is leading the way in innovative research and drug development, promoting high-quality, individualized care, and helping people with CF live better today. Nearly every CF drug was made possible by the Foundation and because of funds raised from Great Strides; people with CF are living longer, healthier lives and pursuing their dreams. This foundation is very near and dear to our Maine Savings' family, as one of our very own, Lee-Anne Robichaud, has a grandson who fights the fight every day against this disease.



Auto Gap Insurance with PowerBuy

Did you know our Auto Gap coverage comes with PowerBuy? What is PowerBuy? Put simply, it helps you with a down payment on a replacement vehicle. We want to make sure our members are taken care after an accident, because unfortunately accidents do happen. We have added a video on our website explaining the coverage in detail. Visit mainesavings.com/autocoverage to learn more.

Donation to the Maine Discovery Museum

We had the privilege of donating 12 computers to the Maine Discovery Museum, helping them power new displays and a 3D printer!



Bangor Symphony Orchestra Young Peoples Concerts

Over 2,500 students from 45 different schools gathered at the Collins Center for the Arts to enjoy the Bangor Symphony Orchestra perform. We are proud to partner with the symphony to help make this educational event possible.



Save With Maine Savings Story

The past few months we have saved our members thousands. We love to save our employees money, too! Charlie, one of our rock star employees, decided to take advantage of our 50% off promo and refinance his vehicle with us and will save a total of \$2,731.26 in interest – that's \$682.81/year! Follow us on Facebook or Instagram for more stories.



#SaveWithMaineSavings

continued from front page

FROM THE PRESIDENT

lending programs for businesses throughout the state and serving an extensive list of participating credit unions and their members.

After 25 years, CUSO Home Lending is one of the top three mortgage lenders in Maine, and BLS is a force in commercial lending. We have an excellent staff in place and are extremely strong financially. After serving as President/CEO for longer than I had anticipated, I have decided to retire from the management of CUSO/BLS by the end of this year. I take great pride in having worked with such a devoted, talented team at CUSO/BLS. Maine Savings will continue to be an owner of CUSO, and I will remain as a Director on CUSO's Board and be involved with the strategic direction of the company; but I will have no day-to-day management responsibilities. Stepping down from the management of CUSO will allow me to focus my entire efforts on the management of Maine Savings. With no near-term retirement plans, I look forward to devoting 100% of my efforts to the rapidly growing operation of your Credit Union.

As we've announced previously, our newest branch is set to open sometime in the early fall. That branch is located at 883 Forest Avenue in Portland. We are currently nearing the end of the permitting process and anticipate renovation of the building to begin very soon. We look forward to expanding our footprint and providing our world-class products and services to a larger population.

Economic growth remains strong and, with unemployment at record low levels, there is reason to be optimistic that will continue. The Federal Reserve recently moved rates for the second time this year and reiterated its expectation to do so twice more by year-end. We expect gradual movement of rates will continue to more normal levels, if growth and unemployment remain strong and inflation remains close to target.

The condition of your Credit Union remains rock solid, and momentum gained in 2017 has continued in 2018. Member demand for loans has fueled unprecedented growth and set us on course for a record year. Through May, assets are up 6% at \$376Million, loans are up 8% at \$310Million, member deposits are up 2.63% at \$310Million, and our capital position is strong at almost 9%. Most importantly, membership, which drives our growth, now exceeds 28,000. We are extremely grateful for the trust you place in us and for your continued support.

I want to wish you a wonderful Maine summer!

A handwritten signature in red ink that reads "Joel Reed".

\$5,000 in Scholarships Awarded to Graduates

2018 Scholarship Recipients

Student	School	College	Major
	Brooke Springer John Baptist Memorial High School	University of Maine	Civil Engineering
	Sarah Gross Brewer High School	Husson University	Business Administration
	Dylan Taplin Ellsworth High School	University of Maine	Biology
	Hope Dorr Old Town High School	University of Maine	Nursing
	Hope Ouellette Bangor High School	University of Maine	Biology
	Noah Zambrano Penquis Valley High School	Husson University	Pre-Law
	Adam Ouellette Hampden Academy	University of Southern Maine	Information Technology
	Kaleb French Central High School	Eastern Maine Community College	Liberal Studies
	Laura Zenk Hermon High School	Eastern Connecticut State University	Criminology and Sociology
	Kassie Nadeau Erskine Academy	University of Maine	Biology (Pre-Med Concentration)

The Good Shepherd Food Bank Groundbreaking

Amazing things are happening to END HUNGER IN MAINE! Danielle, Sherry, and Veronica attended the groundbreaking ceremony for The Good Shepherd Food Bank (GSFB) in Hampden.

The GSFB partnered with area food cupboards to provide 24 million meals last year, but there is data that shows there are still more than 10 million meals



going unfulfilled in Maine. Sixteen percent of Maine households struggle with food insecurity, and that includes 1 in 5 children. Those same children don't know how they'll eat when school lets out for the summer. The GSFB has a goal that by 2025 they can close that gap. Part of that vision requires a facility that will allow storage of fresh, nutritious fruits and vegetables, as well as perishable product such as dairy, seafood, and meat. The great thing about this endeavor is that it also continues to support the joint venture with local farmers, who receive a revenue stream for produce, which supports our economy, as well as the local area families, who receive the food; it's truly full circle. The build-out will cost approximately \$5 million to complete. GSFB has already raised \$3.5 million from their campaign donors but is still looking to raise the remaining funds by year-end through their campaign.

Maine Savings supports the GSFB with our fundraising efforts throughout the year for the Maine Credit Unions' Campaign for Ending Hunger, as well as with employees who are passionate about this cause who volunteer their time at the food bank. It was great to be part of such a heartwarming event and to support an organization which is doing such great work in our hometown of Hampden!

#EndingHunger #GoodShepherdFoodBank #MaineFarming

Dunkin' Donuts Iced Coffee Day

Dunkin Donuts partnered with the Barbara Bush Children's Hospital to raise funds by donating \$1 for every iced coffee sold on May 24th. Now that's a refreshing way to give back!



Children's Miracle Network

The Bangor Area Chapter of Credit Unions outdid themselves again with their annual event to benefit Children's Miracle Network with the EMHS Foundation. The evening included raffles, and silent and live auctions, all for an incredible cause. This is such a fun and inspiring way to bring people together, raise some paddles, and give back. Maine Savings Branch Manager and Chapter President Josh Howes was outstanding, and our Maine Savings' team walked away with some winnings! We would like to thank everyone who made such generous donations to help



make miracles happen for our children, raising \$27,079.00 for the night! Thank You! If you would like to donate or would like more information on the foundation, go to:

emhsfoundation.org/donation-forms/

Service Anniversaries and New Hires 2nd Quarter

Hampden		Vassalboro	
Diane Cain	26	Karen Hartin	10
Evelyn Smith	26	College Ave	
Lisa Grant	15	Ryan Jandreau	2
Lee-Anne Robichaud	15	Business Development	
Melanie Monk	10	Linda Elliott	11
Danielle Hewes	1	Laura Lavigne	10
Bangor—Broadway		Roland Narofsky	8
Marie McCorrison	15	New Hires	
Julie Shaw	4	Kelsey Allard—Hampden Teller	
Shawn Sutherland	4	Nancy Atkins-Saul—Vassalboro Teller	
Jane Kelley	1	Peyton Boucher—Summer Teller	
Colin MacDonald	1	Dana Gonzales—Member Service Specialist	
Sarah Stewart	1	Amanda Gray—Member Service Specialist	
Bangor—Hammond Street		Abby Lord—Summer Teller	
Ryan Johnson	4	Sherry Norton—Portland Branch Manager	
Brewer		Kate Patten—Broadway Teller	
Donna Sheeran	12	Abby Randall—Hampden Teller	
Janet Kochis	11	Brandon Rowe—Summer Teller	
Sue Mogan	11	Kim Smith—Ellsworth Branch Manager	
Corinth		Isaac Thibodeau—Summer Teller	
Karla Kelly	19	Danielle Williams—Summer Teller	
Ellsworth			
Marcia McFarland	3		
Milo			
Angelia Comeau	25		
Madolyn McAtee	23		

Follow Us On Social Media!



Closings

Independence Day
Wednesday, July 4
Labor Day
Monday, September 3



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