

Owner's Guide

S P R I N G 2 0 1 8

2017: A Year of Growth for Maine Savings



2017 was a year filled with progress and accomplishments for Maine Savings. As President/CEO of Maine Savings, it is my pleasure to provide you as

a member and owner with the following update:

Asset & Loan Growth

Maine Savings' total asset size increased by 7.40% and deposits grew by 8.05%. At the same time, net loans and capital grew by 12.39% and 14.26%, respectively. We have seen tremendous growth in home lending, and now have the distinction of being the largest credit union home lender in Maine due to our innovative CU Promise Home Loan. Business lending has grown significantly.

People Helping People

We continue to support our local communities through many initiatives including Maine CU's Campaign for Ending Hunger, Cancer Care of Maine, and the Penobscot Theatre, to name a few. In the spirit of the credit union movement, it is our privilege to serve these local, worthy causes.

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Portland Branch Opening This Summer

Summer 2018 marks a pivotal move for Maine Savings, as we expand our footprint into the greater Portland area. We plan to open our new branch located at 883 Forest Avenue this summer. Maine Savings operates 10 branches primarily located in Eastern Maine, in the greater Bangor market. Its closest branch location to Portland is North Vassalboro, located over an hour away — a giant leap in expansion!

President and CEO John Reed stated, "We are excited to be expanding our footprint by entering the Portland market. The new office will help to better serve our existing member base and expand our world-class products and services to a larger population. As a member owned financial cooperative, Maine Savings prides itself in offering superior local service with a focus on improving the financial well-being of its members."

We specialize in mortgage and commercial lending, and our new full service branch will offer a full suite of deposit and loan products, including safe deposit boxes.

Soft and Grand Opening dates will be announced prior to opening.

Follow us on social media for future updates.

Annual Meeting

All members are welcome and encouraged to attend our Annual Meeting on Tuesday, May 22 at 6:00 pm at the Hilton Garden Inn, 250 Haskell Road, Bangor.

If you are interested in becoming a board member, the deadline for submitting a letter of interest for a seat on the board is Friday, April 20. Please direct your letters to Rob Carmichael, Chairman of the Nominating Committee, Maine Savings, PO Box 347, Hampden, ME 04444.

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

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Since establishing the Equity Builder Program (EBP) back in 2016, Maine Savings members have received over \$170,000 in assistance for down-payments 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 any loan closed with this EBP program
- Applications are now being accepted
- Only 3,150 income-eligible households will be accepted



*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.

mainesavings.com/ebp
800.273.6700

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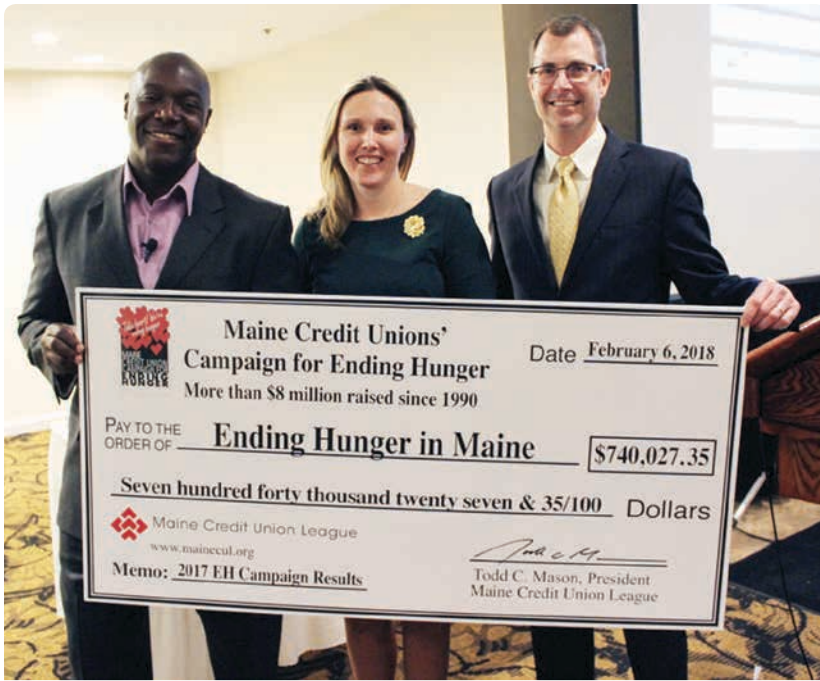
FROM THE PRESIDENT

To provide the best service, our staff continues to grow in experience and expertise by pursuing a myriad of professional development opportunities. This investment in education keeps our staff knowledgeable in the latest products and services that current and prospective members are seeking.

Credit Union Pride

We are proud to be a credit union, a not-for-profit financial cooperative that exists to provide exceptional

service with competitive rates and fees. Most importantly, we are proud to be YOUR credit union. Our team is passionate about providing for your financial well-being as our valued member-owners. As we continue to grow, our focus remains on bringing you the latest, most effective financial products with the signature service that you expect. As always, if you have any questions or concerns, please stop by your local branch or contact my office directly.



Jamaican Bobsled Olympian Devon Harris helps present the 2017 Campaign check with Joann Bisson, Chair of the Maine Credit Union League's Social Responsibility Committee, and Todd Mason, President/CEO of the Maine Credit Union League.

Ending Hunger

Each year, we contribute to Maine Credit Unions' Campaign for Ending Hunger. In the past 25 years, the campaign has raised \$5.9 million to help end food insecurity in our state. 100% of funds raised are directly distributed to food pantries, soup kitchens, homeless shelters and other programs around the communities we serve.

We are proud to announce that in 2017 we raised **\$28,529.90**. Maine Savings and its members have raised over \$260,000 since the start of the Ending Hunger campaign.

Maine credit unions raised a total of **\$740,027** for the Campaign in 2017. Maine Savings ranked fourth in donations among the 56 participating credits unions.

Debit Card Fraud Text Alerts

We have added text messaging to our debit card fraud monitoring communication methods. Debit Card Account members can now opt-in to receive Fraud monitoring texts if their debit card account triggers suspicious activity. Members will also receive emails and follow up calls when suspicious activity occurs on their Debit Card account.



Details are at mainesavings.com/fraudmonitoring

Privacy Notice

Do you ever wonder what Maine Savings' policies are regarding your personal information? The Privacy Notice (as well as the Security Statement, Member Service Agreement and Business Member Service Agreement) is available for you to view at mainesavings.com. Just click on the "Privacy, Security, Disclosure" button on the homepage to access the documents.



Apply at mainesavings.com/scholarship

Scholarships

Maine Savings offers ten \$500 scholarships to members who are college-bound graduating seniors. If you are awarded a scholarship, it will be applied to your second semester of college. **Please complete the application by Friday, April 13, 2018.**

YOU MUST BE A MAINE SAVINGS MEMBER TO APPLY. IF YOU ARE NOT CURRENTLY A MEMBER, YOU CAN JOIN NOW AND THEN APPLY FOR THE SCHOLARSHIP. PLEASE CALL OR COME IN TO ANY OF OUR BRANCHES FOR INFORMATION ABOUT JOINING. (Note: There are many ways you can qualify for membership. Please ask if you are unsure if you qualify.)

Foreign Wire Fee Change

Effective April 1st, foreign wire fees will be \$50.



Closings

Memorial Day
Monday, May 28
Independence Day
Wednesday, July 4



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)

Service Anniversaries

1st Quarter

Hampden		Brewer	
Rick Moore	32	Deborah Lynch	11
Theresa Voisine	32	Milo	
Raymond Mayhew	17	Beth Beals	21
Rob Carmichael	14	Old Town College Avenue	
Dave Sayers	11	Trisha Raymond	11
Larry Haskell	6	Vassalboro	
Brett Speed	4	Amy Jones	8
Jim Silsby	3	Alicia Moore	6
Bangor Broadway			
Josh Howes	13		
Helen Farnsworth	2		

Remembering Barb Donnelly

In February, we lost a member of our Maine Savings family. Barbara Donnelly, you will be missed! The love, joy, compassion and generosity you showed us over the last 19 years will never be forgotten.



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