

# Owner's Guide

FALL 2020

## THE REED REPORT

As I write this letter, COVID-19 is still very much a part of our lives, continuing to create uncertainty as we move into the latter part of the year. Here at Maine

Savings, we've been responsive to the needs of our members by continuing to offer full-service at our drive throughs, even after our lobbies reopened in early July. Members have also been able to conduct all of their business through online and mobile banking, as well as via telephone.

### Helping Our Members

We are proud to have been able to assist many members by easing their financial burdens during this time. We revived our Skip Pay program, which we normally promote during the holiday season only and through that we processed 1,981 skipped loan payments. We assisted 235 small businesses with Paycheck Protection Program loans and allowed 360 members' mortgages to go into forbearance during this unprecedented time.

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## \$10 Ticket Gets You 31 Chances To Win Cash!

### ENDING HUNGER DECEMBER RAFFLE

### ONE CASH PRIZE DRAWN EVERY DAY IN DECEMBER!

Proceeds Benefit the Maine Credit Unions' Campaign for Ending Hunger

**\$10 per Ticket**

**ONE CASH PRIZE  
DRAWN EVERY  
DAY IN  
DECEMBER!**

Proceeds benefit the  
Maine Credit Unions'  
Campaign for  
Ending Hunger.



**Maine  
Savings**  
FEDERAL CREDIT UNION

**DECEMBER  
ENDING HUNGER  
DAILY CASH RAFFLE**

1 \$100	2 \$70	3 \$50	4 \$50	5 \$150	6 \$50	7 \$100	8 \$60	9 \$50	10 \$100
11 \$50	12 \$60	13 \$80	14 \$75	15 \$50	16 \$100	17 \$50	18 \$50	19 \$100	20 \$50
21 \$75	22 \$50	23 \$50	24 \$100	25 \$300	26 \$80	27 \$60	28 \$100	29 \$60	30 \$75
31 \$100									



### ONLINE ENTRY NOW AVAILABLE

[mainesavings.com/cashcalendar](https://mainesavings.com/cashcalendar)



**Maine  
Savings**  
FEDERAL CREDIT UNION

# Skip-A-Pay Program Looks Different This Year

As we all know, things look a little different this year and so does our **Holiday Skip-Pay Program**.

## WHAT YOU NEED TO KNOW:

1. If you skipped a loan payment during our COVID-19 Skip Pay Program, that loan will not be eligible.
2. If you have multiple loans, you may be eligible to skip a loan payment on the loans that were NOT skipped earlier this year under the COVID-19 Skip Pay Program.
3. The deadline to skip your next loan payment is December 31, 2020.
4. To apply to skip your next loan payment, go to **mainesavings.com/skipapay**.



## Annual Meeting

goes virtual this year...

We will be holding our annual meeting virtually on November 24, 2020 @ 6:30pm. If you are a member interested in attending this meeting, please go to [mainesavings.com/annualmeeting](https://mainesavings.com/annualmeeting) for more information.

## FROM THE PRESIDENT THE REED REPORT

*continued from front page*

### Growth

Lending has been extremely active with loan volume surpassing 2019 numbers. People continued to purchase cars, boats, campers, homes and to make home improvements over the summer. Already this year, we have seen the largest growth in lending, deposits, and assets in the history of the credit union, and you should know that your credit union remains extremely strong.

### Branch Lobbies

Since reopening the branches in July, lobby traffic has increased and seems to be functioning well. We appreciate the membership complying with our requests, specifically related to social distancing and face coverings. Offices for Member Service Representatives and Loan Officers remain closed to

face-to-face transactions, but they are interacting with members through other means including phone, online, and video conferencing. Members seem to be pleased with the service and we are handling more transactions this year than any prior year.

### Backstage Live Concert Series

Through our partnership with Waterfront Concerts, Maine Savings sponsored four weekly virtual concerts during the month of August. Those online concerts were a hit with more than 3,000 people tuning in and raising donations to help end hunger in Maine.

### Communication

Some suggestions during these trying times:

Communication is paramount. Please

don't hesitate to reach out to your various professional advisors such as your credit union, insurance agent, attorney and accountant. Feel free to start with us. Call your credit union and set up a meeting to review your entire financial situation. We will be happy to work with you to map out a personal financial plan. Also, be vigilant about monitoring your credit report, keep your eyes and ears open for fraud trends, ensure that you have savings set aside for emergencies, and always budget, budget, budget!

Thank you for your continued business and be safe.

Respectfully,

John Reed

President and CEO

A handwritten signature in red ink that reads "John Reed". The signature is stylized with a large, flowing "J" and "R".

# Have You Claimed Your FREE Accidental Death & Dismemberment Insurance Coverage?

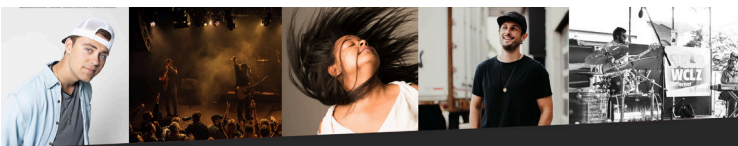
**Maine Savings** has arranged to provide **all eligible members** with **\$3,000 of Basic AD&D Insurance**.

- \$3,000 of Basic AD&D Insurance – Fully Paid for by the Credit Union!
- No Medical Exam, No Health Questions
- Guaranteed Acceptance for eligible members
- Up to \$300,000 of voluntary additional coverage is also available at competitive group rates

**FREE  
MEMBER  
BENEFIT  
\$3,000  
AD&D  
Insurance**



**CLAIM YOUR COVERAGE** at [mainesavings.com/add](https://mainesavings.com/add)



## Backstage Live Concert Series Recap

**BACKSTAGE  
Live at  
Maine Savings  
Pavilion** ROCK ROW

Due to the COVID-19 pandemic we had to think about our sponsorship at the Maine Savings Pavilion in Westbrook a little differently this year. We were very pleased with the participation we had for our livestream concert series featuring local artists. Each concert helped raise funds through donations for Ending Hunger in Maine. View the replays of each concert at [mainesavings.com/backstagelive](https://mainesavings.com/backstagelive).



Keep your Maine Savings Rewards Platinum Credit Card top of wallet for a chance to win \$1,000 to offset your monthly credit or debit card purchases! Learn more at [mainesavings.com/giveback](https://mainesavings.com/giveback)

## Special Appreciation to Our Board of Directors

We are grateful to our Board of Directors and Supervisory Committee for their leadership and guidance. The countless hours they volunteer to ensure your Credit Union is the best it can be are invaluable.



**DON GRANT**  
*Chair*



**VIVIAN GRESSER**  
*Secretary*



**KELLY KARTER**  
*Vice Chair*



**JOE YOUNG**  
*Director*  
*Supervisory Committee Chair*



**DAVID BRIDGHAM**  
*Treasurer*



**KEN WHITE**  
*Supervisory Committee Member*



**KEVIN WHALEN**  
*Supervisory Committee Member*

*Thank You!*

## Service Anniversaries and New Hires 3rd Quarter

Hampden	
Veronica Levesque	34
John Reed	30
Karen Rudge	26
Bob Nelson	23
Jan Rollins	23
Janine Tremble	22
Kristen Brasslett	10
Haulani Jennings	7
Marcel Blais	5
Lynn Anderson	1
David Zelz	1
Hammond Street	
Leanne Cox	14
Sarah Scott	1
College Avenue	
Maria Howson	1
Corinth	
Heidi Lewis	31

Michelle Burnett	7
Ellsworth	
Sue Porter	16
Nancy Robbins	14
Michelle Dunn	11
Milo	
Valerie Curry	30
Carrie Lumbra	21
Vassalboro	
Nicole York	21
Donna Martin	12
Business Development	
Mitchell Small	9

New Hires	
Catlyn Mills, Member Service Analyst	
Alyssa Hutchinson, Hampden Teller	
Jenna D'Errico, Hampden Teller	
Vanessa Crockett, Corinth Teller	
Kelsey St Louis, Broadway Teller	
Laura Lavigne, Business Development Officer	
Isabel Hand, College Avenue Teller	

### Closings

#### Indigenous Peoples' Day

Monday, October 12

#### Veterans Day

Wednesday, November 11

#### Thanksgiving Day

Thursday, November 26

#### Christmas Day

Friday, December 25

#### New Year's Day

Friday, January 1

**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 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  
Saturday: 8:30 am to 12 pm

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

**North Vassalboro**  
912 Main Street  
North Vassalboro, ME 04962  
Monday–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

**Portland | Forest Ave**  
883 Forest Ave  
Portland, ME 04103  
Monday–Friday: 8:30 am to 5 pm  
Saturday: 8:30 am to 12 pm

