

ECU NEWS



Newsletter for Members • July 31, 2019

News Briefs



Holiday Closing

Eastman Credit Union will be closed Monday, September 2 in observance of Labor Day.

ECU Shred Days

Do you have outdated, confidential documents lying around your house that you aren't sure what to do with? Then bring your personal items to Shred Day at ECU! Shred Days provide a great opportunity to reduce theft and security risks, free up some space, and get rid of old, useless files. For more details, and a full schedule, visit www.ecu.org.

UPCOMING SHRED DAYS:

Saturday, September 14 Blountville branch	8:00 a.m. - 12:00 p.m.
Saturday, September 28 Gray branch	8:00 a.m. - 12:00 p.m.
Saturday, October 5 Gate City branch	8:00 a.m. - 12:00 p.m.
Saturday, October 26 Meadowview branch	8:00 a.m. - 12:00 p.m.

**Branches will not be open for regular business during Saturday Shred Day events.*

In order to accommodate all members participating, please limit your vehicle to the equivalent of four (4) banker boxes (12"x10"x15") or less.

Free Seminars

ECU offers many free seminars covering topics such as home buying and selling, retirement planning, student lending, home construction, and other topics that may interest you. For a complete schedule of all upcoming seminars offered by ECU, please visit www.ecu.org/eventsandseminars.



Federally insured by NCUA

Members Express Satisfaction in Annual Member Survey

For the sixth consecutive year, member satisfaction with Eastman Credit Union has surpassed 80% Happy Members on the annual member survey.

Satisfaction is measured using the Happy Member Index. A Happy Member's survey response must include the following in combination:

- 1. Rate ECU's overall service as excellent***
- 2. Say they will definitely continue to use ECU for financial service needs***
- 3. Say they will definitely recommend ECU to others***

ECU uses a nationally recognized metric known as the Net Promoter to measure member loyalty. The Net Promoter score for ECU this year was 86.7%. "The net score is significantly higher than is achieved by most financial institutions. This accomplishment is made possible by ECU's friendly, professional staff," said David Wilson, Market Researcher of CU Market Research in Chattanooga, Tennessee.



To get above 80% Happy Members is an uncommon achievement. To stay above 80% Happy Members for six consecutive years is an extraordinary success!



ECU BESIDE YOU



Achieve Your Goals with an ECU Student Loan

It's hard to think about college classes when it's still summer vacation, but they'll be starting before you know it! Have you arranged for financing for your college education? A college education is one of the most important investments of your life! That's why ECU offers a student loan that is hassle-free! Financing your college education has never been easier, and with great features like these, why would you go anywhere else?

- **Fixed rates**
- **No fees**
- **One time application – no annual renewal**
- **Interest-only payments until graduation**
- **Expenses covered include: tuition, books, room/board, fees, and other required expenses**



To learn more and apply, visit www.ecu.org/studentloans.

Go the Extra Mile with an ECU Auto Loan

Enjoy the excitement of driving a new car with great rates and no payments until Fall 2019!

Visit www.ecu.org to apply today!

Important information:
Loan and payment deferral subject to approval.

Mortgages that Exceed Members Expectations

"Every person we interacted with at ECU exceeded our expectations, both from a professional and a personal level. Russell & Kasey were very prompt and courteous from start to finish. We had prepared for a strenuous process from past mortgage experiences, but dealing with ECU has been a breath of fresh air. Since starting the mortgage process, we have moved all of our banking to ECU."
Randall - ECU Member

Apply online at www.ecu.org/mortgage for your home loan today!



ECU Visa® Gives You Extra Perks

What do Calvin Klein®, Papa John's Pizza®, and Royal Caribbean International® have in common? They're all retailers who offer great discounts when you shop with them using your ECU Visa® debit or credit card! Visit www.ecu.org/retailerdiscounts today for a list of participating merchants! ECU Visa always gives you more!



For more details about ECU's products and services, visit www.ecu.org, or call 423.229.8200 or 800.999.2328.

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