



ECU NEWS

ECU Member Satisfaction and Loyalty Reach New Heights

Eastman Credit Union once again set new records for member satisfaction and loyalty according to the results of its annual member survey. This year, an all-time high of 86% of ECU members scored as Happy Members.

Satisfaction is measured using the Happy Member Index. A member must answer the following three-part question with these responses to qualify as a Happy Member:

Overall service is “excellent,” “definitely will continue to use ECU for financial service needs,” and “definitely will recommend ECU to others for their financial service needs.”

ECU also uses a nationally recognized metric known as the Net Promoter to measure member loyalty. This year ECU broke its record with a Net Promoter Score of 91%. “The record ECU has attained is a tremendous credit to the Board, Management, and Staff of this exceptional organization,” said David Wilson, Market Researcher of CU Market Research in Chattanooga, Tennessee.



Newsletter for Members • July 31, 2018

News Briefs



Holiday Closing

Eastman Credit Union will be closed Monday, September 3 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Do you have outdated, confidential documents lying around your house that you aren't sure what to do with?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 15 8:00 a.m. - 12:00 p.m.
Blountville branch
- Saturday, September 29 8:00 a.m. - 12:00 p.m.
Gray branch
- Saturday, October 6 8:00 a.m. - 12:00 p.m.
Gate City branch
- Saturday, October 13 8:00 a.m. - 12:00 p.m.
Meadowview branch

**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.

Important Info About Your IRA

IRA members will be receiving IRA amendments in their July Statement in regard to recent changes. Please review your statement for more details.



Federally insured by NCUA



ECU BESIDE YOU

ECU Contact Info Cash Giveaway YOU COULD WIN UP TO \$600!

Ask us to verify your contact information on your account, and you'll be registered to win up to \$600! Offer ends August 31st!

Visit www.ecu.org/cashgiveaway to learn more.

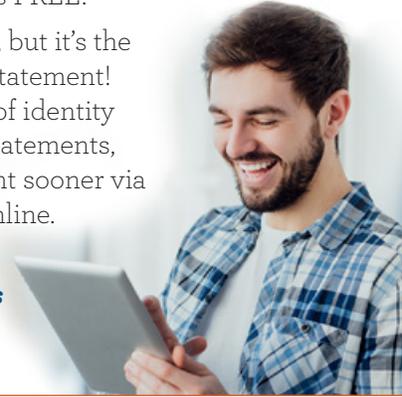


Have You Signed Up for Online Statements?

Have you ever needed a copy of a previous account statement? Wouldn't it be great if you had that information at your fingertips? Well, you can! Sign up for ECU Online statements and you'll have immediate access of up to 18 months of statement history 24 hours a day, seven days a week! You can even view your statements within ECU's mobile app. And the best part? It's FREE!

Not only is it convenient and free, but it's the most secure way to receive your statement! Not only will you reduce the risk of identity theft due to lost or stolen paper statements, but you will receive your statement sooner via the safety and security of ECU Online.

Visit www.ecu.org/onlinestatemts to enroll today!



ECU Community Advisory Board

The ECU Community Advisory Board, consisting of individuals representing various communities and groups within ECU's membership, met in May to discuss ways ECU can better meet the needs of the communities we serve and increase awareness of ECU membership benefits. Advisory board members provide input and strategic direction as to how ECU can best serve the groups we represent.

ECU appreciates these volunteers for their participation in providing valuable input on our operations, products, and services!



The 2018 ECU Advisory Board Members

Pictured left to right: Miles Burdine, President and CEO, Kingsport Chamber of Commerce; George DeCroes, Human Resources Director, City of Kingsport; Katherine Calcote Palmer, Veterinarian, Mount Carmel Pet Hospital; Chris Lee, Chief Operating Officer, Bill Gatton Automotive Group; Gary Mabrey, President and CEO, Johnson City Chamber of Commerce; Michael Lockard, Chief Financial Officer, K-VAT Food Stores, Inc. Not pictured: Tabetha Church, Human Resources Manager, Tempur-Pedic Production; Beth Rhinehart, President and CEO, Bristol Chamber of Commerce; Vicki Wolfe, retired from Human Resources, Eastman Chemical Company (Longview).

Achieve Your Goals with an ECU Student Loan

Classes will be starting before you know it! Have you arranged 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.



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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