



## We Are Here For You

*By Keith Robbennolt – President & Chief Executive Officer*

The COVID-19 pandemic has turned Sentinel Federal Credit Union, and the whole world for that matter, upside down. We found ourselves in a near constant state of flux as we adapted to the ever-changing winds of the pandemic. I am so very proud of the Sentinel team, and grateful to our members for their dedication and understanding during these turbulent times.

Like most financial institutions and other businesses, we had to close our lobbies for the safety and protection of our staff and members. While our lobbies were closed, the resiliency of our team and members shined, as we all learned new ways to

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Have you heard about ...

## Grandkid Scams?

### Here's how they work:

You get a call: "Grandma, I need money for bail." Or money for a medical bill. Or some other kind of trouble. The caller says it's urgent – and tells you to keep it a secret.

But is the caller who you think it is? Scammers are good at pretending to be someone they're not. They can be convincing: sometimes using information from social networking sites, or hacking into your loved one's email account, to make it seem more real. And they'll pressure you to send money before you have time to think.



### Here's what you can do:

- 1. Stop. Check it out.** Look up your grandkid's phone number yourself or call another family member.
- 2. Pass this information on to a friend.** You may not have gotten one of these calls, but chances are you know someone who will get one – if they haven't already.

If you spot a scam, please report it to the Federal Trade Commission online at [ftc.gov/complaint](https://ftc.gov/complaint) or call the FTC at 1-877-FTC-HELP (1-877-382-4357).

Your complaint can help protect other people. By filing a complaint, you can help the FTC's investigators identify the imposters and stop them before they can get someone's hard-earned money. It really makes a difference.

## Member Notice

Due to changes in Regulation CC, effective July 1, 2020, our Funds Availability Policy will change as follows:

- The amount available for withdrawal for checks deposited not subject to next-day availability will increase from \$200 to \$225.
- The amount generally available for withdrawal on the second business day for checks deposited not subject to next-day availability will increase from \$4,800 to \$5,300.
- The total amount available for withdrawal on exception holds for large deposits and new accounts will increase from \$5,000 to \$5,525.

A complete Funds Availability Policy is available at our branches.

**ENTER**  
for a chance  
**TO WIN**

USE YOUR **DEBIT CARD** WITH  
SIGNATURE FOR A CHANCE TO WIN AN  
**AMAZON ECHO &  
NEST THERMOSTAT**



## Scholarship Recipients ... Congratulations!



Victoria Lind - Hill City



Alexys Schille - Rapid City

We are pleased to announce the recipients of our 2020 Financial Education Scholarships!

Each received a \$500 scholarship for their academic excellence!



Ember Fluck - Custer



Dawson Phillips - Winner

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interact with the Credit Union. Through the use of our convenient drive-up tellers, Online Banking and Mobile Banking App, we have been able to deliver the same quality service our members expect from our team.

By the time you read this newsletter, our lobbies will once again be open. We have taken several precautionary measures to ensure the safety of everyone in our branches while we continue to deliver necessary services to our members.

- We still encourage you to take advantage of our convenient drive-up tellers, our Mobile Banking App and Online Banking services.
- Facemasks are encouraged for in-person lobby transactions.
- Protective acrylic shields are in place at all teller workstations, with additional shields available for our lending staff.
- The number of people in each branch is being monitored and regulated to abide by CDC guidance.
- Social distancing is encouraged, and each branch has markers to designate the 6 feet social distancing guidance.
- We are cleaning shared surfaces after each interaction.
- All branches are receiving additional cleaning.
- Appointments for lobby visits are still encouraged and can be made by calling 605-923-1405.

We remain committed to the health and safety of our members and staff and we continue to monitor the spread of COVID-19 in our communities. We will continue to keep you updated with any changes.

If you are experiencing a financial hardship due to COVID-19, we are here for you. Give us a call at 605-923-1405 and a Financial Services Officer will work with you to see if you qualify for an extension on your existing loan.

Remember, your funds are safe, and we want to keep you and our staff safe. You can feel secure knowing that your Credit Union continues to remain safe, secure, and financially strong. This is our top priority.

I want to personally thank each of you for your patience and understanding as we continue to navigate through the uncharted waters COVID-19 has presented thus far.

We appreciate your valuable membership

## Important Notice: Fee Changes

The following fee changes will be effective Aug. 1, 2020.

Escheatment Fee .....	\$50.00
Dormant Maintenance Fee, per month .....	\$10.00
<i>(No activity for 12 months other than paid dividends, less than \$750.00 balance, over 18 years of age and no loan, IRA or certificate with Credit Union)</i>	

**Remember to keep your account active to avoid a Dormant Maintenance Fee.**  
**How do you keep your account active?**  
**Simply use our products and services.**

## Western Union Services Update

On July 1, 2020, we discontinued offering Western Union services at our branches. An updated list of locations is available on the Western Union website and mobile app. You have options when you transfer funds with Western Union. You can choose to pay with your Sentinel Debit Card, keeping in mind cash limits will apply.

# CUE THE HAPPY DANCE!!

Our *NEW* and *BETTER*  
**Home Equity  
Line of Credit**  
Has Arrived!

Contact us for details!



Sentinel Federal Credit Union is an Equal Opportunity Lender and federally insured by NCUA.