



NEWSLETTER | October 1, 2023 | ISSUE 109

Letter from Doug Wolf, CEO.

Greetings,

I want to update you on the status of our new primary computer system for maintaining your deposit and loan accounts.

As you know, we upgraded to our [new system](#) on August 1st and were closed for 2 days as part of that process. When we opened again on August 3rd, we experienced more member lobby and phone traffic than we could have ever predicted.

I would like to acknowledge that many members had significant disruptions in their services from Northwoods Credit Union during this upgrade period. While these issues have been relatively quickly resolved, the concern it caused our members was regrettable.

The biggest disruption was with members having difficulties signing into their online/mobile banking. These difficulties for the most part came from being locked out due to too many failed attempts to login, members not knowing their login ID, and having difficulty uninstalling our old mobile banking app and installing our new app.

We are sincerely sorry for those who experienced these difficulties, however, by the 3rd full business day of reopening, it appeared most members had logged in and were able to use the service.

The other significant difficulties experienced by some members had to do with our debit card program where we also switched to a new processor for better service in the future.

To understand the issues surrounding this it will be helpful to briefly explain how the debit card

To understand the issues surrounding this it will be helpful to briefly explain how the debit card system works.

When we switched our processor, it can take some time for the “general debit card system” to pass on our card identifiers to the local retailers and/or for the retailers to update their terminals. Because of this, members had times where their card would not be recognized.

The other issue that happened was that the fraud detection protections built into our new processor’s system had difficulties in some cases determining if a transaction was a valid one or not. While this normally is a good thing, the problem here was that our new processor had no history of our members’ use of their cards to make that determination more accurately.

The combination of the new online banking login and the debit card service disruption caused a surge in members trying to get ahold of us through phone, email, and texting. Initially, our call center was not able to keep up with the amount of communication.

To help with this additional communication we had employees working overtime to return calls and had employees from other departments help and staying late as well.

Even with these additional measures, we were unable to keep up and return calls the same day until the week after the upgrade.

I am happy to say that these two significant issues have been resolved.

We are continuing to work on some less impactful issues that always come with an upgrade as extensive as this one was.

We are looking forward to the many benefits this new system will provide us in order to be ready for the future and for us to be able to bring you even better services in the years to come.

Some of these benefits include being a more efficient system for employees once they’ve become familiar with it, the [online & mobile banking](#) is better able to move forward as technology changes, and finally, reduced costs going forward.

I do want to recognize our staff who worked through a few very tough days with a very positive attitude and who always strived to help our members as best they could.

Finally, I want to thank you, our members, for your patience and support. Our members have always appreciated our values and the way we provide personal service.

I commit to you that we will keep our focus on that same personal service and that every decision we

make will be made with our members' best interest in mind.

Sincerely,

Doug Wolf



*– Doug Wolf
CEO*

[Looking for more info? View Our System Upgrade Page](#)

THANK YOU!



Northwoods Credit Union thanks our members, employees, Holy Smokes Catering, Rich Cuisine, WCLK, and all those involved in making our 2023 Member Appreciation Days such a success once again!

It was another amazing Member Appreciation Days this year. Thanks to all of our members who showed up in Cloquet, Moose Lake, and Floodwood!

Read our recap of the 3-day annual event [here](#), which included a special ribbon cutting ceremony at our Stanley Avenue branch. Congrats to our lucky winners who took home a smokeless home portable fire pit!

2023 MEMBER APPRECIATION DAYS WINNERS

Congratulations!



Northwoods Retirement & Investing Services



Ed Grondahl - Financial Advisor

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Dates To Remember

October

Monday, October 9

Closed in observance of Federally Recognized Holiday

Thursday, October 19

International Credit Union Day

November

Saturday, November 11

Closed in observance of Veterans Day

Thursday, November 23

Closed in observance of Thanksgiving Day

December

Monday, December 25

Closed in observance of Christmas Day

January

Monday, January 1

Closed in observance of New Years Day

Northwoods Around Town

It was another fun summer here at the credit union. We were happy to participate in local events all over the area! Keep up with happenings at our [news & announcements page](#).



Attention Teens!

Quarterly Teen Club Financial Article Contest

Members age 13-17 are invited to submit an article on a financial topic to be considered for publication in our quarterly newsletter, website and on Facebook.

We will then award 1 teen, \$100 for their submission.* Submit your article or ask any questions now at marketing@northwoodscu.org.

[Visit our Teen Club web page here for more info!](#)



*Parent or guardian's contact info must be provided. We will contact this adult. Permission must be provided to us to make changes or edits prior to publication. By submitting an article for consideration, both the parent/guardian and the teen are providing permission for NCU to publish the article in print and electronic publications. NCU will request a photo of the teen if their article is chosen for publication. By accepting the prize, both the parent or guardian and the teen are giving permission to NCU to use the teen's name and photograph in connection to the published article.

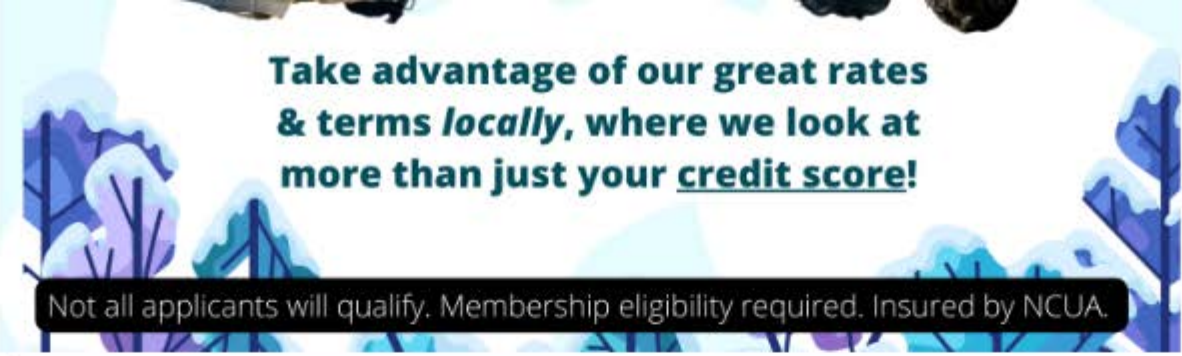
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**Take advantage of our great rates
& terms *locally*, where we look at
more than just your credit score!**

Not all applicants will qualify. Membership eligibility required. Insured by NCUA.

FYI

NEW DEBIT CARD FRAUD TEXTING FEATURE

As part of our system upgrade, a NEW feature to help better combat fraud is texting.

Going forward, you will receive a text message if there is suspected fraud on your card. Simply reply to this text to confirm or deny a transaction.

This will help save you the headache of a phone call and longer wait time.

[Click for messaging examples & more info](#) 📱

Data carrier rates and fees may apply.

SNOWBIRDS

Please remember to change your address when leaving to the area this winter!

If you'd prefer not to change your address, [eStatements](#) would be a great fit for you!

REVIEW YOUR ACCOUNT

Please be sure to review your account beneficiaries. To add a beneficiary to your account you will need their date of birth, phone number, social security number, and address.

Ask an MSR next time you're in or call to verify that this is correct on your account.

Enhancing Online Banking Security: Scams & Hacker Protection



In today's digital age, online banking has revolutionized financial management, offering unparalleled convenience and accessibility. However, as the popularity of online banking grows, so does the threat of cybercriminals seeking to exploit vulnerabilities and scams.

This comprehensive guide provides essential strategies to enhance your online security, safeguard against hackers, and protect your valuable information.

Whether you reside in Cloquet, Floodwood, Moose Lake, or anywhere in the Northland, these measures are universally applicable.

[Read Our Guide](#)

A printed version of this newsletter is available in our lobby and on our website at www.northwoodscu.org

FOLLOW US ON SOCIAL MEDIA!



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Federally Insured by NCUA. Membership Eligibility Required.

