

# DOLLARS & SENSE

CAPITOL CREDIT UNION P.O. Box 81647 Austin, Texas 78708 (512) 477-9465 www.ccutx.org

Summer 2021

## Domain Branch Lobby Now Open to Members

It's been a long road coming and we're proud to announce that the Domain Branch is now open to Members! The Capitol Credit Union Team, board of Directors and affiliates are grateful to all Capitol Credit Union Members for the patience they have exercised during the transition. Our team has worked hard during this process to make it as convenient as possible to our membership while looking into every concern raised during the move. We hope the FAQs below will help address some of your questions. CCU members are the reason we strive to daily deliver the best service, latest technology, and overall convenience.



## FAQs for the New Domain Location

### • Is the Domain branch going to have a Drive-Thru?

Instead of a drive-thru, we will now have two new depository ATMs that will allow you to transact business and make cash and check deposits 24 hours a day, 7 days a week. Our Interactive Teller Machine (ITMs) is video-enabled and designed to provide you with live assistance from our member service representatives (during business hours) while you conduct business. Our depository ATM in a 24X7 vestibule at the Domain location will give you easy access to make Cash & check deposits as well. So, you have 2 options instead of just 1!

### • Is the old branch on Duval Road going to close completely?

Yes, however we will have a video enabled Interactive Teller Machine (ITM) near the current Burnet Road location to assist with your transactions.

### • How far are you moving from the current Burnet Location?

The new Domain branch will be a walkable distance from the old location. Approximately a 5min walk and a 2 min drive. It is located across the street from Wholefoods! You may view map online, <https://bit.ly/3qCOMmZ>.



### • Will the new branch be handicap accessible?

Yes, there will be handicap parking in the garage and there is access to the Credit Union by following the sidewalk around the Spectrum side of the building, leading right to our front doors.

### • What about after-hours transactions?

In addition to the video enabled Interactive Teller Machine (ITM) located near our current Burnet Road location, our new location will have a deposit enabled smart ATM for quick and easy transactions. So, you have 2 options instead of just 1!

### • What happens if I have problems with a transaction at the ITM or deposit enabled smart ATM after hours?

You may leave a message with our member service center, and we will contact you on the following business day.

### • What will happen to my current Safe Deposit Box?

If you have a current Safe Deposit Box, it has been transferred to the new location and is available for you to access it during our normal business hours.

If you are interested in renting a Safe Deposit Box, we have boxes available. Please ask our member services for more information.



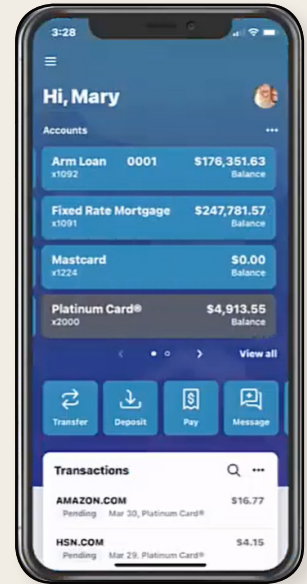
CAPITOL  
CREDIT UNION

# COMING SOON!

## New Mobile Banking App

Finally! A new online banking system is on the way for our Members. We are proud to bring you the highest rated app in the industry with leading features along with some of your favorite integrations. This easy-to-use design was especially built with speed in mind while offering an all-in-one System with a cohesive online banking experience.

- Personalized dashboards
- Instant alerts via preferred channel
- Spending patterns with money manager
- Speech to text feature
- Fill out forms and attach files
- Secure live chat capability
- Transactions, bill pay and so much more!



Click here for a full Video with Features

App Intro

## Meet our 2021 Scholarship Winners!

### Ava Motes

#### Caroline Beyer Memorial Scholarship

Ms. Ava Motes will be attending the University of Texas at Austin as a Journalism and Plan II double major in the Fall of 2021, where she will also be in the Moody College Honors Program. She has a passion for storytelling and a desire to solve expansive social problems. Her goal is to become a professional journalist and use her platform to share stories that build empathy and inspire reform. As someone who is interested in healthcare and education issues, she plans to devote her career to promoting equality in these areas. She also loves to write poetry and crochet goods for charity in her free time. Ms. Motes is an avid reader, an amateur hiker, and a documentary enthusiast.



### Yui Ginther

#### CCU College Student Excellence Award

Mr. Yui Ginther currently attends Northwestern University in Evanston IL. He is pursuing a 5-year dual degree in Journalism & French Horn Performance, as well as a certificate in Integrated Marketing Communications. He has a passion for orchestra and has been playing the Horn for 7 years. If he's not practicing or studying, he is in the kitchen as he loves to cook and bake. Mr. Ginther also speaks fluent Japanese and will be interning in Japan this summer!



### Congratulations Ava & Yui!

For more information on CCU scholarships, visit [www.ccutx.org/why-ccu/ccu-scholarships.html](http://www.ccutx.org/why-ccu/ccu-scholarships.html)

### COMPLAINT NOTICE

If you have a problem with the services provided by this credit union, please contact us at: Capitol Credit Union P.O. Box 81647 Austin, Texas 78708. Phone: (512)477-9465 or (800)486-4228. The credit union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting the Texas Credit Union Department at 914 East Anderson Lane, Austin, Texas 78752-1699, Telephone Number: (512)837-9236, Website: [www.cud.texas.gov](http://www.cud.texas.gov).

### INFORMATION REQUEST NOTICE

In accordance with the rules and regulations of the Texas Credit Union Department, you have the right as a member of Capitol Credit Union, to review the following documents: CCU's balance sheet and income statement, a summary of the most recent annual audit, IRS Form 990, written board policy regarding access to the articles of incorporation, bylaws, rules, guidelines, board policies, and copies thereof. Should you wish to review these documents, please send all requests to: Public Information Officer, Capitol Credit Union, P.O. Box 81647, Austin, Texas 78708.

### NOTICE

All interests paid or charged, fee requirements, methods of dividend and interest calculations, and other terms of all agreements or offers are subject to change at Capitol Credit Union's sole discretion. Capitol Credit Union complies with the Fair Credit Reporting ACT (FCRA) and may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report. Capitol Credit Union may earn a fee on certain products and/or services offered to its members. Dollars & Sense is an official publication of Capitol Credit Union for its sole use of its members.

### BOARD OF DIRECTORS

|                  |  |                      |              |
|------------------|--|----------------------|--------------|
| <b>CHAIRMAN</b>  | Michael A Jones  | <b>VICE CHAIRMAN</b> | Jaime Lynn   |
| <b>SECRETARY</b> | Joel Bennett   | <b>TREASURER</b>     | Karim Hirani |
| <b>DIRECTORS</b> | Wayne Hamilton, Nancy Hrin, Colin Parrish, Maria Lozano, Kelly Evans, Bekki Lammert, Gregory White |                      |              |

### BRANCH LOCATIONS

|                       |                              |                    |
|-----------------------|------------------------------|--------------------|
| <b>SOUTH AUSTIN</b>   | <b>NORTH AUSTIN (DOMAIN)</b> | <b>DOWNTOWN</b>    |
| 133 E. Benwhite Blvd. | 11920 Alterra Parkway        | 1718 Lavaca Street |

\*For updated hours of operation, please visit our website at [www.ccutx.org](http://www.ccutx.org)  
\*2021 Holiday Schedule available at <https://www.ccutx.org/locations-hours.html>



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For locations and hours, go to [www.co-opcreditunions.org/locator](http://www.co-opcreditunions.org/locator).