

Spring 2020 Newsletter

Mortgage Loans

Loan Application

Certificate Rates

Auto Rates

Visit our website

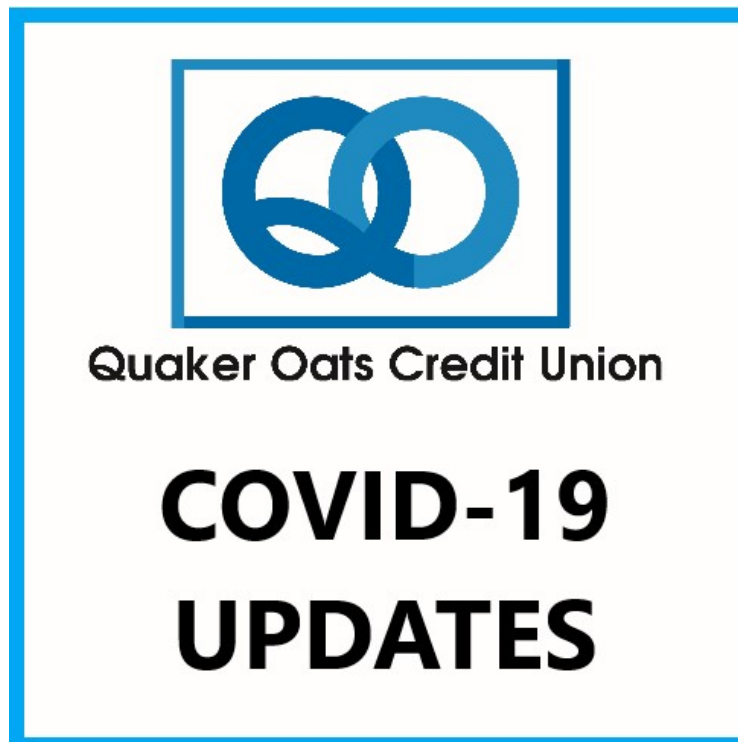
Contact Us

MESSAGE FROM THE CEO

On behalf of the Quaker Oats Credit Union staff and board, thank you for your membership and confidence during this challenging time. We will continue to closely monitor COVID-19 developments and take all precautionary steps to protect you, our staff and our local community. I'm very proud of the Quaker Oats Credit Union staff and board of directors as they continue to give 110% to serving members while responding to the continuous changes. Also a special thanks to all health care workers, all other essential workers and their families. We are prepared and ready to assist members and their families who have been impacted by the pandemic.

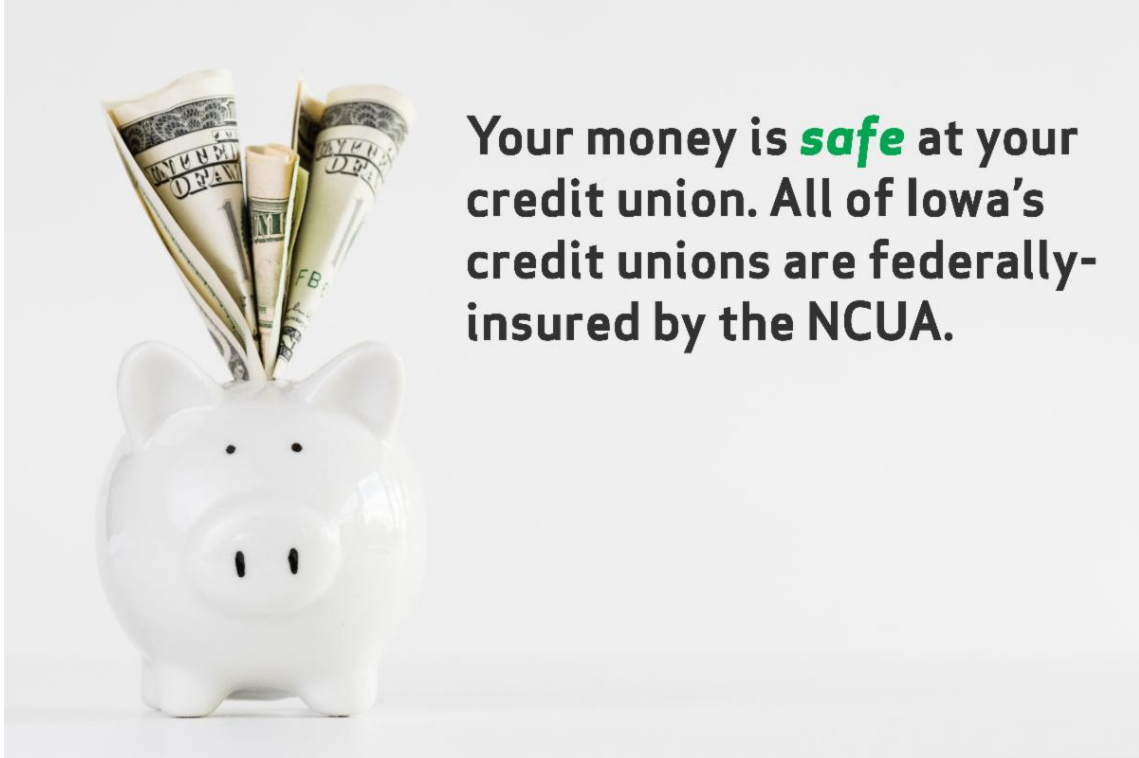
Sincerely,

Heather Lemke, CEO



Please visit our [COVID-19](#) page to find the most current information as it relates to our efforts to protect our members, employees, and our community during this crisis. We also encourage you to follow us on [Facebook](#) for timely updates.

COVID-19 Updates



Your money is **safe** at your credit union. All of Iowa's credit unions are federally-insured by the NCUA.

NCUA

SKIP-A-PAY

To help all of our members who have been affected by the COVID-19 pandemic, we're offering a Skip-a-Payment option for your April or May 2020 loan payment(s). This skip-a-payment is specifically designed for members who will be financially impacted by COVID-19. We're waiving our \$30 processing fee so there is NO charge to take advantage of this service. All you need to do is download, complete and return the form to the credit union.



Skip-A-Payment Form

COVID-19 SCAMS

Scammers have been out in full force trying to trick people out of their money in various ways related to COVID-19. One popular scam, reported by police departments across the country, involves people calling, claiming to be from the CDC, asking people to make a reservation to be vaccinated with a credit card and social security number. Another scam is similar, with callers asking for your information for a coronavirus test. According to reports, over one million coronavirus-related robocalls have been placed. The Federal Communication Commission has set up a COVID-19 page for up to date consumer warnings and safety tips.



FCC

WE'RE HERE TO HELP

If you or a family member are facing financial difficulties due to the effects of the Coronavirus, please contact the credit union to discuss how we can help.



Quaker Oats Credit Union
"Your Credit Union for LIFE"

Financial Assistance

SELF-SERVICE OPTIONS

The Coronavirus has canceled, postponed, and slowed down much of American life, but the nation's financial system operations are still strong. You can meet nearly all of your financial needs without leaving your home. We strongly encourage you to use Quaker Oats Credit Union's digital tools and other resources for self-service banking and 24/7 account access.



- [Online Banking](#)
- [Mobile Banking App](#)
- [Online Bill Pay](#)
- [Money Transfer](#)
- [Online Loan Application](#)
- [Privileged Status ATMs](#)

If you need help using any of these services, please call us.

Self-Service Options

LOBBY CLOSED

For the safety of our members and employees, and to help prevent the spread of the Coronavirus (COVID-19), our lobby remains closed. We are continuing service in the drive-up and by appointment.

Drive-Up Service

Monday -Thursday: 8:00 a.m. - 4:30 p.m.

Fridays: 8:00 a.m.- 5:00 p.m.

Service By Appointment

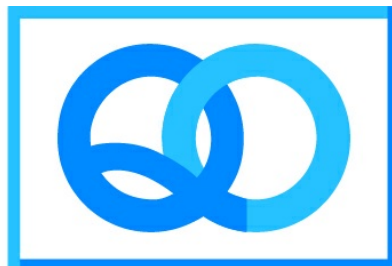
To make an appointment with a loan officer, please call us at 319-395-7060.

Hours

Dates to Remember

April - Credit Union Youth Month

Friday, April 10th - Closed for Good Friday



Quaker Oats Credit Union
"Your Credit Union for LIFE"

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