

JULY 2017

# INTERCHANGE



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## PREPARE YOUR KIDS FOR THE REAL WORLD BY TURNING MONTHLY BILLS INTO LESSONS

When you're a kid, a few dollars can seem like all the money in the world. It can take weeks, sometimes months, to save up your allowance. When you finally decide to spend it, you might realize that \$10 or \$20 isn't as much as it seems.



As a parent, you can help your children build important money management skills by providing experiences for them at a young age. Leading by example is a good way to start, and it can help instill good values and money habits. However, you'll also want your children to get their hands dirty.

**Open up your books.** The value of money is a lesson you learn over time. For young children, games, such as Peter Pig's Money Counter, or activities that help them identify coins and bills could be a good place to start. Older children may be ready to see how much things really cost. Going over bank or credit card statements, you could explain why you made each purchase and look for savings opportunities.

You can also **turn a monthly bill into a teaching moment.** Children might not realize how leaving the lights, heat or AC on can affect your monthly bills. You can sit down together and compare each month's bill to the bill from the previous year. The practice of reviewing and comparing bills can help children understand that their actions have financial consequences. They'll also start to learn how much it costs to keep your home comfortable. That's a valuable lesson, one I didn't truly learn until I had my first apartment. You could take a similar approach to the groceries or other monthly expenses.

**Help your children earn an income.** Knowing the numbers is only part of the picture. It'll be difficult for children to practice managing money if they don't have any money to manage. But how, when and why children should receive an allowance is a debate for many parents.

Whether you pay a chore-based allowance or offer payment based on extra work, you could **use a personal finance app** that lets children see how much they'll earn for each task. There are a variety of apps designed for different age groups, and some let kids create virtual accounts where they can track their earnings, spending and progress towards financial goals.

You can also **help children find ways to earn money** from outside the family. Organizing a yard sale could be a chance for them to help you clean out the home, practice bargaining and learn valuable lessons in entrepreneurship. Even a lemonade stand or bake sale requires that they buy supplies, work to earn money and put aside some of their earnings to pay for more supplies later.

**Make your kids responsible for their bills.** With a steady income comes increased responsibility. Make teenagers the boss of a bill, with real consequences for late payments. The mobile phone or internet bill could be a good place to start.

*Hiway is proud to be recognized as a **Top Workplace** for the 4th year in a row!*



*continued on reverse*

## TURN YOUR PHONE INTO YOUR WALLET

It's easy and secure for you to pay at stores you visit everyday with your Hiway Visa® Credit Card and MasterCard® Debit Card using your phone.

With our mobile wallet partnerships, you can use your phone, watch or other supported mobile device to tap and pay at participating stores using [Apple Pay®](#), [Android Pay™](#) or [Samsung Pay™](#). All three options allow you to store both credit and debit cards in a secure mobile wallet.

To add your Hiway cards on your Apple® device, go to Wallet and tap Add Credit or Debit Card. For your Android™ device, download one of the apps from Google Play™ (*if either of them aren't installed on your device already*) and follow the instructions.

Questions about adding your cards or about using your phone to pay at checkout? Call us and we'll be happy to help.



Hiway Business Credit Cards, Business Debit Cards and HSA Debit Cards are not supported with Apple Pay, Android Pay or Samsung Pay. Android, Android Pay and Google Wallet are trademarks of Google, Inc.

## JOIN HIWAY FOR A SAINTS GAME

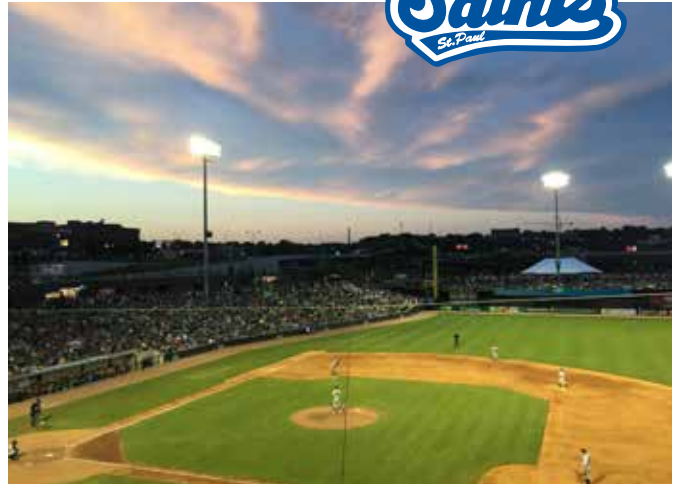
We have tickets available for purchase to the St. Paul Saints game vs. the Sioux City Explorers on July 27, 2017 at 7:05 p.m. Each ticket is \$25 and includes an infield reserved seat and meal — choice of bratwurst, hot dog or hamburger, potato salad, coleslaw, baked beans, potato chips and beverage — served on The Lawn at CHS Field (\$35 value).

For each ticket purchased, Hiway will donate \$10 to Children's Miracle Network (CMN).

**Tickets are limited and available on a first come, first serve basis.** To purchase, do one of the following:

1. Visit [hiway.org](http://hiway.org) and complete the online registration form
2. Call 651.291.1515 or 800.899.5626, ext. 8597

Tickets will be mailed to you once your order has been processed.



## PREPARE YOUR KIDS . . . (cont.)

Figure out an appropriate portion for them to take on and require them to pay you each month. If they're late, they lose internet access or their phone until they can pay their balance. When they don't have enough saved to pay the bill, offer work opportunities for them to make money.

Once they take responsibility for their first monthly bill, you can also share how you manage the household's finances. Show them what it's like to keep multiple bills organized each month, make payments by writing checks or setting up auto-pay. Then explain how late payments can lead to fees, affect your credit and (just like with their phone) get services shut off.

Bottom line: Understanding how much it costs to manage a home and the importance of paying your bills on time can help you avoid costly mistakes. Some people learn these lessons once they're at college or living on their own, but you can help give your kids a leg up by taking a proactive approach to their financial education.

Source: [practicalmoneyskills.com](http://practicalmoneyskills.com)

### HIWAY YOUTH CLUBS

To help you prepare your kids for a lifetime of financial understanding and learn good financial habits very early in life, we offer free Youth Clubs for kids age 0 - 12. Benefits include:

- Savings Incentive Program
- Quarterly Newsletters
- Fun Online Education Links
- Group Events
- Birthday Card

Lil' Antlers

YOUNG BUCK

Give us a call to enroll your kids today. It's FREE!

## PAYING FEES FOR YOUR CHECKING?

Many financial institutions charge fees or have minimum balance requirements for their checking accounts. Not at Hiway. Our Free Checking Account is just that — FREE. You also get more direct access to your money than many big banks.



### Hiway's Free Checking Account

- No monthly service fees
- No minimum balance requirements
- 12 free ATM transactions each month
- Access to more than 54,000 surcharge-free ATMs in the U.S. and Canada
- Access to more than 5,000 shared branches nationwide
- And more!

Switching your checking account, or opening an additional checking account, can seem like work. We'll help make it easy. Call us today to get started!

Qualifications apply



**YOU'RE ON THE MOVE.  
WE'VE GOT YOU.**

Visit [hiway.org](http://hiway.org) or use our mobile app to find surcharge-free ATMs and branch locations near you!

## OUT&ABOUT

Hiway is truly honored to have received the **U.S. Flag flown in our honor aboard an A-10 Warthog**, from Vice Chair of our Hiway board, Patrick McGuiness, who is a member of the U.S. Army Reserve. Thank you Patrick for your service to our country and our credit union.



## EXPERIENCE EASIER AUTO SHOPPING

If you're one of many that doesn't want to drive from dealership to dealership or compare internet listings to find your next vehicle, you're not alone.

Have someone else do the work for you. Our Auto Buying Service is FREE to Hiway members and takes the hassle out of finding your next vehicle. They'll search for the vehicle you want, negotiate the best price and shop around to get you the highest price on your trade-in.

To get help with your next vehicle purchase, call our Auto Buying Specialists at 651.228.9477. You can even visit [hiway.org](http://hiway.org) to view some of the vehicles that are currently available on our Online Auto Lot.

### GET PREAPPROVED FOR YOUR AUTO LOAN BEFORE YOU SHOP



- Rates as low as **2.24% APR**<sup>1</sup>
- Financing up to 100%
- Flexible terms and payment options
- No application or pre-payment fees

\*APR is Annual Percentage Rate and includes a 0.25% discount for Automatic Payments. Rates subject to change. Rates vary based on age of collateral, credit history and length of loan. Qualifications apply. Other terms and conditions may apply

Each summer, Hiway raises thousands of dollars for Children's Miracle Network (CMN) and Veterans' programs through **Summer Cookouts** at our Main Office and Fort Snelling Branch. For \$5 or less, you can purchase a brat or hot dog meal. Stop by and join us to help support kids, families and Vets!

### Summer Cookout Schedule

11:00 a.m. - 2:00 p.m.



July 7	Main Office
July 14	Fort Snelling Branch
July 21	Main Office
August 4	Main Office
August 11	Fort Snelling Branch
August 18	Main Office
Sept. 1	Fort Snelling Branch



DAVE BODEN  
President/CEO

## PRESIDENT'S CORNER

As many of you undoubtedly know, it has been a very eventful last few months here at Hiway. In May, we rolled out a new website — [hiway.org](http://hiway.org) — and implemented a new online and mobile banking platform. As with any rollout of this magnitude, the nature of the immediate changes posed a challenge to many of you. Changes at first time login, the move to new Login IDs, the consolidation of all accounts under one login, general visual changes and even a few unexpected technical problems certainly made things more difficult. We are truly sorry for the inconvenience.

To all of you that have logged in to Hiway's new online banking or mobile app, I want to personally thank you. We very much appreciate your patience during the upgrade process, and over the next few months as well, while we continue to add functionality to the new system and provide fixes and updates to address any lingering problems.

This rollout was the culmination of an 18-month project, which included a large, cross-functional team of Hiway associates. During the project, we assessed our existing online banking system and tools, evaluated new, state-of-the-art online and mobile banking technology and reviewed feedback, ideas and suggestions from all of you that we had accumulated over the past few years. We last upgraded our online technology about eight years ago. While we had made incremental updates over time, we determined that our existing system wasn't going to be able to sustain us for the next five – ten years, and ultimately decided it was time to take a step forward. We selected one of the national leaders in bank and credit union technology as our online banking partner and implemented a complete new digital platform.

The new system continues to provide most of the same features that were available previously, along with many new features and functions that have long been requested. Here are just a few highlights:

- Individual Login to see all accounts you have access to (*across all primary and joint relationships*)
- Organize your home page by choosing to hide accounts, group your accounts using drag and drop and add nicknames
- Make transfers to any other Hiway member (regardless of account ownership)
- Increase security by creating your own unique Login ID
- New, more secure “multi-factor” authentication model using temporary secure access codes (*similar to models now used by Google, Amazon, Apple, etc.*)
- New mobile apps, available for both Apple® and Android™ phones and tablets
- Optional fingerprint access for mobile apps
- Updated Mobile Deposit service for checks (*reduced incidents of image problems!*)
- Improved Bill Pay management both online and via mobile
- New Text Banking (*quick access to balances or transfers between accounts*)

If you haven't already used online banking or our mobile app, I highly encourage you to check them out. We strongly believe everyone needs to be able to choose how they want to interact with us and how they want to manage their money, from our more traditional in-person and over the phone methods to online and mobile. Whatever your choice is, we want you to have an easy, convenient and friendly banking experience. If you would like to try online banking or our mobile app and need additional guidance or assistance, feel free to contact us at any time. You can also visit [hiway.org/upgrade](http://hiway.org/upgrade) to view video tutorials and see answers to frequently asked questions (FAQs)

We know there are both small and significant long-term benefits for our members as we go forward and continue to enhance our online services. Hopefully many of you are already experiencing some of the improvements. But that doesn't make the transition any easier, and we again want to apologize for any inconvenience suffered during this admittedly difficult period. Our members are everything to us, and I want to reiterate my appreciation for your patience and for sharing your thoughts, ideas and suggestions so we can continue to provide digital technology that meets and exceeds your needs. And as always, thank you for your membership and support.

*Dave Boden*

## BOARD ELECTION RESULTS

Congratulations to Incumbents Patrick McGuiness, Sue Mulvihill and Leonard Leitner who were re-elected to Hiway's Board of Directors.

### Your 2017 Board of Directors

Pam Tschida, Chair  
Patrick McGuiness, Vice-Chair  
Sue Mulvihill, Secretary

Kimberly Collins, Director  
John Dillingham, Director  
Doug Differt, Director

Lori Hodapp, Director  
Leonard Leitner, Director  
Jeff Schwalen, Director



## DID YOU KNOW?

You can add transaction alerts to your Hiway Visa® Credit Card and MasterCard® Debit Card in just minutes? With custom alerts, you can get a text message or email for:

- Purchases made over a selected amount
- International purchases
- Online and phone purchases where the card is not physically present
- Declined transactions
- And more

To register your Hiway cards, visit [hiway.org](http://hiway.org).

## YOUTH NEWSLETTERS

If your child is a youth club member, check out the newsletter enclosed with their statement.

### Lil' Antlers (ages 0 - 5)

- WINcentive® Savings
- We Love This Game
- What's Happening
- Coloring Sheet

### Young Bucks (ages 6 - 12)

- Minnesota Wild Savings & Certificate Builder
- Get Craftin'
- What's Happening
- Featured Animal
- Yum Recipes

## HOLIDAY HOURS

### Hiway will be closed:

July 4  
Independence Day

September 1  
Labor Day

## SHRED DAYS

Hiway will have a mobile shredding truck on-site to shred your sensitive papers and personal documents. This is a FREE service!

Date: July 22, 2017  
Time: 9:00 a.m. - 12:00 p.m.  
Where: Hiway's Fort Snelling Branch

Date: September 16, 2017  
Time: 9:00 a.m. - 12:00 p.m.  
Where: Hiway's Administration Building

*Please note: we will only be accepting paper and not other items like hard drives, CDs or DVDs. Shredding will be provided on a first come, first serve basis and the event will run for the scheduled time or until the shredding truck is full, whichever comes first.*



### EVENT LOCATIONS:

Hiway's Administration Building  
840 Westminister Street  
St. Paul, MN 55130

Hiway's Fort Snelling Branch  
5025 E 54th St.  
Minneapolis, MN 55417

## DEFENSIVE DRIVING

If you're age 55 or better, you may be eligible for a 10%, three-year discount on your personal auto insurance by completing a defensive driving class.

### Two-Day Class

Date: September 26 & 27, 2017  
Time: 9:00 a.m. - 1:00 p.m. (each day)  
Where: Hiway's Administration Building  
Cost: \$19/person  
RSVP: by September 15 to ext. 8602

### Refresher Class

Date: September 28, 2017  
Time: 9:00 a.m. - 1:00 p.m.  
Where: Hiway's Administration Building  
Cost: \$18/person  
RSVP: by September 15 to ext. 8601

Hiway's classes are taught by the Minnesota Safety Council. **Registration is required.** Register at [hiway.org](http://hiway.org) or call us and ask for the ext. number listed.

## CONTACT US

**Mail**  
111 Empire Drive  
St. Paul, MN 55103

**TDD Users**  
7-1-1  
800.627.3529 (MN Relay)

**Phone**  
651.291.1515  
800.899.5626

**Tellerfone<sup>SM</sup>**  
651.290.2200  
800.262.4428

**Online**  
[hiway.org](http://hiway.org)

Call us or visit [hiway.org](http://hiway.org) for branch locations & hours.  
Our Fort Snelling Branch is open on Saturdays.



Official Credit Union



Yellow Ribbon Company