







MEMBER CONNECT FEBRUARY 2019



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-  Brazos Valley Schools Credit Union
-  @brazosvalleyschoolscu
-  Brazos Valley Schools Credit Union
-  @BrazosValleySch

A Word from the President



Did you know we answered over 350,000 member phone calls in 2018? That's a lot of calls! After our successful system upgrade last year, finding more efficient ways to serve you remains a top priority. To that end, we will be opening a permanent, fully-staffed Member Support Center (MSC) dedicated to answering your phone calls to provide fast and friendly service. Beginning in March, we will route calls from branches to the MSC in stages to ensure a smooth transition.

The MSC staff will be able to assist with many of the general questions we receive by phone. For example, account balances, loan payments, transfers, to name a few. However, we always encourage members to use our Online Banking and telephone banking services anytime for quick account access. The MSC team will be led by Kimberly Barcak, who comes to us with a wealth of member support center experience.

Be on the lookout for news about the MSC grand opening festivities! Members will have chances to win prizes just for calling in! We are excited about what the New Year has in store for us. Thank you for being a member/owner and for your loyalty and dedication to the credit union - where we are focused and committed to being your Trusted Financial Partner. The Member Support Center hours will be Monday-Thursday 8:00-5:00 pm, Friday 8:00 - 5:30 pm. The MSC phone number will be 281-391-2149 or toll-free at 1-855-391-2149.

Yvonne Kershner
Yvonne Kershner
President/CEO



BVSCU Home Equity Loans *The choice is yours!*



Close your Home Equity Loan by April 30, 2019 and receive:

\$250

 TOWARDS
CLOSING
COSTS.

Promotional period starts on February 1, 2019 through March 29, 2019. Close by April 30 for promotional credit. You must be a member or eligible for membership to qualify. Rates, terms and conditions are subject to change without notice. All loans are subject to credit approval. BVSCU is an Equal Housing Opportunity Lender.



BY THE NUMBERS

A snapshot of our growth.

	December 2017	December 2018
Members	52,154	53,633
Loans	\$244,730,129.05	\$274,971,875.48
Deposits	\$655,926,616.11	\$648,933,838.41
Assets	\$721,704,313.29	\$715,637,341.83
Quarterly Income Produced	\$6,873,560	\$8,096,521
Quarterly Expenses	\$5,847,714	\$5,713,419
Quarterly Dividends Paid to Members	\$420,181	\$752,152

Save The Date FOR OUR ANNUAL MEETING



Date: April 11th, 2019
 Location: Leonard Merrell Center
 6301 S. Stadium Lane
 Katy, TX 77494
 Time: Dinner served at 6PM
 Meeting to follow
 Price: \$1 per person

KID ZONE ★ DOOR PRIZES ★ FUN

COMPLAINT NOTICE

If you have a problem with the services provided by this credit union, please contact us at:

BRAZOS VALLEY SCHOOLS CREDIT UNION
 25525 KATY MILLS PARKWAY
 KATY, TX 77494
 (281) 391-2149
 INFO@BVSCU.ORG

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 through one of the means indicated below:

IN PERSON OR U.S. MAIL: 914 EAST ANDERSON LANE, AUSTIN, TEXAS 78752-1699
TELEPHONE NUMBER: (512) 837-9236
FACSIMILE NUMBER: (512) 832-0278
EMAIL: COMPLAINTS@CUD.TEXAS.GOV
WEBSITE: WWW.CUD.TEXAS.GOV



IT'S TAX SEASON! Are you ready?

BVSCU can help during tax time.
PERSONAL LOANS AVAILABLE.



All loans are subject to credit approval. You must be a member or eligible for membership to qualify. Rates, terms and conditions are subject to change without notice.

Holiday Closings

Presidents' Day
 Monday, February 18

Good Friday
 Friday, April 19
 Saturday, April 20



On Feb 2 BVSCU staff participated in the Katy 5K. Together we raised **\$6,043.00** for The Katy Education Foundation!