



### President's Pen

Fall is here. Leaves are turning and clocks are winding back. Where's the apple crisp?

As discussed in the first newsletter this year, we are focused on your survey feedback. ATMs have been long overdue, and I am now happy to report that the first three new machines have been installed. For details, see the progress update to the right.

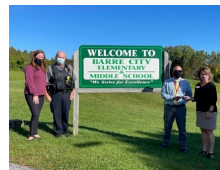
We are also working on upgrades to our online banking and mobile app. As you can imagine these remote access channels have been getting increased usage lately. These upgrades will enhance the user experience to help you get your banking done more easily.

I know I have said it before, but it bears repeating. As we are all using our debit and credit cards more, and using cash less, please remember to take the time to keep your cards safe from identity predators. If you have not done so already, please learn more about how our [Mobile Wallet](#) can help.

Stay safe and be well.



Brett A. Smith  
President and CEO  
One Credit Union



### Barre Branch Raises \$1,125

The South Barre Branch recognized many more kids were not ready for school this year, especially during the pandemic. They enlisted the help of our members and raised \$1,125 for local school districts this fall! Special

shout out to the American Federation of State, County and Municipal Employees Union Local #1369, who made an incredibly generous donation! Together, we are making an impact in our communities!

### ATM Upgrades!

Progress Update: In July the installation phase of the project started. New ATMs have been installed in Springfield, Chester, and Newport. Barre and Essex will follow starting the week of 10/4. These ATMs no longer require envelopes for deposits and provide an enhanced user experience. At Claremont, Chester, and 55 Clinton Street we will be installing Video Teller Machines. At these machines, instead of interacting with the computer, you can choose to interact with our local staff via video (during business hours. Off hours it functions as a regular ATM). This project is scheduled to finish in the first quarter of 2022.



### Events are back!

Back by popular demand - hot dog days! We are making the rounds to all branches with a Member Appreciation event. We have all learned to be safer in the past 18 months. It seemed most of you missed us as much as we missed you! Everyone enjoyed hot dogs, some OCU swag, and good cheer - even the folks in the drive up!

One event left ... Essex on 10/8, where not only are we celebrating our members, we are also celebrating a belated Grand Opening of the new branch. Please join us!

### Saver Story of the Month!

**Make-A-Wish Raffle Winners**

At each branch Member Appreciation event, we held a raffle for an OCU Swag Bag. All funds raised benefit Make-A-Wish.

- Chester Cindy Allen
- Claremont Louella Snide
- Essex TBD!
- Newport Barbara Fortune
- South Barre Danielle Ricker
- Springfield Cheryl Smith
- Vergennes Martha DeGraaf

Many of our staff also donate through payroll deduction. Even better? One CU matches all of these donations dollar for dollar. Together, we have raised \$10,578 for Make-A-Wish. And the year isn't over yet! THANK YOU ALL!

With Rewards Plus Checking we saw savings right away with the cell phone insurance - saving \$10/month on that feature alone! Best of all, I get fraud protection features that allow me to lock down my debit card and prevent it from being used by hackers."



-Jennifer, Newport

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