

# Owner's Guide

F A L L 2 0 1 7

## Stable Conditions

Economic conditions across the state and throughout the communities we serve have remained relatively stable. Employment opportunities exist and unemployment figures remain low.

Consumer confidence is generally positive and although the Federal Reserve raised rates on two occasions this year, the impact has been very modest. While some borrowing rates have increased slightly, mortgage rates remain essentially unchanged. We continue to see stable growth. Year to date, loans are up over 14%, deposits up over 7%, memberships 3% and account growth 3%, with memberships and accounts near 30,000! Your Credit Union remains very strong financially with very low delinquency, strong earnings and solid capital.

Consumer confidence has led to our members buying homes at a higher level than we have seen in several years. They're taking advantage of the CU Promise programs and many are enjoying a minimum 10% down payment and

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FROM THE PRESIDENT

## Compass Club App and Member Rewards!

### Get Local Perks... And an App to Alert You When They Are Near

The Compass Club is our FREE member rewards program and delivers discounts and other perks at many local and national merchants.

A member rewards program is great by itself, but the key to the Compass Club is the Compass Club App. As you are moving around the community with your iOS or Android phone, the app will alert you when you are close to a perk!



That's right, you don't have to dig in to a big list and try to remember where your discounts are. Just go about your day and the app will let you know when you have a perk nearby.

To redeem the perk, all you have to do is pay with your Maine Savings debit or credit card. All Maine Savings debit and credit cards are included, even business accounts and credit cards.

We love technology when it works to make things easier. And the Compass Club App makes it so easy to enjoy your rewards!

Don't have a smart phone? That's ok, too. You can also access the discounts at our perks website. Just visit online at [compassclub.larky.com](http://compassclub.larky.com).



For full details visit  
[mainesavings.com](http://mainesavings.com)



## New HR Maternity/Paternity Paid Time Off Policy for Maine Savings Employees:

We are pleased to announce a new benefit being offered to employees to help address challenges so many working adults face today, maternity/paternity leave. Our new policy provides up to eight weeks of paid leave for absence due to pregnancy related disability, for the birth of a child, and to care for the newborn child, or for the placement of a child for



adoption. We are proud of the outstanding team of dedicated Maine Savings employees and this benefit gives those who qualify the opportunity to spend critical bonding time with their child without the added financial pressure faced by so many new parents. We are proud to be a leader in the workplace in support of working families.

## Update on Portland Expansion

We are still developing plans for expansion in our building at 1355 Congress Street in Portland to accommodate both our own business needs and those of the tenants in the building who are seeking a long term relationship with us.

Unforeseen changes in the departure timeline of one tenant has delayed our progress, but this delay has also given us the opportunity to fully analyze our options in the Portland market.

**Stay tuned for further updates!**

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## FROM THE PRESIDENT **Stable Conditions**

avoiding private mortgage insurance. Not only are members buying homes, but homeowners are tapping into their rebounding equity by refinancing their current mortgages to consolidate debts or making improvements to their primary or second homes. All of this positive activity has provided the opportunity for a new four person business development team. This new team will help position Maine Savings as a financial partner within the business and residential lending communities.

Our member businesses are enjoying the stronger economy as well while recognizing Maine Savings can handle all of their financial needs. We have seen an enthusiastic increase in small and large businesses financing everything from small equipment purchases to lines of

credit, as well as multi-million dollar expansions. Our partnership with Business Lending Solutions gives us the ability to help businesses small and large accomplish their day-to-day operational goals and their life-long dreams.

Employees of the Retail Division continue to be active in the community and community events, with representation in Chamber functions, Rotary, Ending Hunger initiatives, as well as causes to cure cancer and many other local causes. We also had two employees graduate from the recent class of the Bangor Region Leadership Institute, and one graduate from the Hancock County Leadership Institute.

I am also pleased to report that our commitment to University of Maine

through our marketing agreement with Maine athletics is strong and growing, and we continue to support not only student athletes, but all students at UMaine and many schools around the state. From our scholarship program which provides support to high school graduates in each community we serve, to our support for community needs through The Maine Credit Union's Campaign for Ending Hunger, EMMC's Champion the Cure Challenge, and the Children's Miracle Network, we take seriously the need to give back.

A handwritten signature in red ink that reads "John Reed".

John Reed  
President and CEO



# Champion the Cure Motorcycle Ride

On August 19th, Maine Savings sponsored the 58.9 mile motorcycle ride for the EMMC Champion the Cure Challenge. So far the event has raised \$617,333, with every penny staying right here in our community to support local cancer research.



Each year we select a cancer survivor/member to lead the ride in honor of them defeating the disease and/or conquering the challenges.

This year we chose Raymond (Ray) Stanhope and his wife Patricia (Trisha).

Thank you Ray, Trisha, all our staff, and members who supported and participated in this very important community event!



## Need a New Energy System for Your Home?

Solar, Wind, Geothermal, Propane, Natural Gas, or Heat Pumps

**Interest Rate:** as low as **7.74%\***  
annual percentage rate

**Financing Term:** up to 7 years

**No Collateral Needed!**  
(subject to underwriting)

This offer is available only for energy systems not yet purchased and installed and is subject to normal underwriting guidelines. Disbursements will be made directly to the supplier or contractor. This offer is for the installation of energy systems for single family residences owned by the borrower.

\*Subject to credit qualification and borrower establishing and maintaining an active Maine Savings checking account with electronic statement, direct deposit, and monthly automatic debit for repayment of these loans. Standard underwriting guidelines apply. For each \$1,000 financed at the rate above, the estimated monthly payment may be as low as \$15.46. This is a limited time offer, and program rates, terms, and conditions are subject to change without notice. Other qualifications and restrictions may apply.

Go to [mainesavings.com/energyloan](http://mainesavings.com/energyloan) for more details

## It's Skip-A-Pay Time!

If you have an eligible loan, you can now apply to skip a payment! Details at [mainesavings.com/skipapay](http://mainesavings.com/skipapay)

# VISA® Automated Billing Updater Service

Great news, when your Maine Savings Debit or Credit card information changes due to normal expiration or lost/stolen card, we will automatically provide updated new account information to participating merchants for processing your recurring payments. You will no longer have to call to update this information, resulting in no interruption in service. Examples include subscription services (such as Netflix) and utility companies.

Just ask your biller if they participate in the Visa Automatic Billing Updater Service and if they do then your part is done. The participating merchants have the ability to retrieve your updated information. If the merchant does not participate, you will then have to provide your updated information to that merchant to ensure your recurring transaction will be accepted.

However, if you do not wish to participate, you may opt out of this service by contacting Maine Savings to let us know you do not wish to participate. You may do this by logging into online banking, mobile banking, or by calling us at 800-273-6700.

## Service Anniversaries and New Hires 3rd Quarter

Hampden		Milo	
Veronica Levesque	31	Valerie Curry	27
John Reed	27	Carrie Lumbr	18
Diann Gagnon	26	Beth Valvo	11
Karen Rudge	23	Vassalboro	
Robert Nelson	20	Nicole York	18
Janis Rollins	20	Donna Martin	9
Janine Tremble	19	College Ave	
Carley Birmingham	6	Brittany Auclair	4
Charity Mayhew	6	Haulani Jennings	4
Aimee Norwood	4	New Hires	
Marcel Blais	2	Edwina Strout—Part-time Teller, Milo	
Tiffany Browning	1	Katie Cobb—Teller Broadway	
Bangor—Broadway		Krystal Poulin—Teller Operations Supervisor Hammond Street	
Leanne Cox	11	Brittany Andrews—Member Service Representative/Loan Officer, Broadway	
Bangor—Hammond Street		Jennica Keeslar—Float Teller	
Kristen Brasslett	7		
Corinth			
Heidi Lewis	28		
Michelle Burnett	4		
Ellsworth			
Sue Porter	13		
Nancy Robbins	11		
Michelle Dunn	8		
Mitchell Small	6		

## FRAUD PREVENTION REMINDER: Maine Savings will NEVER call you and ask you for your Social Security number, account number, debit card number, or any other sensitive information.

(Remember, though, when YOU call US, we WILL ask for additional information to verify who you are.)



**Member Service Center**  
207.862.6500 or 800.273.6700  
memberservice@mainesavings.com  
Monday–Friday: 8 am to 5 pm  
Saturday: 9 am to 3 pm

**Main Office and Hampden Branch**  
101 Western Avenue  
PO Box 347  
Hampden, ME 04444  
Monday–Friday: 8:30 am to 5 pm

**Bangor | Broadway**  
671 Broadway  
Bangor, ME 04401  
Monday–Wednesday: 8 am to 5 pm  
Thursday–Friday: 8 am to 6 pm  
(5-6 pm, drive thru only)  
Saturday: 9 am to 4 pm  
(3-4 pm, drive thru only)

**Bangor | Hammond Street**  
868 Hammond Street  
Bangor, ME 04401  
Monday–Friday: 8 am to 5 pm

**Bar Harbor | Jackson Laboratory**  
600 Main Street  
Bar Harbor, ME 04609  
Monday–Friday: 7:30 am to 4 pm

**Brewer**  
Twin City Plaza, 278 State Street  
Brewer, ME 04412  
Monday–Friday: 8 am to 5 pm

**Corinth**  
500 Main Street  
PO Box 247  
Corinth, ME 04427  
Monday–Friday: 8:30 am to 5 pm

**Ellsworth**  
25 Resort Way  
Ellsworth, ME 04605  
Monday–Friday: 8:30 am to 5 pm

**Milo**  
122 Park Street, PO Box 447  
Milo, ME 04463  
Monday–Friday: 8:30 am to 5 pm

**North Vassalboro**  
912 Main Street, PO Box 189  
North Vassalboro, ME 04962  
Monday–Thursday: 8:30 am to 4:30 pm  
Friday: 8:30 am to 5 pm

**Old Town | College Avenue**  
College and Stillwater Avenues  
1002 Stillwater Avenue  
Old Town, ME 04468  
Monday–Friday: 8:30 am to 5 pm

### Closings

Columbus Day  
**Monday, October 9**  
Veterans Day  
**Saturday, November 11**  
Thanksgiving Day  
**Thursday, November 23**  
Christmas Day  
**Monday, December 25**

