Where We Are

Columbus Service Centers
Columbus National Road
1430 National Rd.
PO Box 789
Columbus, IN 47202
(812) 372-8811

5th Street
2020 5th St.
PO Box 789
Columbus, IN 47202
(812) 378-9962

46 West
216 Jonathan Moore Pike
PO Box 789
Columbus, IN 47202
(812) 378-9979

Walesboro
210 W 45th South Columbus, IN 47202
(812) 376-9660

Greensburg Plaza
1801 North Lincoln St.
Suite A
Greensburg, IN 47240
(812) 662-9392

Edinburgh
1700 North U.S. 31
PO Box 110
Edinburgh, IN 46124
(812) 375-9979

Madison
403 Clifty Dr.
Madison, IN 47250
(812) 273-8844

North Vernon
375 Veterans Dr.
North Vernon, IN 47265
(812) 346-9396

Shelbyville
258 E. State Rd. 44
Shebyville, IN 46176
(317) 522-2700

Southern Indiana
Jeffersonville
131 Veterans Parkway
PO Box 2527
Clarksville, IN 47129
(812) 264-4520

Jasper
275 Veterans Parkway
Jeffersonville, IN 47130
(812) 288-2450

New Albany
702 Bluffside Lane
New Albany, IN 47150
(812) 944-1213

River Ridge
4519 Pikesville
Jeffersonville, IN 47170
(812) 238-3042

Tell City
100 South Jackson St.
Tell City, IN 47180
(812) 776-1016

Catherine
281 N. Catherine
PO Box 400
Scottsburg, IN 47170
(812) 752-5377

Scottsburg Walmart
Walmart #142
1618 W. McClain
PO Box 314
Scottsburg, IN 47170
(812) 752-9010

Selkirk
611 Hamburg Way
Selkirk, IN 47172
(812) 288-2280

Seymour
520 South Jackson Park Dr.
PO Box 363
Seymour, IN 47274
(812) 533-1230

State Street
2190 State St.
New Albany, IN 47150
(812) 288-6300

Indianapolis
Carmel
11711 N. Pennsylvania, Suite 101
Carmel, IN 46032
(317) 482-6380
(800) 421-411

Shadeland
4526 N. Shadeland Ave.
Indianapolis, IN 46226
(317) 541-132

Outside Indiana
Jamestown, IN
4720 Baker St.
PO Box 26
Lakewood, NY 14750
(716) 733-6205

Whitakers, NC
3977 N. U.S. 301
PO Box 100
Whitakers, NC 27891
(252) 479-721

Administrative Centers
Corporate Offices
3881 Tupicil Dr.
PO Box 789
Columbus, IN 47202

Mortgage Center
70 Carr Hill Rd.
PO Box 789
Columbus, IN 47202

Jeffersonville
Southern Indiana
Administrative Center
1900 Charlestown
New Albany Pike
Jeffersonville, IN 47130

NCUA
Shared Branch and ATM Locations
For a list of Nationwide shared branches and ATM locations, visit
www.cen.org

You may ask for copies of the documents that we used in our investigation. If we decide there was no error, we will send you a written explanation.

Where We Are

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed in this brochure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

(1) Tell us your name and account number (if any).
(2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
(3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

We will tell you the results within three business days after completing our investigation. If we decide there was no error, we will send you a written explanation.

More Detailed Information is Available on Request

Phone: (800) 232-3642 or (812) 376-9771

P. O. Box 789
2020 26th St.
Columbus, IN 47202

More information on ATMs, Shared Branches, and ATM Locations, visit
Centra.org/itm
or have a pen handy when visiting an ITM. Learn more at
LoveMyCreditUnion.org

In this issue:
Letter from The President...page 2
Loretta M. Burd Scholarship Winners...pages 2-3

Holiday Closings
Thursday, July 4
Independence Day Closed
Monday, September 2
Labor Day Closed
As always, we offer 30,000 FREE ATMs, online, mobile and telephone banking 24/7, 365 days a year.

Save with Centra:
Sprint
You could have a $100 cash reward with each new line you activate.
Learn all about how your Membership gets you all these exclusive savings, and more at
LoveMyCreditUnion.org
Check them out and start enjoying credit union Member benefits you never knew you had.

It’s Time for Family Fun!
Centra will be sponsoring a Free Family Fun time at the kidscommoms, in Columbus, IN, on Sunday August 4th. The event will be open from 1:00 PM to 5:00 PM.

New Technology, More Convenience, ITMs are coming to Centra!

What are ITMs?
"ITM" or Interactive Teller Machines, are ATMs with a live video functionality. They give you the option to have a face-to-face transaction with a Centra Credit Union Service Agent. All our Interactive Service Agents are located with the rest of our Contact Center in Columbus, IN.

How will the drive-thru be different?
How will the drive-thru be different?
Your transactions will remain largely the same as they are now. Your Interactive Service Agent will help walk you through the process. Just drive up and press the button on the screen to get started. You'll need to make sure you endorse your checks ahead of time, or over the phone.

How will the drive-thru be different?
Your transactions will remain largely the same as they are now. Your Interactive Service Agent will help walk you through the process. Just drive up and press the button on the screen to get started. You'll need to make sure you endorse your checks ahead of time, or have a pen handy when visiting an ITM. Learn more at
Centra.org/itm.

Touch the screen
Simply drive up, touch the screen and you'll be connected by live video to a friendly Centra service agent.

Scan your id
Have your ID ready and endorse checks before visiting. ITMs dispense cash, coins, and receipts, but sadly, not pens or suckers.

Drive away happy
The same face-to-face service you expect inside, but out there, in your car.

Letter from the President

You can use your Centra card to enjoy an added level of security when you're at the store. The PIN will help confirm your identity. Use it at the register, or when paying with your Centra card for a purchase.

Use your card with a physical PIN to make sure you get the item you want.

In this issue:
LoveMyCreditUnion.org
Centra is a Member of the Credit Union National Association, a not-for-profit cooperative financial institution. It is regulated by the National Credit Union Administration (NCUA), a federal government agency.

Visit the store for a complete list of the latest offers and savings from Centra Credit Union. You can also find a list of the latest offers and savings from Centra Credit Union online, by calling us at 1-800-232-3642 or emailing us at info@centra.org.

You can use your Centra card to enjoy an added level of security when you're at the store. The PIN will help confirm your identity. Use it at the register, or when paying with your Centra card for a purchase.

Use your card with a physical PIN to make sure you get the item you want.

In this issue:
LoveMyCreditUnion.org
Centra is a Member of the Credit Union National Association, a not-for-profit cooperative financial institution. It is regulated by the National Credit Union Administration (NCUA), a federal government agency.

Visit the store for a complete list of the latest offers and savings from Centra Credit Union. You can also find a list of the latest offers and savings from Centra Credit Union online, by calling us at 1-800-232-3642 or emailing us at info@centra.org.

You can use your Centra card to enjoy an added level of security when you're at the store. The PIN will help confirm your identity. Use it at the register, or when paying with your Centra card for a purchase.

Use your card with a physical PIN to make sure you get the item you want.

In this issue:
LoveMyCreditUnion.org
Centra is a Member of the Credit Union National Association, a not-for-profit cooperative financial institution. It is regulated by the National Credit Union Administration (NCUA), a federal government agency.

Visit the store for a complete list of the latest offers and savings from Centra Credit Union. You can also find a list of the latest offers and savings from Centra Credit Union online, by calling us at 1-800-232-3642 or emailing us at info@centra.org.
Letter from the President

Dear Members,

Each of you make the growth of our credit union possible. This year we marked another significant milestone in our growth as we reached $1.5 billion in assets just seven years removed from reaching $1.0 billion. On behalf of the Team Members of Centra, I would like to offer our thanks for your continued support.

The sustained growth of our Credit Union has allowed us to invest in our strategic plan and work to continually improve the experience of our Members. Some recent examples of our commitment to you have been significant advancements to our Centra telephone system and our Contact Center phone delivery channel. One of the many upgrades significantly increased our call capacity to avoid service disruptions during heavy call volume times.

The Contact Center also upgraded their delivery channel to let members know what their place in the call queue is, offer a callback messaging service, and provide new dedicated call queues that will direct you to agents specifically trained to help with many of your needs. All these enhancements were made to improve your experience over the phone.

The last piece to our Contact Center upgrade was the expansion of our new Video Contact Center. As we continue to improve our convenience services, we made the leap to join other financial institutions in offering Interactive Teller Machines (ITMs). ITMs will replace select Drive-Thru Tube Systems and ATM locations. See the article on the cover or visit Centra.org/itm for more info.

Follow Us on Social Media:
We use Facebook, Twitter, and Instagram to connect with our Members on social media. We host giveaways and share financial tips, fun holiday activities and more. Join us on social media!

Going Places

Call Conway Tours at 812-379-9811 to learn more about how you can take part in these 2019 trips as a Centra Credit Union Member!

Cape Cod & Islands
September 7 – 14
Cape Cod, Martha’s Vinyard, Nantucket, and 5 nights Beachfront Resort

Mystery Trip
October 22 – 29
Always sells out!

Christmas Trip
2019
2 nights in the Inn at Christmas Place in Pigeon Forge, TN and 2 nights at Biltmore Estate

Loretta M. Burd High School Scholarship Winners

The Centra Foundation places a high value on education and the importance of individuals pursuing higher education opportunities. That’s why we offer scholarships for graduating high school seniors and non-traditional students who plan to attend a two or four year college, university, or technical school. We are excited to announce we awarded one $2,500 High School Scholarship per Centra Location, and two $2,500 Adult Scholarships, for a total of twenty four High School, and two Adult Scholarships in 2019.

The Centra Foundation would also like to recognize to Shirley Shea for her support to the Loretta M. Burd Adult Scholarship Program. The adult scholarship program is designed for adults over the age of 22 who have realized the importance of post-secondary education for their career and family. We are very grateful for such a great community partner!

Loretta M. Burd Scholarship Winners

Alyssa Lobb
Frewsburg Central School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Ava Pruitt
Columbus East High School

Lauren Wetterau
Scottsburg High School

Nolan Keeler
New Albany High School

Peter Awad
Columbus East High School

Mackenzie Gray
Madison Consolidated High School

Peter Awad
Columbus East High School

Rachel Street
Silver Creek High School

Taylor Figgins
Columbus Signature Academy

Cailleigh Pryor
Austin High School

Tyler Upton
Providence High School

- not pictured -

Olivia Wilmer

Loretta M. Burd Adult Scholarship Winners

Patti Torre

Jonathan Barrett

- not pictured -

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School

Destinie Achelpohl
Austin High School

Julia Vegar
Jeffersonville High School

Marissa Smith
Indian Creek High School

Taylor Figgins
Columbus Signature Academy

Alyssa Lobb
Frewsburg Central School

Ava Pruitt
Columbus East High School

Cailleigh Pryor
Austin High School

Darrin Schwartzter
Triton Central High School
The Centra Foundation places a high value on education and offers Adult Scholarships in 2019.

We are excited to announce we awarded one $2,500 High School Scholarship and two $2,500 Adult Scholarships, for a total of twenty four High School, and two Adult Scholarships in 2019.

The Centra Foundation would also like to recognize its community partner Shirley Shea for her support to the Loretta M. Burd Adult Scholarship Program. The adult scholarship program is designed for adults over the age of 22 who have realized the importance of post-secondary education for their career and family. We are very grateful for such a great community partner!

Dear Members,
Each of you make the growth of our credit union possible. This year we marked another significant milestone in our growth as we reached $1.5 billion in assets just seven years removed from reaching $1.0 billion. On behalf of the Team Members of Centra, I would like to offer our thanks for your continued support.

The sustained growth of our Credit Union has allowed us to invest in our strategic plan and work to continually improve the experience of our Members. Some recent examples of our commitment to you have been significant advancements to our Centra telephone system and our Contact Center phone delivery channel. One of the many upgrades significantly increased our call capacity to avoid service disruptions during heavy call volume times.

The Contact Center also upgraded their delivery channel to let members know what their place in the call queue is, offer a callback messaging service, and provide new dedicated call queues that will direct you to agents specifically trained to help with many of your needs. All these enhancements were made to improve your experience over the phone.

The last piece to our Contact Center upgrade was the expansion of our new Video Contact Center. As we continue to improve our convenience services, we made the leap to join other financial institutions in offering Interactive Teller Machines (ITMs). ITMs will replace select Drive-Thru Tube Systems and ATM locations. See the article on the cover or visit Centra.org/I TM for more info.

Follow Us on Social Media:
We use Facebook, Twitter, and Instagram to connect with our Members on social media. We host giveaways and share financial tips, fun holiday activities and more. Join us on social media!

Letter from the President

Dear Members,

The Contact Center also upgraded their delivery channel to let members know what their place in the call queue is, offer a callback messaging service, and provide new dedicated call queues that will direct you to agents specifically trained to help with many of your needs. All these enhancements were made to improve your experience over the phone.

The last piece to our Contact Center upgrade was the expansion of our new Video Contact Center. As we continue to improve our convenience services, we made the leap to join other financial institutions in offering Interactive Teller Machines (ITMs). ITMs will replace select Drive-Thru Tube Systems and ATM locations. See the article on the cover or visit Centra.org/itm for more info.

Follow Us on Social Media:
We use Facebook, Twitter, and Instagram to connect with our Members on social media. We host giveaways and share financial tips, fun holiday activities and more. Join us on social media!

Going Places

Call Conway Tours at 812-379-9811 to learn more about how you can take part in these 2019 trips as a Centra Credit Union Member!

Cape Cod & Islands
September 7 – 14
Cape Cod, Martha’s Vineyard, Nantucket, and 5 nights Beachfront Resort

Mystery Trip
October 22 – 29
Always sells out!

Christmas Trip
2019
2 nights in the Inn at Christmas Place in Pigeon Forge, TN and 2 nights at Biltmore Estate

Loretta M. Burd High School Scholarship Winners

The Centra Foundation places a high value on education and the importance of individuals pursuing higher education opportunities. That’s why we offer scholarships for graduating high school seniors and non-traditional students who plan to attend a two or four year college, university, or technical school. We are excited to announce we awarded one $2,500 High School Scholarship per Centra Location, and two $2,500 Adult Scholarships, for a total of twenty four High School, and two Adult Scholarships in 2019.

The Centra Foundation would also like to recognize to Shirley Shea for her support to the Loretta M. Burd Adult Scholarship Program. The adult scholarship program is designed for adults over the age of 22 who have realized the importance of post-secondary education for their career and family. We are very grateful for such a great community partner!

Loretta M. Burd High School Scholarship Winners

Call Conway Tours at 812-379-9811 to learn more about how you can take part in these 2019 trips as a Centra Credit Union Member!

Cape Cod & Islands
September 7 – 14
Cape Cod, Martha’s Vineyard, Nantucket, and 5 nights Beachfront Resort

Mystery Trip
October 22 – 29
Always sells out!

Christmas Trip
2019
2 nights in the Inn at Christmas Place in Pigeon Forge, TN and 2 nights at Biltmore Estate

Loretta M. Burd High School Scholarship Winners

The Centra Foundation places a high value on education and the importance of individuals pursuing higher education opportunities. That’s why we offer scholarships for graduating high school seniors and non-traditional students who plan to attend a two or four year college, university, or technical school. We are excited to announce we awarded one $2,500 High School Scholarship per Centra Location, and two $2,500 Adult Scholarships, for a total of twenty four High School, and two Adult Scholarships in 2019.

The Centra Foundation would also like to recognize to Shirley Shea for her support to the Loretta M. Burd Adult Scholarship Program. The adult scholarship program is designed for adults over the age of 22 who have realized the importance of post-secondary education for their career and family. We are very grateful for such a great community partner!

Loretta M. Burd High School Scholarship Winners

The Centra Foundation places a high value on education and the importance of individuals pursuing higher education opportunities. That’s why we offer scholarships for graduating high school seniors and non-traditional students who plan to attend a two or four year college, university, or technical school. We are excited to announce we awarded one $2,500 High School Scholarship per Centra Location, and two $2,500 Adult Scholarships, for a total of twenty four High School, and two Adult Scholarships in 2019.

The Centra Foundation would also like to recognize to Shirley Shea for her support to the Loretta M. Burd Adult Scholarship Program. The adult scholarship program is designed for adults over the age of 22 who have realized the importance of post-secondary education for their career and family. We are very grateful for such a great community partner!
Error Resolution Notice

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed in this brochure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

(1) Tell us your name and account number (if any).

(2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.

(3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will tell you the results within three business days after completing our investigation. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

We will tell you the results within three business days after completing our investigation. If we decide there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.

Centa Credit Union
P. O. Box 789
1430 National Road
Columbus, IN 47202

Business Days: Monday through Friday Excluding Federal Holidays
Phone: (800) 232-3642 or (812) 376-9771
More detailed information is available on request.

WHERE WE ARE

New Technology, More Convenience, ITMs are coming to Centra!

Touch the Screen
Simply drive up, touch the screen and you’ll be connected by live video to a friendly Centra service agent.

Scan Your ID
Have your ID ready and endorse checks before visiting. ITMs dispense cash, coins, and receipts, but sadly, not pens or suckers.

Drive Away Happy
The same face-to-face service you expect inside, but out there, in your car.

What are ITMs?
“ITM” or Interactive Teller Machines, are ATMs with a live video functionality. They give you the option to have a face-to-face transaction with a Centra Credit Union Service Agent. All our Interactive Service Agents are located with the rest of our Contact Center in Columbus, IN.

How do ITMs work?
It is like talking on a webcam or video-calling a friend. You can make eye contact and communicate live with a real person rather than through a speaker in the drive-thru, or over the phone.

How will the drive-thru be different?
Your transactions will remain largely the same as they are now. Your Interactive Service Agent will help walk you through the process. Just drive up and press the button on screen to get started. You’ll need to make sure you endorse your checks ahead of time, or have a pen handy when visiting an ITM. Learn more at Centra.org/itm.

Save with Sprint
You could have a $100 cash reward with each new line you activate.

Learn all about how your Membership benefits you all these exclusive savings, and more at LoveMyCreditUnion.org

Check them out and start enjoying credit union Member benefits you never knew you had.

It’s Time for Family Fun!
Centra will be sponsoring a Free Family Fun time at the kidscommons, in Columbus, IN, on Sunday August 4th. The event will be open from 1:30 PM to 5:00 PM.

Holiday Closings
Thursday, July 4
Independence Day Closed
Monday, September 2
Labor Day Closed
As always, we offer 30,000 FREE ATMs, online, mobile and telephone banking 24/7, 365 days a year.

In this issue:
Letter from The President...page 2
Loretta M. Burd Scholarship Winners...pages 2-3
Error Resolution Notice...page 4

MHNC80/411603

MHNC80/411603