

YOU BELONG

NEWS FOR CENTRA MEMBERS | JULY - SEPTEMBER 2020

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Check out our ITMs!

Learn all about the new ITMs at Centra.org/itm



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Holiday Closings

Saturday, July 4

Independence Day Closed

Monday, September 7

Labor Day Closed

As always, we offer 30,000 FREE ATMs, online, mobile and telephone banking 24/7, 365 days a year.

 **CENTRA**
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Centered around you.

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Letter from the President



Dear Members, I've often said you, our Members, are the reason for everything we do. That is true now more than ever. I want to thank you for your patience and understanding as we've adjusted our operations to protect you and our Team Members. While we plan for a variety

of situations, this is an unprecedented time for you and your Credit Union. Your kindness and flexibility have allowed us to act quickly, prioritizing your health and safety, while still meeting your financial needs.

We live by our mission of being Centered Around You and that means serving you and all our Members in any way we can. The COVID-19 Pandemic negatively impacted many of our Members through reduced work hours, temporary closings, and other difficult situations. We are here to help.

Learn more about our Financial Relief Options at [Centra.org/financial-relief](https://centra.org/financial-relief). Every situation is unique, so please reach out to us at [800-232-3642](tel:800-232-3642) if you have any questions.

Over the last few weeks, I've talked with many Team Members in our branches, and the stories I've heard truly embody the Credit Union principle of 'People Helping People.' I admire the resiliency and compassion our Members have shown, and we

want to share that message with the communities we serve. Recently, food pantries have been working around the clock to support their communities, and United Way chapters have created COVID-19 relief funds in many of our communities. Through a combination of direct donations and community matching, we have donated \$70,000 to food pantries and United Way agencies throughout our footprint to help ensure that families have access to necessities.

We are honored to give back to our communities, and we take pride in remaining local and community focused. As a Member, I hope you also feel a sense of pride in the support we have been able to offer our communities. Recently, the United Way of Bartholomew County awarded our Credit Union with the Live United Award. This award is presented to one corporate partner based on their commitment to the United Way's mission through advocacy, volunteerism, and financial support. We are humbled to receive this recognition.

Thank you for supporting Centra and supporting your community. Together, we are stronger.

Sincerely,
- Rick Silvers

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!

You're invited to Centra's 2019 Virtual Annual Meeting!

All Centra Members are welcome to attend our [2019 Virtual Annual Meeting](https://www.centra.org/annual-meeting). The meeting will be held on **July 28 at 3:00pm**. Please visit www.centra.org/annual-meeting to pre-register. **Pre-registration is required by Friday, July 17, 2020.**

Due to health and safety concerns, the meeting will be hosted virtually.

Loretta M. Burd High School Scholarship Recipients

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 five High School, and two Adult Scholarships in 2020.

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
Recipients



Abby Colson
Scottsburg Senior High School



Abigail Marshall
Southwestern Jr/Sr High School



Abigail Vogel
Jennings County High School



Ariel Camm
North Harrison High School



Audra Fleenor
Scottsburg High School



Carlie Miller
Our Lady of Providence



Carmella Whipple
Cathedral High School



Chloe Moerer
Henryville High School



Erica Song
Columbus North High School



Hannah Grimes
Columbus North High School



Jaden Begley
Seymour High School



Jaeda Dixon
Warren Central High School



Jarod Ball
Indian Creek Senior High School



Kaitlyn Dougherty
Columbus East High School



Kaleb Stephens
Stephens' Academy



Melanie Hasler
Hauser Jr/Sr High School



Peter Torres
Panama Central School



Rachel Fisher
Salem High School



Sean Means
North Decatur High School



Stephen Wilson
Providence High School



Trace Thompson
Northern Nash

-not pictured-

Abigail Croudep

Jillian Walker

Andrew Goble

Madelyn Rohlfs

Loretta M. Burd
Adult
Scholarship
Recipients

Destinie Staley

Dawn Voyles

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 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.

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

Centra Credit Union
P. O. Box 789
3801 Tupelo Dr
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

Member Service Centers

Columbus

National Road

1430 National Rd.
PO Box 789
Columbus, IN 47202
(812) 376-9771
(800) 232-3642

Union Street

601 Union St.
PO Box 789
Columbus, IN 47202
(812) 372-8811

26th Street

2020 26th St.
PO Box 789
Columbus, IN 47202
(812) 378-5962

SR 46 West

2165 Jonathan Moore Pike
PO Box 789
Columbus, IN 47202
(812) 376-7661

Walesboro

2010 W. 450 South
Columbus, IN 47201
(812) 342-4403

Edinburgh

11700 North U.S. 31
PO Box 158
Edinburgh, IN 46124
(812) 376-9979

South-Central Indiana

Greensburg Plaza
1803 North Lincoln St.
Suite A
Greensburg, IN 47240
(812) 662-9392

Madison

303 Clifty Dr.
PO Box 1050
Madison, IN 47250
(812) 273-8844

Nashville

189 Commercial St.
PO Box 1050
Nashville, IN 47448
(812) 994-5055

North Vernon

975 Veterans Dr.
North Vernon, IN 47265
(812) 346-9596

Shelbyville

2450 E. State Rd. 44
Shelbyville, IN 46176
(317) 392-2100

Southern Indiana Clarksville Walmart

Walmart #1476
1351 Veterans Parkway
PO Box 2927
Clarksville, IN 47129
(812) 284-4180

Jeffersonville

2125 Veterans Parkway
Jeffersonville, IN 47130
(812) 288-2450

New Albany

710 Pillsbury Lane
New Albany, IN 47150
(812) 944-1325

River Ridge

450 Patrol Rd.
Jeffersonville, IN 47130
(800) 232-3642

Salem

1208 South Jackson St.
Salem, IN 47167
(812)570-3016

Scottsburg

281 N. Gardner
PO Box 400
Scottsburg, IN 47170
(812) 752-3377

Scottsburg Walmart

Walmart #1142
1618 W. McClain
PO Box 354
Scottsburg, IN 47170
(812) 752-7010

Sellersburg

651 Hamburg Way
Sellersburg, IN 47172
(812) 280-2820

Seymour

520 South Jackson Park Dr.
PO Box 363
Seymour, IN 47274
(812) 523-3230

State Street

2150 State St.
New Albany, IN 47150
(812)850-6300

Indianapolis Carmel

11711 N. Pennsylvania,
Suite 101
Carmel, IN 46032
(317) 843-5380
(800) 421-4111

Shadeland

4562 N. Shadeland Ave.
Indianapolis, IN 46226
(317) 541-1960

Outside Indiana Jamestown, NY

4720 Baker St.
PO Box 26
Lakewood, NY 14750
(716) 763-4405

Whitakers, NC

9377 N. U.S. 301
PO Box 100
Whitakers, NC 27891
(252) 437-9214

Administrative Centers

Corporate Offices

3801 Tupelo Dr.
PO Box 789
Columbus, IN 47202

Mortgage Center

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



Shared Branch and ATM Locations

For a list of nationwide shared branches and ATM locations, visit www.centra.org.