

# MEMBERSHIP GUIDE



*Serving Western North Carolina Since 1963*



**MOUNTAIN**  
CREDIT UNION

WELCOME TO



# MOUNTAIN CREDIT UNION

Mountain Credit Union is open to the community! Anyone who lives, works, worships or attends school in Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Swain or Transylvania counties of western North Carolina is eligible to be a member!

Our wide array of products and services, along with seven locations, provides our members convenient and quality financial services. Mountain Credit Union's mission is to "provide our membership with high-quality financial services. We are committed to the philosophy of people helping people."

To open an account or add to your services, visit any of our offices. You can also visit our website at [www.mountaincu.org](http://www.mountaincu.org).

## SAVINGS

### Savings

A regular savings account requires a \$5 minimum balance. This account is required for anyone who joins Mountain Credit Union and serves as your membership account. Dividends are paid quarterly when you maintain a \$100 balance. Quarterly statements.

### 'SAVE' Certificate of Deposit

A special one year certificate of deposit that allows you to make deposits throughout the year. You earn higher interest than with a regular savings account. The minimum deposit for the SAVE certificate of deposit is only \$25.00.

### Special Savings

A separate savings account for special savings projects such as insurance, vacation, taxes, etc. Dividends are paid quarterly. Quarterly statements.

### Christmas Club Accounts

Deposit throughout the year to this account and you will be ready for Christmas shopping! Your funds will automatically be transferred to your choice of checking or savings account in early October. Dividends are paid quarterly. Quarterly statements.

### Money Market Account

Maximize your savings and get access to your money if you need it. This account pays higher dividends than a regular savings but does not have maturity periods – your funds are available to you without penalty at any time. Minimum opening deposit is \$1,000. Dividends are paid monthly.

### Individual Retirement Account [IRA]

Traditional, Roth, and Coverdell ESA accounts are available for your future saving goals. IRA contributions may be tax deductible or tax deferred (ask your Tax Advisor for information). Dividends are paid quarterly.

### Health Savings Account

A Health Savings Account [HSA] is an account that you can put money into to save for future medical expenses. You control this money, deciding how to spend it on your health care needs. The balance at the end of the year is carried over to the next year. Whatever you don't spend is yours to keep.

### Children's Savings Program

Instill the principle of savings and thrift early. Fun stickers, gifts and newsletters are available to our young members. Dividends are paid quarterly. Quarterly statements.

### Share Certificate Accounts

Mountain Credit Union offers longer term savings with higher dividends. Minimum balances of \$2,500 and maturity terms apply.



## CHECKING

### Personal Checking

This account has no monthly maintenance fee to members who have at least one Direct Deposit posted to their account each month or maintain a minimum balance of \$500 in the checking account. Additional benefits include:

- No cost to you Fully Managed Recovery Identity Theft Coverage<sup>1</sup>
- Mastercard® Debit Card with Unlimited Transactions
- Free MCU Online Access with eStatements
- Free MCU Money Manager Budgeting & Financial Management Tool
- Free BillPayer
- Free MCU On-Call Audio Response Access
- Free \$2,000 Accidental Death & Dismemberment (AD&D) Insurance Coverage<sup>2</sup>

<sup>1</sup> **Fully Managed Identity Theft Recovery Services** – If you suspect identity theft, or if your personal information becomes compromised, we will assign you to a professional, certified and licensed Recovery Advocate can complete the recovery work on your behalf, report progress along the way, and be there for you until your good name is restored – no matter how long it takes! This service covers all types of identity fraud, even if it is not related to your account with Mountain Credit Union! Types of identity fraud covered include: credit/debit card fraud, tax fraud, employment fraud, government documents and benefits fraud, medical fraud, and any other identity fraud recognized by the Federal Trade Commission. This service extends to cover all named account holders. Additional coverage is available at a minimal cost. Visit [www.mountaincu.org](http://www.mountaincu.org) to learn more.

<sup>2</sup> There is no charge for \$2,000 basic Accidental Death & Dismemberment Insurance; however, insurance coverage is not automatic – member must enroll in order to have coverage. To apply for coverage call 1-877-607-4376.

### Summit Personal Checking

Summit Personal Checking from Mountain Credit Union is a high-yield account that combines exceptional benefits, competitive returns, and unparalleled convenience. Visit [Mountaincu.org](http://Mountaincu.org) to learn more.

Summit Personal Checking is our way of giving high-yield returns back to our members.





## Trailhead Student Checking

Discover Your Path! Venture into financial freedom with our high dividend Trailhead Student Checking! Visit [MountainCU.org](http://MountainCU.org) for details.

## Non-Profit Checking Accounts

A Non-Profit Checking Account is available to churches, clubs, lodges, associations, etc. This account is not charged a monthly fee. A MasterCard Debit Card is available with this account.

## Business Checking Account

Our Business Checking Account is for small businesses that do not need commercial services such as large sums of cash delivery. This account is intended for businesses with deposits of less than 200 checks per month and less than 50 deposits per month. Interest will be paid on balances over \$1,500 and a monthly fee is charged if the balance drops below \$1,500. A MasterCard Debit Card is available with this account.

## MasterCard Debit Card

MasterCard Debit Card can be used at any merchant that accepts MasterCard. The card can be used for purchases or as an ATM card for cash advances. No fees are charged by Mountain Credit Union; however, you may be charged by other financial institutions when using their ATM's.

## Courtesy Pay

Mountain Credit Union's Courtesy Pay service adds a measure of protection to your checking account, so you can avoid the hassle and expense of a declined transaction due to insufficient funds. This service pays checks, electronic payments and transfers (ACH items) that would not have cleared otherwise due to insufficient funds, up to an approved limit, for one low fee per covered overdraft transaction. That means, instead of returning a check because of insufficient funds, Mountain CU may pay your check.

Courtesy Pay is not a loan. It is a service provided by Mountain CU to help you manage your account. There is no fee to enroll in Courtesy Pay; however, when Courtesy Pay is used, there will be a fee of \$25.00 per covered item. The full amount of the overdraft balance plus related fees will be due immediately but in no event later than 15 days from the date of the occurrence.



## LOANS

### Car & Truck Loans

If you're looking to purchase a new or used vehicle, let Mountain Credit Union be a part of the deal! Get pre-approved before you go car shopping so that you know exactly how much you have to spend. Then you can spend your time shopping instead of negotiating the price!

If you have a vehicle financed at another institution, ask your Mountain Credit Union Loan Officer if we can reduce your monthly payments and save you money over the life of the loan! We're here to help you get the best deal possible!

Visit our website at [www.mountaincu.org](http://www.mountaincu.org) to get special offers on autos or review car values!

### MCU Auto Link

Before you go car shopping research values, find local dealers, take a virtual test drive, and get pre-approved for a car loan!



## Secured Loans

Mountain Credit Union offers consumer loans for any purpose.

- Boats, Motors & Trailers
- Jet Skis
- Recreational Vehicles
- Campers & Travel Trailers
- Motorcycles
- Farm Equipment, Including Riding Mowers and Small Equipment
- 4-Wheelers

## Home Equity Line of Credit

Take advantage of the equity in your home! If you plan to purchase a car, finance a college education, or do home improvements or a debt consolidation, talk with a Mountain Credit Union Loan Officer to see if a Home Equity Loan is for you. Mountain Credit Union offers Home Equity Loans with NO CLOSING COSTS.\*

\*Appraisal Fees May Apply

## Mortgage Loans

Mountain Credit Union offers a wide range of mortgages to help you meet your goals. Whether you're a first-time home buyer or your family is growing and you need more room, we can help find the mortgage for you. Our Mortgage Loan Officer can guide you through the process to get the best rate, term and closing costs possible. Contact our Mortgage Loan Officer by dialing your local Mountain Credit Union office or email [mortgages@mountaincu.org](mailto:mortgages@mountaincu.org).

## Unimproved Property Loan

Do you want to buy now and build later? Mountain Credit Union can help with our Unimproved Property Loan. This loan can be granted on property located in North Carolina with approved credit.

## Share Secured Loan

Mountain Credit Union offers a loan secured by the balance in your savings account. This is a great loan for someone who has a short-term need for financing but doesn't want to spend their savings. This is a great option for someone just starting to build credit.

## Personal Loans

Mountain Credit Union offers a personal loan for those little “extras” or unforeseen emergencies. The Personal Loan requires no collateral and helps you with things like consolidating debt, paying medical bills, vacation costs, or a new laptop. Whatever you are looking for, Mountain Credit Union may be able to help.

## Student Loans

This Sallie Mae Student Loan Program is a referral program that allows Mountain Credit Union members to apply for student loans on-line. You can apply for a student loan by visiting our website at <https://www.mountaincu.org/loans/apply-for-a-loan>.





## Overdraft Loan Protection

Mountain Credit Union offers two overdraft loan products.

### Basic Overdraft Loan Protection

- Maximum Loan Amount is \$1,000.
- Overdraft loan transfers will be made to your checking account as needed, up to the maximum loan amount, and in increments of \$100.

### Reserve Overdraft Line Of Credit

- Maximum Loan Amount up to \$10,000.
- Advances on this loan may be granted directly to members in addition to overdraft advances. This loan can be accessed through MCU OnLine, Mountain Credit Union's online banking platform.

## MasterCard Credit Card

- Earn 1% Cash Back When You Use Your Mountain Credit Union Mastercard Credit Card!
- Fixed Interest Rate As Low As 9.99% APR
- Credit Limits Up To \$25,000
- Cash Advances Available
- Debt Protection Available
- No Annual Fee

## MasterCard Credit Builder Secured Credit Card

- Fixed Interest Rate
- Credit Limits Up To \$5,000
- Cash Advances Available
- Debt Protection Available
- No Annual Fee
- Member must maintain credit limit in a secured savings account
- After 12 months with no late payments member may qualify for MCU's Mastercard Credit Card

## 24-HOUR eSERVICES

We want you to visit our office anytime you can, but we know it may not always be convenient to do business during business hours. We offer several ways of accessing your account when it is convenient for you.

### MCU Mobile

This app allows you to quickly and easily access your account at Mountain Credit Union. Check balances, make transfers, use BillPay, remotely deposit a check through Snap-a-Check, and get alerts when your account is accessed or when transactions occur.



### MCU Mobile Digital Wallet

is a way to carry your credit card or debit card information in digital form on your mobile device. You can pay with your smartphone or tablet instead of using the plastic debit or credit card. Your transactions are quick, secure, and convenient.



We offer our members Apple Pay, Google Pay™, and Samsung Pay.

- Just choose the best app that complements your mobile device choice and upload your MCU Mastercard Credit card or your MCU Debit Mastercard into the app.
- Once set up, your MCU Mastercard Credit and Debit card numbers are securely stored. You don't have to enter it every time you make a purchase.

Point of sale card reader setups vary by store and retailer. Look for this symbol to find merchants that accept contactless payments!

### MCU OnLine with eStatements

MCU OnLine with eStatements provides FREE online access to your account 24 hours a day/7 days a week. Includes eStatements which are available for print if needed, environmentally friendly if you don't. eStatements are available on the first day of the month and are more secure than mailing, with no printed information falling into the wrong hands. Personal identification number [PIN] is required for security purposes. Contact your Member Service Representative to get set up for this service.



## **Snap-A-Check**

Snap-A-Check is a free service on your Mountain Credit Union (MCU) mobile banking app that allows you to electronically transmit/deposit a check using an iPhone, iPad, Android phone or Android tablet. To use Snap-A-Check, you must be signed up for MCU Online and have the MCU mobile app installed on your mobile device. If you already use the MCU mobile app, make sure you have the most recent update installed. Approval process applies.

## **BillPayer**

Mountain Credit Union's BillPayer is safe, secure, fast and FREE. Sign up for Mountain Credit Union's FREE BillPayer product today and start saving money on printed checks, envelopes and stamps. Set up for a one-time payment or recurring payments.

If you're already enrolled in MCU OnLine , you can auto enroll in BillPayer! If not, contact your Member Service Representative today!

## **MCU On-Call**

Dial (828) 456-6474 or 1-877-699-6328 to get FREE automated telephone access to your account 24 hours a day/7 days a week. A personal identification number [PIN] is required for security purposes. Contact your Member Service Representative to get set up for this service.



## **MCU Money Manager**

Is your FREE Online Financial Management tool. You can view all of your accounts – even if they are not with Mountain Credit Union. Create budgets, set savings or loan payoff goals, and set up account alerts with email or text messages. Track your spending to see where your money goes!

## **OTHER MEMBER BENEFITS AND SERVICES**

### **Identity Theft Protection**

All personal checking accounts at Mountain Credit Union include at no cost to you Fully Managed Identity Theft Recovery Services. Additional levels of coverage available at affordable prices that include credit monitoring, credit report, credit score, expense reimbursement, dark web monitoring, and more. Visit <https://mountaincu.merchantsinfo.com/services.aspx> to enroll in additional coverage.



## VISA GIFT CARDS

The Perfect Gift for Any Occasion!

## Safe Deposit Boxes

Safe Deposit Boxes are available only at our Cherokee, Fletcher, Franklin, Murphy, and Sylva locations. This provides a safe place to store information or valuables. Various sizes are available and can be accessed during normal business hours. Auto-renewal is available to ensure continuous protection of your valuables. Fees vary according to size.

## Visa Gift Cards

Visa Gift Cards are the perfect gift any time of year! Different designs and styles offer a fun way to give for any occasion. The card is accepted anywhere VISA is accepted. Minimal fee applies.

## Money Orders

Available for those times when you need to pay with guaranteed funds. Funds are guaranteed, accepted by most businesses and financial institutions, no returned check fees, no checking account necessary. Minimal fee applies.

## Financial Education

Mountain CU offers one-on-one or group financial education/management sessions. We can educate you on ways to improve your credit score so that you can qualify for the loan rates you deserve.



A close-up photograph of a person's hand placing an orange puzzle piece into a larger puzzle. The puzzle pieces are white, with one piece missing, revealing a grey surface underneath. The orange piece is being held by the thumb and index finger, and is being lowered into the gap. The word "INSURANCE" is printed in white, bold, uppercase letters on the orange piece. The background is a light blue gradient at the top and a red gradient at the bottom.

**INSURANCE**

# INSURANCE

## Accidental Death & Dismemberment Insurance [AD&D]

Mountain Credit Union offers \$2,000 AD&D insurance on each member account; however, insurance coverage is not automatic and the member must enroll in order to have coverage. Additional coverage is also available at a reasonable rate. To apply for coverage call 1-877-607-4376.

## Auto Insurance

The TruStage Auto Insurance Program gives you access to instant quotes and potential discounts and could save even more if you combine policies. Get free quotes when you call 888-794-1970 or go to [www.mountaincu.org](http://www.mountaincu.org), click on Tools & Resources, and Insurance Services.

## Homeowners Insurance

The TruStage Homeowners Insurance Program protects your home and what's inside it. It covers you against losses or damage from fire, weather, theft and more. And it protects you from liability if an accident happens on your property. Get free quotes when you call 888-794-1970 or go to [www.mountaincu.org](http://www.mountaincu.org), click on Tools & Resources, and Insurance Services.

## Life Insurance

The TruStage Life Insurance Program will help you compare whole and term insurance, and explore affordable options so you can make a good decision today for your family. Get an instant quote when you call 888-794-1970 or go to [www.mountaincu.org](http://www.mountaincu.org), click on Tools & Resources, and Insurance Services.

Mountain Credit Union has Debt Protection options to protect you when you obtain a loan with us including:

- Debt Protection – Life
- Debt Protection – Disability
- Debt Protection – Involuntary Unemployment
- Guaranteed Asset Protection Advantage [GAP Advantage]
- Mechanical Breakdown Protection



# MOUNTAIN CREDIT UNION

## OFFICE LOCATIONS

### FRANKLIN

746 E. Main St.  
Franklin, NC 28734  
Phone: 828.524.4464  
Fax: 828.524.4467

### CANDLER

1453 Sand Hill Road  
Candler, NC 28715  
Phone: 828.667.7245  
Fax: 828.667.7286

### CHEROKEE

3533 US 441 North  
Whittier, NC 28789  
Mailing: P.O. Box 241  
Cherokee, NC 28719  
Phone: 828.497.6211  
Fax: 828.497.3969

### FLETCHER

3270 Hendersonville Rd.  
Fletcher, NC 28732  
Phone: 828.684.9999  
Fax: 828.684.0381

### MURPHY

8005 NC Highway 141  
Marble, NC 28905  
Phone: 828.837.0460  
Fax: 828.837.1049

### SYLVA

30 Highway 107  
Sylva, NC 28779  
Phone: 828.586.0425  
Fax: 828.586.0726

### WAYNESVILLE

1700 Russ Avenue  
Waynesville, NC 28786  
Mailing: P.O. Box 390  
Waynesville, NC 28786  
Phone: 828.452.2216  
Fax: 828.452.2217

[www.MountainCU.org](http://www.MountainCU.org)

