

SERVICE FIRST CHAIRMAN OF THE BOARD JAMES LARSON PASSES AWAY AFTER 27 YEARS OF SERVICE

Service First Federal Credit Union mourns the loss of Chairman of the Board James Larson, who passed away on Saturday, February 12, 2022.

Jim was enjoying his retirement of four and a half years from John Morrell as President local 304A John Morrell Union. Having been employed at John Morrell his entire working life for 50 years. Jim was a very proud strong Union member and steward. He spent his life working to better not only his life, but also the lives of everyone he could. Every road he traveled and every achievement he made, led to the betterment of all people. Some of these achievements he served as; President of local 304A Secretary Treasurer, local 304A President of Trades and Labor, First Vice President AFL-CIO, Director of Sioux Empire United Way, Commissioner of Sioux Falls Human Relations and Board Director/Chairman of Service First Federal Credit Union.



Jim served on the Board for over 27 years and in the role as Chairman for about a year. He was also extremely passionate about giving back to the community and made sure that the credit union was involved in giving back.

Travis Kasten, President and CEO, said, "It is said with every great organization there is a great leader, and Chairman Larson was that leader for Service First Federal Credit Union for the past 27 years. He will be missed by many, and remembered by all!"

COMMITTED TO COMMUNITY

At Service First FCU, we give back to make our community a better place to live and work. In March our employees raised a total of \$1,000.00 to donate to the Children's Inn. The Children's Inn empowers victims of domestic violence, sexual assault, and child abuse to overcome trauma and rebuild their lives, free from abuse.

If you have a donation request, you can visit our website at servicefirstfcu.org/form/donation-request and complete the request form.

We were also able to present a check to Sanford Children's Miracle Network for \$1,862.50 thanks to donations from our employees in 2021.



BUILD.

We offer construction loans!

At Service First, we make the mortgage process easy. Our entire mortgage team is located right here in Sioux Falls, so you'll receive a fast decision from someone who knows the local area. Since we are a not-for-profit financial institution, we offer loans with minimal fees. Talk to one of our Mortgage Loan experts today!

MEMBER SINCE 1958
NMLS #313985



FIRST THINGS FIRST

SERVICE FIRST FEDERAL CREDIT UNION NEWSLETTER

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Committed To Community

HOLIDAY CLOSURES

Closed for Memorial Day on Monday, May 30, 2022

Closed for Juneteenth on Monday, June 20, 2022

Closed for Independence Day on Monday, July 4, 2022

ANNUAL MEETING

Wednesday, June 15, 2022 at 5:00 pm

2022 BOARD OF DIRECTORS ELECTION

In accordance with Service First Federal Credit Union's bylaws, the Board Chair appointed a Nominating Committee to nominate a slate of candidates to fill two vacancies on SFFCU's Board of Directors.

NOMINATING COMMITTEE NOMINATES TWO

The Nominating Committee, as appointed by the Chair of Service First Federal Credit Union, has nominated two members to fill two positions on the Credit Union's Volunteer Board of Directors for a term of three years:

Dr. Gregg Talcott

Dr. Gregg Talcott is a retired educator with 37 years of experience as a teacher, coach, and school administrator. Since his retirement in 2019, Dr. Talcott has been an education consultant for the Sioux Falls Development Foundation providing direction for seniors at area high schools. He and a partner have formed an educational service company that specializes in in-service training for teachers and student retreats. Finally, Dr. Talcott teaches graduates students at the University of Sioux Falls who desire to become school administrators.

Dr. Talcott maintains active involvement in several community service organizations. He received his BS and MS -Education degrees from Northern State University in Aberdeen, SD. He received his Ed.S. and Ed.D. degrees from the University of South Dakota in Vermillion, SD. Dr. Talcott is married and has two children.

Joe Frantzen

Joe Frantzen is an air traffic controller with over 31 years of experience. Prior to being an air traffic controller, Joe worked as an airplane mechanic for 4 years. Joe also owns a small business, Midwest Mini Melts, and stays active in the community by volunteering his time as a firefighter and EMT.

Joe was born and raised in South Dakota, where he received an aircraft maintenance and air traffic control degree. Joe is married and has two children. In his free time, he enjoys hunting, fishing, anything flying or airplane related, and most of all, spending time with his family.

THE PETITION PROCESS

Members may petition Service First Federal Credit Union's Nominating Committee to add the name of a specific nominee to the names of the candidates selected by the Nominating Committee. To be valid, the petition must be signed by 1% of the members with a minimum of 20 and a maximum of 500. Each nominee by petition must submit a statement of qualifications and biographical data with their petition along with a signed certificate stating that they are agreeable to nomination and will serve if elected to office. The petition and statement must be received no later than 4:30 p.m. on Monday, May 2, 2022.

Send petition Certified Mail, return receipt requested to:

Heath Kooiman and Kyle Scholten
Nominating Committee
Service First Federal Credit Union
3901 E 10th Street
Sioux Falls, SD 57103

Nominations by petition, along with those of the Nominating Committee, will be posted in each credit union office at least 35 days prior to the Annual Meeting.

Should the number of nominees equal the number of positions to be filled, the election will not be conducted by ballot and there will be no nominations from the floor.

For more information regarding the duties and requirements of the Volunteer Board of Directors and the nomination by petition process, contact one of the Nominating Committee Members listed above.

UPDATES TO OUR MEMBER AGREEMENT

HOW TRANSACTIONS ARE POSTED TO YOUR ACCOUNT

There are two types of transactions that affect your account: credits (deposits of money into your account) and debits (payments out of your account). It is important to understand how each is applied to your account so that you know how much money you have and how much is available to you at any given time. This section explains generally how and when we post transactions to your account.

Credits. Deposits are generally added to your account when we receive them. However, in some cases when you deposit a check or draft, the full amount of the deposit may not be available to you at the time of deposit. Please refer to the Funds Availability Policy Disclosure in this Agreement for details regarding the timing and availability of funds from deposits.

Debits. There are several types of debit transactions. Common debit transactions are generally described below. Keep in mind that there are many ways transactions are presented for payment by merchants, and we are not necessarily in control of when transactions are received.

- a) **Drafts/Checks.** When you write a draft or check, it is processed through the Federal Reserve System. We receive data files of cashed drafts or checks from the Federal Reserve each day. The drafts or checks drawn on your account are compiled from these data files and paid each day. We process the payments in the order contained in the data file.
- b) **ACH Payments.** We receive data files every day from the Federal Reserve with Automated Clearing House (ACH) transactions. These include, for example, automatic bill payments you have authorized. ACH transactions for your account are posted throughout the day.
- c) **PIN-Based Debit Card Purchase Transactions.** These are purchase transactions using your debit card for which a merchant may require you to enter your personal identification number (PIN) at the time of sale. They are processed through a PIN debit network. These transactions are similar to ATM withdrawal transactions because the money is usually deducted from your account immediately at the time of the transaction. However, depending on the merchant, a PIN-based transaction may not be immediately ready for payment.
- d) **Signature-Based Debit Card Purchase Transactions.** These are purchase transactions using your debit card that are processed through a signature-based network. Rather than entering a PIN, you typically sign for the purchase; however, merchants may not require your signature for certain transactions. Merchants may seek authorization for these types of transactions. The authorization request places a hold on funds in your account when the authorization is completed. The "authorization hold" will reduce your available balance by the amount authorized but will not affect your actual/current balance. The transaction is subsequently processed by the merchant and submitted to us for payment. This can happen hours or sometimes days after the transaction, depending on the merchant and its payment processor. These payment requests are received in real time throughout the day and are posted to your account when they are received.

The amount of an authorization hold may differ from the actual payment because the final transaction amount may not yet be known to the merchant when you present your card for payment. For example, if you use your debit card at a restaurant, a hold will be placed in an amount equal to the bill presented to you; but when the transaction posts, it will include any tip that you may have added to the bill. This may also be the case where you present your debit card for payment at gas stations, hotels and certain other retail establishments. We cannot control how much a merchant asks us to authorize, or when a merchant submits a transaction for payment.

This is a general description of certain types of transactions. These practices may change, and we reserve the right to pay items in any order we choose as permitted by law.

CONDITIONS OF EFT SERVICES

Foreign Transactions. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the United States with no regard to the physical location of your card. This includes, but is not limited to, ordering goods or services online or any other mobile device or App within the United States to a merchant located outside the United States with the exception of U.S. military bases and U.S. territories.

ELECTRONIC FUNDS TRANSFER AGREEMENT

Preauthorized EFTs – Stop Payments

Duration of Order. For consumer accounts an EFT stop payment request will remain in effect unless you withdraw your request or all transfers subject to the request have been returned. For non-consumer/business accounts an EFT stop payment request will remain in effect for six months unless withdrawn or renewed by you in writing.

OVERDRAFTS

Understanding Your Account Balance. Your share draft account has two kinds of balances: the actual/current balance and the available balance.

- i. **Actual/Current Balance** – Your actual/current balance reflects the full amount of all deposits to your account as well as payment transactions that have been posted to your account. It does not reflect drafts or checks you have written and are still outstanding or transactions that have been authorized but are still pending.
- ii. **Available Balance** – Your available balance is your actual/current balance less: (1) holds placed on deposits; (2) holds on debit card or other transactions that have been authorized but are not yet posted; and (3) any other holds, such as holds related to pledges of account funds, minimum balance requirements, or to comply with court orders.

UPDATES TO OUR MEMBER AGREEMENT CONTINUED

We use your available balance to determine whether there are sufficient funds in your account to pay items, including checks and drafts, as well as ACH, debit card and other electronic transactions. Pending transactions and holds placed on your account may reduce your available balance and may cause your account to become overdrawn regardless of your actual/current balance. You should assume that any item which would overdraw your account based on your available balance may create an overdraft. You may check your available balance online, at an ATM, by calling us at 605-336-1047 or stop by the Credit Union.

Returned Item/Non-Sufficient Funds (NSF) Fees. The Credit Union may return a check or debit transaction (e.g., ACH payments) submitted for payment against your checking or savings account if the amount of the check or debit exceeds the available balance in your checking or savings account. Each time we return a check or debit for insufficient funds, we will assess NSF fees in the amount shown on the Credit Union's current Schedule of Fees and Charges for each returned check or debit item. If the merchant that submitted the initial check or debit submits the same item again, after it is rejected the first time, then we may reject it again and charge another NSF fee resulting in another NSF fee for the same item.

The Credit Union has no control over the number of times a merchant may resubmit the same check or debit transaction to us for payment and you will be charged multiple NSF fees in connection with a single check or debit transaction that has been returned for insufficient funds multiple times. There is no limit on the total NSF fees we can charge you for each item presented.

Minimizing Fees. The best way to know the amount of available balance you have and to avoid paying overdraft or returned item fees is to record and track all of your transactions closely, including pre-authorization commitments, outstanding checks, ACH debits, internet bill payments, online and mobile banking transfers, restrictions on deposits (or returned deposits) and any other items that may reduce your available balance.

OVERDRAFT SERVICES OPTIONS FROM SERVICE FIRST[†]

The options in the chart below will be effective starting July 1, 2022. For more information about your options or to change your overdraft product preferences at any time, call Service First FCU at (605) 336-1047, visit servicefirstfcu.org, or visit a branch location. For tools to help you make your overdraft decision, visit consumerfinance.gov/overdraft.

_____**	<input type="checkbox"/> Account Protect Transfers	<input type="checkbox"/> Overdraft Privilege (Standard)	<input type="checkbox"/> Overdraft Privilege+	<input type="checkbox"/> Decline overdraft services*
Fee per instance	\$5	\$30 fee	\$30 fee	N/A
Maximum number of fees per day	No maximum	No maximum	No maximum	N/A
Negative balance fee per day	No fee	No fee	No fee	No fee
Covered items	Checks and other transactions made using your checking account number, ACH, automatic bill payments, recurring debit card transactions, ATM transactions, one-time debit card transactions	All items listed under Account Protect Transfers EXCEPT ATM transactions and one-time debit card transactions	All items listed under Account Protect Transfers	None
Linked accounts	Order of accounts accessed 1. _____ 2. _____ 3. _____	Not applicable	Not applicable	Not applicable
ATM/Debit card transaction (one-time)	\$5 transfer fee	Declined, no fee	Paid, \$30 overdraft fee	Declined, no fee
Debit card transaction (recurring)	\$5 transfer fee	Paid, \$30 overdraft fee	Paid, \$30 overdraft fee	Declined, no fee
ACH and check transactions	\$5 transfer fee	Paid, \$30 overdraft fee	Paid, \$30 overdraft fee	Declined, \$30 Non-Sufficient Funds fee
Teller line transaction	\$5 transfer fee	Declined, no fee	Declined, no fee	Declined, no fee

*I do not wish to have Service First FCU's Standard Overdraft Services (Overdraft Privilege) for checks, ACH and recurring bill payments applied to this account. I understand that I cannot Opt-in for ATM & one-time debit card transactions to be authorized and paid when I do not have sufficient funds to cover if I decline the Standard Overdraft Service (Overdraft Privilege).

**If no share type is listed, and I opted in, I understand that my overdraft selection will be applicable to the lowest share type on my membership.

WHAT YOU NEED TO KNOW ABOUT OVERDRAFTS AND OVERDRAFT FEES

(Overdraft Privilege / Account Protect Transfers)

There has been a lot of discussion about Overdraft Fees lately, and here at Service First we want to make sure you know your options and how to best avoid fees when possible. To avoid overdraft fees it is best to track your balance carefully.

- Use a check register or other documents to keep track of your outstanding transactions.
- View your account online or in the mobile app to stay up to date on what has cleared your account.
- Know when regular transfers and automatic payments, such as rent or utilities, will debit your account.

We also offer additional options that may be less costly, such as linking your savings or a line of credit. Included here are your options for our Overdraft Programs. If you would like to change your current account settings you can call Service First FCU at (605) 336-1047, visit servicefirstfcu.org, or visit a branch location. If you are unsure of what is currently selected for your account or have questions, call us at (605) 336-1047 to confirm.

An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway. Please refer to the Master Account Agreement and Disclosures for more details on determining whether or not there are sufficient funds in your account to pay items, the order in which items are posted, and other issues affecting overdrafts on your account.

We can cover your overdrafts in two different ways:

1. Standard overdraft practices that come with your account referred to as Overdraft Privilege.
2. Overdraft protection plans, such as a link to other deposit accounts and established lines of credit, which may be less expensive than our standard overdraft practices. To learn more, ask us about these plans.

What are the standard overdraft (Overdraft Privilege) practices that come with my account?

We may authorize and pay overdrafts for the following types of transactions:

- Checks and other transactions made using your checking account number
- Automatic bill payments
- Recurring debit card transactions

We do not authorize or pay overdrafts for the following types of transactions unless you ask us to by opting into Overdraft Privilege+ (see below):

- ATM transactions
- One-time debit card transactions

We pay overdrafts at our discretion, which means we do not guarantee that we will always authorize and pay any type of transaction. If we do not authorize and pay an overdraft, your transaction will be declined.

What fees will I be charged if Service First FCU pays my overdraft?‡

Under our standard overdraft (Overdraft Privilege) practices:

- We will charge a fee of up to \$30.00 per item each time.
- We do not charge daily overdraft fees.
- We do not have a maximum amount of overdraft fees charged per day.

What if I want Service First FCU to authorize and pay overdrafts on my ATM and one-time debit card transactions?

If you also want us to authorize and pay overdrafts on your ATM and one-time debit card transactions you may opt in Overdraft Privilege+ by using any of the following convenient methods: visit any Service First FCU location; call Electronic Services at (605) 336-1047; or members may log in and send a secure message requesting opt in through our Messages feature on online banking.

What are the eligibility requirements and program rules for Overdraft Privilege and Overdraft Privilege+?

Overdraft Privilege and Overdraft Privilege+ are only available on consumer accounts and limited to one per member.

The following requirements must be met before either Overdraft Privilege or Overdraft Privilege+ is activated on an account:

- Account must be open for more than 60 days
 - If the checking account goes negative within the first 60 days after account opening, Overdraft Privilege or Overdraft Privilege+ will not be activated and will instead be revoked
- Direct deposits totaling \$1200 into the checking account during the first 60 days after checking account opening

Overdraft Privilege or Overdraft Privilege+ will be suspended in the following scenarios.

- The checking account has been negative for 15 days or more
- The checking account is on a membership with loans that are past due
- The membership has an invalid address
- The primary owner is less than 18 years of age

The core system reviews eligibility daily and automatically activates and suspends accounts based on the criteria listed above for the accounts that have selected either Overdraft Privilege and Overdraft Privilege+. These services can be revoked by the Credit Union at any time without notice.

‡Fees are updated periodically. Please refer to the most recent Fee Schedule.