



**COVID-19 NOTICE-LOBBY CLOSED**

The Concho Valley Credit Union takes the health, well-being and safety of our staff and members very seriously. Many of you may already be aware that our lobby is now closed until such time it is deemed safe to reopen.

The **drive-thru will remain open** the regular hours of operation.

If you should need to gain access to your safety deposit box, you may call the credit union to set up an appointment. Loans will also be handled by appointments or over the phone.

Please remember that the credit union provides self-service access to manage your financial needs with our online bill pay and mobile app which is available 24/7. With these services you can:

- Check balances , make payments, view transactions,
- transfer money and pay your bills

If you are not already set up for our online services, contact a Member Service Representative to assist in getting you set up. It only takes a few minutes.

**Additionally, if you are experiencing financial hardships because of COVID-19 that is affecting your ability to repay your loans, please contact the credit union to discuss options available.**



*Check with the Credit Union before you go somewhere else for a loan. We have competitive rates on:*

- Vehicle loans, Personal loans,*
- RV's, Boats and Motorcycles*

*We are just a phone call away. Give us a call to start your application process and be on your way to getting the loan you need.*

**Holidays**

The Credit Union will be closed on the following dates:

Memorial Day  
Monday, May 25, 2020

Independence Day  
Saturday, July 4, 2020

Labor Day  
Monday, Sept. 7, 2020

Contact us at:

1002 S Abe St, San Angelo, TX 76903

Phone: 325-658-7557

Fax: 325-658-4395

Website: conchovalleycu.com

Lobby Hours:

Monday-Friday 9:00 a.m.– 4:30 p.m.

Drive-Thru Hours:

Monday-Friday 7:30 a.m.-5:30 p.m.

Saturday 9:00 a.m. - 12:00 p.m. (phones are not answered Saturdays)



## Important Notices

### Inactive or Dormant Accounts

An account is deemed inactive if for more than one year there has not been a debit or credit made to it by you. It is presumed abandoned if:

1. The account has been inactive for at least three years and
2. We are unable to locate you.

If an account is presumed abandoned, we are required to report the abandonment and to pay the funds in the account to the State of Texas. Your account is important to us so please remember to keep it up to date by making a deposit of \$1.00 every year and making sure we have your current contact information.

### Member Access to Credit Union Documents

Notice of availability of certain documents: Pursuant to Texas Administrative Code, Title 7, Part 6, Chapter 91, Subchapter C, Rule 91.315, documents relating to Concho Valley Credit Union's finances and management are available by contacting 325-658-7557.

### New Contact Emails at Credit Union

Please note the following new email addresses for the credit union staff:

[kimberly.perrine@conchovalleycu.com](mailto:kimberly.perrine@conchovalleycu.com)

[cindy.baker@conchovalleycu.com](mailto:cindy.baker@conchovalleycu.com)

[stephanie.savini@conchovalleycu.com](mailto:stephanie.savini@conchovalleycu.com)

### Board Members

Gregg Bowman, Chairperson  
Amy Zuniga, Vice-Chairperson  
Marla Dusek, Treasurer  
Anthony Kieffer, Secretary  
Justin Ahlers, Membership  
Rudolph Olivas, Director  
Buryl Williams, Director  
Anna Thomas, Director  
Vona Hudson, Director

### Credit Union Staff

Kimberly Perrine, CEO/President  
NMLS# 788814  
Cindy Baker, Executive VP  
NMLS# 791082  
Stephanie Savini, Accounting Officer  
Katy Chappell, Member Service Rep  
Bay Hester, Member Service Rep

### Complaint Notice:

If you have a problem with the services provided by this credit union, contact us at:

Concho Valley Credit Union  
1002 South Abe Street  
San Angelo, Texas 76903  
Ph# 325-658-7557 or [kimberly.perrine@conchovalleycu.com](mailto:kimberly.perrine@conchovalleycu.com)

The Credit Union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting:

Texas Credit Union Department  
914 East Anderson Lane  
Austin, Texas 78752-1699  
Ph# 512-837-9236  
Fax# 512-832-0278  
Email: [complaints@tud.texas.gov](mailto:complaints@tud.texas.gov)  
Website: [www.cud.texas.gov](http://www.cud.texas.gov)