



OUR MISSION IS TO BE THE FINANCIAL INSTITUTION OF
FIRST CHOICE TO OUR MEMBERS

ONTRACK

SPRING | 2020

A MESSAGE FROM OUR PRESIDENT & CEO

To our valued members,

As a member-owned cooperative, the health and safety of our members, employees, and the community is a top priority.

Coast Line CU is closely monitoring the developing situation of Coronavirus (COVID-19) within the state of Maine. To better protect the health and safety of our members and employees, we are temporarily restricting branch access to **DRIVE-UP SERVICE ONLY** until further notice.

There are several ways you can access your accounts, conduct transactions, and pay bills from the comfort and convenience of your home.

- **Online Banking** - With Online Banking, you can view updated balance and transaction history, transfer funds between accounts, make a loan payment, pay bills, and more.
- **Mobile App** - The Mobile App can be used with your iPhone, iPad, or Android device. The app allows you to view account balances, make transfers between accounts, apply for loans, and pay bills through Bill Pay. Download our mobile app at the Apple App Store or Google Play.
- **Mobile Deposit** - Use the Coast Line Mobile App to securely deposit checks into your account anytime, anywhere.
- **Telephone and Virtual Banking** - You can contact Coast Line CU at (800) 582-9294, send a message via secure online chat, send us an email, or call Teller Phone at (855) 343-2240 to complete automated transactions 24/7.
- **Mail** - Deposits and loan payments are also accepted via mail. Please address all mail to Coast Line CU, 333 Cottage Rd, South Portland, ME 04016.
- **Night Drop** - The night drop at Coast Line CU allows you to make deposits and loan payments. The night drop box is located on the back of our building at 333 Cottage Road, South Portland, ME 04106. Deposits and payments will be credited during normal business hours.
- **ATM Access & SURF Network** - Access to your money is available at the ATMs located at our branch and over 265 SURF Network locations. The ATM at our branch is equipped to accept cash and check deposits 24/7.

We appreciate your understanding that as a member, your experience may look different as we navigate this time together. While it is impossible to predict the spread of Coronavirus (COVID-19) and fully understand its impact, we are committed to serving you. If you are experiencing a change in your financial circumstances during efforts to contain coronavirus, please contact us for assistance.

Sincerely,

Matthew Griffiths
President and CEO
Coast Line Credit Union

MOBILE DEPOSIT

SIGN IT. SNAP IT. SEND IT.

Mobile Deposit is available in Mobile Banking. It's free, convenient and easy to use. Eligible members can deposit a check via Android™ smartphone, iPhone® or iPad® by using the camera and our Mobile Banking app.

Getting started with Mobile Deposit

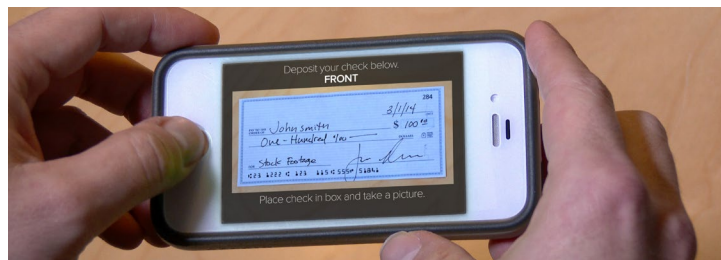
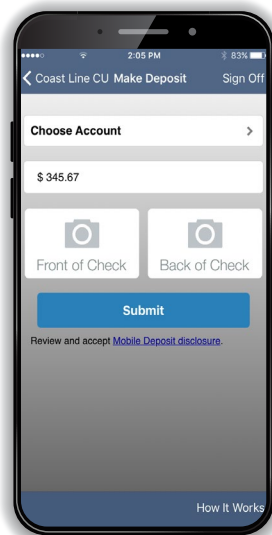
8 easy steps:

1. Open your Coast Line CU Mobile Banking app
2. Tap the Mobile Deposits icon (6th from top) then tap New Deposit
3. **Endorse your check with your signature and add "for mobile deposit only" directly below your signature**
4. Choose the account to receive the check you're depositing
5. Enter the exact amount of the check. Tap Done
6. Follow the prompts to snap a photo of both the front and back of the check
7. Confirm that the account and the amount are accurate
8. Tap Submit

That's it! You're done.

After You Deposit

- You will receive email notification that your deposit has been submitted.
- If your check cannot be posted for some reason, we may ask you to submit the check again. Do so only if requested.
- Once you have received a confirmation email that the check has posted, write DEPOSITED and the date across the top half of the face of the check.
- Keep your check for 30 days after it has posted to your account.
- Securely destroy the check 30 days after it has posted to your account.



COAST LINE GRANTS LOCAL BUSINESS STUDENT SCHOLARSHIPS

Congratulations to Southern Maine Community College Business students Lydia McMullan and Olivia Tapley on receiving \$1,000 scholarships from Coast Line Credit Union.



NEW CONTACTLESS VISA® DEBIT CARDS

COAST LINE CU TO GIVE MEMBERS THE ABILITY TO TAP TO PAY WITH NEW CONTACTLESS VISA DEBIT CHIP CARDS

Beginning this summer, Coast Line members will benefit from a fast, easy and secure checkout experience, saving valuable time by completing transactions with a single tap of their contactless Visa debit cards. Contactless Visa debit cards will be issued to all members to replace their existing cards.

"As a credit union, we are committed to bringing our members the best and most innovative products. That's why Coast Line made it a priority to bring the contactless feature to our debit card portfolio so that cardholders can operate with efficiency, speed and security whenever they use our cards," said Matt Griffiths, President of Coast Line Credit Union.

Contactless cards make the checkout process simple and secure: a customer taps their card on the reader at millions of places that feature the Contactless Symbol, and the reader confirms payment, often with no signature required. Coast Line contactless Visa debit cards include secure EMV® Chip technology, which has proven effective at reducing counterfeit fraud. Just like dipping the card into the chip reader, each contactless transaction produces a one-time code that securely protects information.



Tapping to pay is becoming the standard way to checkout around the world, with more than 40 percent of all Visa in-store transactions outside of the U.S. occurring with a tap. Merchants across the U.S. have already enabled contactless payments, with 70 of the top 100 merchants, by number of transactions, offering the ability to tap to pay at checkout. Coast Line members will benefit from this improved checkout experience for things they buy every day.

FUNDS AVAILABILITY POLICY

YOUR ABILITY TO WITHDRAW FUNDS AT COAST LINE CREDIT UNION. Our policy is to make funds available to you on the same business day as the day we receive your deposit. At that time, you can withdraw the funds and/or we will use the funds to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays.

Reservation of Right To Hold. In some cases, we will not make all of the funds that you deposit by check available to you on the same business day as the day we receive your deposit. Depending on the type of check that you deposit, funds may not be made available until the second business day after the day of your deposit. However, the first \$225 of your deposit will be available on the first business day after the day of your deposit. If we are not going to make all of the funds from your deposit available on the same business day as the day we receive your deposit, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the business day after we receive your deposit. If you need the funds from a deposit right away, you should ask us when the funds will be available.

Longer Delays May Apply. We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:

- You deposit checks totaling more than \$5,525 on any one day. You re-deposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- We have "reasonable cause" to believe a check you deposit will not be paid.
- There is an emergency, such as failure of communications or computer equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

Holds on Other Funds. If we cash a share draft or check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the share draft or check we cashed would have been available if you had deposited it. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us.

The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

Deposits at Automated Teller Machines. Funds from any deposits (cash or checks) made at automated teller machines (ATMs) we do not own or operate will not be available until the second business day after the day of your deposit.

Special Rules For New Accounts. If you are a new member, the following special rules may apply during the first 30 days your account is open:

The first \$5,525.00 from a deposit of U.S. Treasury checks will be available on the first business day after the day of your deposit. The excess over \$5,525.00 will be available on the ninth business day after the day of your deposit. Funds from wire transfers into your account will be available on the first business day after the day we receive the transfer.

Funds from the deposits of cash and the first \$5,525.00 of a day's total deposits of cashier's, certified, teller's, traveler's, and state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,525.00 will be available on the ninth business day after the day of your deposit. If you do not make the deposit in person to one of our employees, the first \$5,525.00 will not be available until the second business day after the day of your deposit.

Funds from deposits of checks drawn on Coast Line Credit Union will be available on the same business day as the day of your deposit. Funds from all other check deposits will be available not later than the eleventh business day after the day of your deposit.

NOTICE TO CONSUMERS

If you have a dispute with Coast Line Credit Union regarding your deposit account, contact a representative of Coast Line Credit Union and attempt to resolve the problem directly with us.

If we fail to resolve the problem, write a letter detailing the problem and the resolution you are seeking to:

Maine Bureau of Financial Institutions
Consumer Outreach Program
36 State House Station
Augusta, Maine 04333-0036

To file a complaint electronically, you may contact the Bureau of Financial Institutions at the following internet address:
<https://www.maine.gov/pfr/financialinstitutions/complaint.htm>

The Bureau of Banking will acknowledge receipt of your complaint promptly and investigate your claim or refer it to the appropriate federal supervisory agency and inform you to whom it has been referred. You will be informed of the results of the investigation.

IMPORTANT NOTICE ANNUAL MEETING CANCELLED

The Coast Line annual meeting that was scheduled for April 29, 2020, has been cancelled. In light of recent health alerts to avoid large gatherings, and out of concern for our members, the Coast Line Board of Directors has decided to cancel the annual member meeting. We apologize for any inconvenience this may cause. The health and welfare of our members and staff are always our first priority.

SEEKING PROFESSIONAL SUPERVISORY COMMITTEE MEMBER

Coast Line CU is looking to fill an open position on our Supervisory Committee.

This is a **great volunteer opportunity** to **build your resume**, and **actively give back to your community**.

The Supervisory Committee is appointed by the Board to:

- Act as the "watchdog" of the credit union to protect and safeguard member assets
- Ensure that records are maintained properly, honestly and accurately
- Ensure that an external audit is completed annually through engagement of an audit firm
- Make sure that policies are established according to the law and carried out faithfully
- Check to see that proper internal controls are in place

What are the time requirements?

- The Supervisory Committee meets once per quarter at the credit union office in South Portland for approximately 2 hours

How to apply:

- Please send an e-mail to info@coastlinecu.com with your contact information and a brief description why you would like to be on the committee.

Who Can be a Supervisory Committee Member?

- Must be a member of the credit union
- Must be bondable by the credit union's surety bond company

FACTS & FIGURES

As of February 29, 2020

Members.....3,583
Shares & Deposits.....\$48,807,743
Member Loans.....\$35,248,531
Total Assets.....\$64,626,785

Directors

Stephen B. Richard..... Chairman
Robert P. Tracy..... Vice-Chairman
Douglas J. O'Donnell..... Treasurer
Rita D. Thompson..... Board Clerk
Sharon M. Cavallaro..... Director
Theresa M. Heseltine..... Director
Mark R. Reuscher..... Director

Supervisory Committee (manage annual audit)

Theresa M. Heseltine..... Chairman
Theresa Diffin
Leroy A. Taylor

Coast Line Credit Union

333 Cottage Road · South Portland, ME 04106

www.coastlinecu.com

- **Voice** 207-799-7245
800-582-9294
- **FAX** 207-799-9329
- **E-Mail**..... info@coastlinecu.com
- **Office Hours:**

Monday–Wednesday and Friday.....
..... 8:30 A.M. to 4:00 P.M.
Thursday..... 10:00 A.M. to 6:00 P.M.

*Our mission is to be the
financial institution of first
choice to our members.*

24 Hour Teller-Phone™... 855-343-2240

Portland..... 207-805-9800
Waterville..... 207-313-5311
Biddeford..... 207-391-7215
Lewiston..... 207-330-2639

HOLIDAY HOURS

Coast Line Credit Union will be closed:

Monday, May 25

Memorial Day

Monday, September 7

Labor Day



Federally Insured by NCUA



Since 1927
Coast Line Credit Union
Great Neighbors. Great Service.