

As of December 31, 2023

Assets: \$705,989,850

Loans: \$606,875,714

Shares: \$622,947,361

Members: 46,635

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## Free Family Saturday is here!

Join us for some smiles, wonder and education.

February 24 | 10 a.m. to 4 p.m.  
High Desert Museum

Otters, porcupines, and owls, oh my! Bring the family to Mid Oregon's Free Family Saturday.

This Mid Oregon-sponsored event is a great opportunity to see wildlife, explore the history of the Wild West, and enjoy beautiful exhibits—for FREE!

We look forward to providing our Central Oregon families with a fun, educational day through our long-standing relationship with the museum.



Quarterly Member Newsletter • Winter 2024

## Let's embrace 2024 with financial health!

Can you believe it—we are already one month into 2024! It feels like we were ringing in the New Year just yesterday, full of hope and excitement for what the next 12 months had in store for us.

Now that you have jumped into the new year with both feet firmly planted, it's time to check on the financial plan you (hopefully) started in January.

**Why is a financial plan important.** A financial plan is a way to improve your financial well-being, set goals, and create a road map for a better financial future. Whether it's saving money, paying off debt, starting an emergency fund, or investing—having a clear financial plan can give you a sense of direction and purpose.

**Review your 2024 goals.** Take a moment to review your financial goals. Are they relevant and achievable? If not, don't be afraid to make adjustments. Having realistic goals in your financial plan is better than setting yourself up for failure.

### Tips to reach your financial objectives.

- **Make a savings goal.** If you see a tax refund or kicker in the future, use part of that money to give yourself a head start. You can also log into **Digital Banking** and use the Savings Goals tool to set a goal and track your progress.
- **Track your spending.** This may seem obvious, but it's amazing what you discover when you start writing down all your expenses. From major purchases to treats for your four-legged pal—it's important to write it all down.
- **Get a free Financial Checkup.** Mid Oregon recently introduced a powerful resource for getting a handle on your finances—**Financial Checkup in Digital Banking**—an empowering new addition to our My Credit Score family (*see below*).
- **Expand your financial know-how.** Take advantage of our upcoming free financial literacy workshops. We also have past workshops you can view on our YouTube channel. Additionally, our Financial Tips section on our homepage has a variety of articles on budgets, saving money, fraud prevention, and more.
- **Watch it grow, grow, grow.** As your savings account balance grows, you'll feel more motivated to take it even further. We have various savings products to fit your goals (*see back page*). Make your money work smarter, not harder.

Whatever your goals, Mid Oregon's experienced team is here to help. 2024 is a great time to start taking control of your finances and getting fiscally fit. Stop by a branch or visit us online at [midoregon.com](http://midoregon.com) and begin your journey to financial health.



## Get a free Financial Checkup!

This powerful new tool in **Digital Banking** takes you through a 15-minute questionnaire to organize your information on income, debt, and expenses.

Simply answer a few questions and you will receive a thorough analysis of your financial situation in just minutes. Additionally, you will receive tips from leading financial experts to help manage your debt and build a budget.



# Message from your President/CEO

## Is bad service a strategy?

It is no secret that technology has transformed how we live, work and play. Mid Oregon is no different, as we have completely transformed our digital platforms to improve member access.

But, are some businesses using poor “in-person” service as a strategy to drive customers to self-service options or to leave if they are not deemed profitable?

### Digital Tools—Empowering Members

Make no mistake, digital tools can be a game changer for members. One of the biggest benefits is the convenience and accessibility they provide. With the click of a button, members can manage their accounts, make changes, and access information without visiting a branch or picking up the phone.

Although we know digital tools can empower members to take control of their financial experience, they can never fully replace the value of personalized and human interaction. Mid Oregon’s commitment to these values sets us apart from the others.

### Personal Touch—Building Relationships

We take pride in providing award-winning service and building strong relationships. We listen and understand our members and provide solutions that meet their unique needs.

Our Net Promoter Score, which represents how often members recommend us to friends or family members, averages over 84%, placing us among high-achieving companies in providing excellent service.

Technology has undoubtedly transformed the way we interact with each other. By combining the power of Mid Oregon’s industry-leading digital tools with our exceptional personal service, we can find a balance that will deliver a truly unique and valuable experience—no matter what method you use for your financial needs.

*Kevin Cole*

**INTUIT turboTax** **Love My Credit Union® rewards** **H&R BLOCK**

**FILE SMART.  
SAVE BIG TODAY!**

Plus, get a chance to win \$10,000!

## Get a jump on your 2023 taxes

Did you know that as Mid Oregon members you receive special discounts on tax prep solutions with TurboTax® Federal and H&R Block®?

- **TurboTax**—Get a bigger discount this tax season with **savings of up to 20%** on TurboTax federal products. Hand off your taxes, get help from experts, or file on your own with TurboTax, America’s #1 tax preparation provider.
- **H&R Block**—Get expert tax help. New H&R Block clients get **\$25 off professional tax prep**. Returning clients get **\$10 off**. Get your taxes done by a tax pro in an office, via video, or by phone.

Plus, as a credit union member you are eligible for a chance to win **\$10,000 in the Love My Credit Union® Rewards Tax Time Sweepstakes!**



Whether you file on your own or get help from a tax pro, you’re in good hands. Visit [midoregon.com](http://midoregon.com) for more information. **Scan the QR code** and save today!

## Is your contact info current?

The new year is a perfect time to ensure your contact information is up-to-date with Mid Oregon.

Keeping your contact information current is crucial to staying informed and protecting your finances:

- Receive important updates and announcements.
- Prevents potential fraud and identity theft by allowing us to reach you quickly.
- Ensures uninterrupted access to your accounts when verifying your identify.

Updating your info is easy. Stop by a branch, call/text, or log into **Digital Banking**.

Thank you for keeping your Mid Oregon accounts current!



# Managing your 401(k) after job change

Changing jobs introduces a new dilemma for people—what to do with the 401(k) account they had with their former employer? Should they consider taking the cash distribution, or could there be a better choice?

Here are some options to consider:

- **Take the cash:** When you take cash distributions from your 401(k) account, you may pay a lot of money in taxes and fees. This includes a 20% federal withholding tax and then another 10% penalty for people who are under the age of 59 ½ years old.
- **Roll the money into an IRA:** An individual retirement account is much like a 401(k), but it can remain independent of any employer. You may want to consider this option if you change jobs often or if a new employer does not offer retirement plans.
- **Use the new employer’s plan:** Rolling the money over directly from one employer to the next may help to eliminate any fees from the IRS. Note that even if you are not yet eligible to contribute to your new employer’s retirement plan, you should be able to roll over your money.
- **Keep the old plan:** If you have at least \$5,000 in your old retirement account, your employer must allow you to retain your 401(k) account if you want to. You can no longer make contributions to the account, but you can make decisions regarding the investment of your assets. For example, you may want to consider this option if you leave your job to start a business.

Aside from those mentioned above, you should consider the rules at your company as well as longevity. Is the company in financial trouble? What happens to your retirement plan if it goes under? Speak with the human resources department to get some answers.

If you are interested in learning more about our services and investing in your future, contact us for a no-cost, no-obligation appointment—our door is open.

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## Community Calendar

## Events and special dates for Mid Oregon members

### February

- 19 Presidents Day.** Federal holiday closure. You can access your money anytime using [Digital Banking](#) or at more than 30,000 surcharge-free ATMs.
- 22 Financial Workshop: Income Taxes—Changes and Ideas for Individuals and Business Owners.** 6:30—7:30 p.m., East Bend Branch. Register at [midoregoncu.com/webinars](http://midoregoncu.com/webinars).
- 24 Free Family Saturdays—High Desert Museum.** Join us from 10 a.m.—4 p.m. for some fun and FREE family adventure (see page 1). This is the last one of the year—don’t miss out!

### March

- 02 67<sup>th</sup> Annual Meeting.** Bend Riverhouse Convention Center, 9—11 a.m. (see back page).
- 12 Financial Workshop: Retirement Income Planning.** 6:30—7:30 p.m., East Bend Branch. Register at [midoregoncu.com/webinars](http://midoregoncu.com/webinars).

**Mid Oregon Financial Tips:** Interested in reducing debt, building savings, balancing your budget and preventing fraud? Check out the Mid Oregon Financial Tips section on our homepage and find informative articles on these topics and more!



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Bend OR 97708-6749

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**Bend** | 202 NE Olney  
(Corner of 2<sup>nd</sup> & Olney)

**East Bend** | 1386 NE Cushing Drive  
(South of Neff, off 27<sup>th</sup>)

**La Pine** | 51675 Huntington Road  
(Across from Bi-Mart)

**Madras** | 395 SE 5<sup>th</sup> Street  
(At 5<sup>th</sup> and "F" Streets)

**Prineville** | 305 NE Hickey Farms Road  
(Next to Bi-Mart)

**Redmond** | 2625 SW 17<sup>th</sup> Place  
(Next to Bi-Mart)

**Sisters** | 650 N. Arrowleaf Trail  
(Next to McDonald's)

**PO Box 6749 | Bend OR 97708-6749**

**541-382-1795 (call or text)**

**800-452-3313 (toll-free)**

**midoregon.com**



Mid Oregon is federally insured by the National Credit Union Administration.



## Put your money to work in Central Oregon

- **Share Certificates.** Limited-time offers with special rates.
- **High Yield Accounts.** Earn better returns without tying up your funds.
- **IRA Accounts.** An easy, tax-advantaged way to save for your future.

Your money stays local, making our economy and community stronger.

Open your account now or tell a friend.



## RSVP for our 67<sup>th</sup> Annual Meeting

Mark your calendar for Mid Oregon's 67<sup>th</sup> Annual Meeting on **Saturday, March 2, 2024, at the Bend Riverhouse Convention Center, 9–11 a.m.**

Our annual meeting is held every March to share the state of the credit union, including financial performance, plans for future growth, successes and challenges. This is also an opportunity to meet your Board of Directors.

We are excited to announce this year's keynote speaker—Dr. Sherman Bloomer, Chancellor and Dean of OSU-Cascades.

Please join us on March 2 for breakfast, raffle prizes, good friends and more. Visit [midoregon.com](http://midoregon.com) to RSVP!