

# Announcing Mariachis de Nuevo México Credit Card

On March 18, 2019 the Albuquerque Isotopes announced that the Mariachis de Nuevo México were back for a second season! As part of the Copa de la Diversión or “Fun Cup” that Minor League Baseball started in 2018; a league aimed at embracing the culture and values that resonate with participating teams’ local Hispanic/Latino communities.



Mariachis de Nuevo México entry in the inaugural Copa de la Diversión was selected by MiLB’s Latinx Advisory Committee as the team that best achieved the primary objectives of the Copa de la Diversión event series; most notably increasing awareness, authentic engagements and attendance with Latinx consumers in their local community while amplifying MiLB’s continuous effort to diversify the game and business of baseball nationwide.

Apply for your Mariachis card by going to [riograndecu.org/mariachis](http://riograndecu.org/mariachis) or come into any of our six branches.

With the Mariachis back in 2019, they add an exciting new partnership with Rio Grande Credit Union. This partnership will allow RGCU to be the exclusive provider of the Mariachis de Nuevo México Visa® Credit Card. This card will be a rewards credit card that will allow fans to fully optimize their game day experience. With features such as reward points based off purchases, all purchases at Isotopes park will earn two times the points, this card is sure to be a home run.



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## Rio Grande Credit Union Partners with New Mexico United

Rio Grande Credit Union is proud to announce that they are one of the first sponsors for the inaugural season of New Mexico's premiere pro soccer team, New Mexico United. It was a relationship meant to be made with New Mexico United's dedication to bringing all of New Mexico together in celebration of the world's most popular sport, and RGCU's mission to provide excellent financial services to its members and be the true New Mexico Credit Union.

New Mexico United provides a platform that brings New Mexicans together in ways they've never experienced before, and it will deliver a unique game day experience that is fun, exciting, and unifying. NMU will be a championship-caliber soccer team, but it will do much more than play soccer. It will grow the state's economy, employ New Mexicans, uniquely marry art and sport and show the world the New Mexico is the land of hope, vision, opportunity and pride. "We are very excited to be involved with an organization that has much passion to growing the community as we do," said CEO Mike Athens.



## UPGRADES TO RGCU'S PHONE SYSTEM



In April, Rio Grande Credit Union's phone and TellerPhone system will be undergoing an upgrade. The numbers will not change, so the good news is there is no new number to memorize or save. Menu options have changed with upgraded prompts, so members should listen closely.

## Help Us Protect Your Identity

Avoid a \$5 fee per quarter by keeping your address up to date. Imagine you own a credit union (actually, you do). So, when you move, it's smart to let your employees know. An address update also helps prevent identity theft. You can update your address at any of our locations or call or text us at 505.262.1401.

## Earn Cash Back with Love to Shop

Love to Shop is a fun and easy for Rio Grande Credit Union members to earn cash back when you shop online at over 1,500 of your favorite stores. Every time you earn \$15 or more in cash back from your purchases, you'll receive a check with the cash back you earned!

Shop using your credit union credit card and save even more money with the great low rates!

To learn more about Love to Shop or to register for free, visit [LoveMyCreditUnion.org](http://LoveMyCreditUnion.org).



## Check Out Our Share Certificate Rates!

One of the advantages of being a Rio Grande Credit Union member is enjoying better returns on your savings than other financial institutions. Right now, you can enjoy at 1.60% APY\* on an 18-month Share Certificate (\$500 minimum) or 1.71% on an 18-month Jumbo Share Certificate (\$25,000 minimum). These are some of the strongest rates in town. If you want to escape the stock market turmoil, put some money aside in our Share or Jumbo Share Certificates. Call or text your member relationship officer to get started. Or, set up your own certificate through Rio Grande Home Banking.

\*APY= Annual Percentage Yield. All rates and APY are subject to change without notice.



## Golf Tournament

The 6th Annual Rio Grande Credit Union Golf Classic takes place at Sandia Golf Club on September 19, 2019. The tournament will have a local beneficiary – Catholic Charities. You can register to play in, or sponsor the tournament, by going to [riograndecu.org](http://riograndecu.org) and clicking the golf banner.

## Financial Seminars Available

Different factors affect and determine our financial health, ranging from money management, credit, and long-term financial investments. Throughout the year, Rio Grande Credit Union offers free financial education seminars to guide you to financial success. To view and RSVP for our upcoming seminars, please visit [riograndecu.org/coaching](http://riograndecu.org/coaching)

## Skip Your Time On Hold



Have a quick question about your account but don't want to wait on hold to speak with one of our Member Service Representatives? Just send us a text to the same number you would use to call us: 505-262-1401. Once we verify your membership, we can answer most of your questions just as if you'd called. Pro Tip: This is especially helpful on "payroll Fridays."

"Since we've text enabled our main number, we've had between 500 and 800 text member conversations every month," stated Member Resource Center Manager, Josh Coletta. Give texting a try next time you have a question about your account.

# RGCU cares



Our team had fun participating at the Roadrunner Food Bank's Souper Bowl helping low income families.



RGCU made breakfast for dinner for the families at Ronald McDonald House benefiting UNM's Childrens Hospital



RGCU employees painting to raise money for Pathways Academy.

## directory

### BOARD OF DIRECTORS

Irene Serna, *Board Chair*  
Cynthia Borrego, *First Vice Chair*  
Dan Mayfield, *Second Vice Chair*  
Lucy Sedillo, *Secretary/Treasury*  
Dianne M. Brown, *Director*  
Ron B. Maestas, *Director*  
Mark Sanchez, *Director*

### SUPERVISORY COMMITTEE

Lisa Wilson, *Chair*  
Patricia French, *Member*  
Susan Biernacki, *Member*

### SENIOR MANAGEMENT

Mike Athens, *President/CEO*  
Roy Stange, *Chief Financial Officer*  
Lily Currin, *VP Human Resources*  
Patrick Rushenberg, *VP Lending*  
Jeff Cain, *VP Marketing*

## locations and hours

### RIO BRAVO BRANCH

301 Rio Bravo Blvd. SE

### SAN PEDRO BRANCH

1401 San Pedro NE

### DOWNTOWN BRANCH

1211 4th Street NW

### CABEZON BRANCH

1526 Unser Blvd. SE

### WESTSIDE BRANCH

485 Coors Blvd. NW

### LOMAS BRANCH

10001 Lomas Blvd. NE

### Lobby Hours

Mon-Thurs 9:00 AM - 5:00 PM  
Friday 9:00 AM - 5:30 PM  
Saturday 9:00 AM - 1:00 PM

### Drive-Thru Hours

Mon-Thurs 8:30 AM - 5:30 PM  
Friday 8:30 AM - 6:00 PM  
Saturday 9:00 AM - 1:00 PM

## holiday closings

All RGCU branches will be closed on the following holidays:

**May 27** — Memorial Day

## contact information

### Member Resource Center

#### Call or Text Us Today

505.262.1401 | 877.761.5136

#### Teller Phone

24-hour automated service  
505.265.4926

[riograndecu.org](http://riograndecu.org)



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## A MESSAGE FROM THE PRESIDENT/CEO



Dear Members,

Spring brings the promise of warmer weather and more family outdoor activities. It is also the season of rejuvenation, renewal, and regrowth. That is certainly the case at your credit union as we continue our journey to improve the member experience.

You will soon notice enhancements to TellerPhone. In addition to a streamlined menu, we've added a new Spanish option to better serve many of our members. Our internal communication system is getting a facelift as well. Whether you wish to communicate with us by chat, text, email, telephone, or face-to-face, we will be better equipped to manage those conversations.

A very exciting new product this spring is our new Albuquerque Isotopes Mariachi Rewards Visa. This card is exclusive to Rio Grande Credit Union. Show your support of the Mariachis and earn one point for every dollar you spend – two points when you use your card at Isotopes Park. Redeem your points for travel, gift certificates, and more. Plus, it's just a good-looking card.

Our Financial Coach has a variety of educational opportunities on the slate in the coming months, with topics from credit tips to budgeting to first-time homebuying. If you prefer, you can schedule a free one-on-one session to address your individual needs. And if you have a group or business and want us to have a workshop at your place, we can do that too.

Remember, your credit union is a not-for-profit financial cooperative. Member participation is at the heart of our success. While our community knows us for our competitive, member-friendly loan programs, many members haven't yet discovered our checking accounts. Low or no fees, nearly 30,000 free ATMs nationwide, and access to 5,600 shared branch locations across America make switching an easy decision. Additionally, you'll get state-of-the-art online and mobile banking where you can access your accounts, pay a bill or pay a friend, or even deposit a check from your mobile phone. If you haven't moved your account to Rio Grande CU, please do it. If you already have a checking account here, encourage your friends and family to open an account today.

I welcome the spring and look forward to serving each of you with all of your financial needs. Let's grow together.

Sincerely,

Mike Athens,  
President/CEO