

May 2023 Newsletter

Aventa
CREDIT UNION

aventa.com
800.555.6665

FROM THE CEO

As a leadership team, we have reflected on our successes and lessons learned from our first quarter; one thing comes front of mind: the continued support we receive from our members. There are many financial institutions with which you could partner, and we are proud you've chosen Aventa Credit Union. We are grateful for your trust and appreciate the opportunity to serve you.

Thank you to the many members that completed our inaugural Net Promoter Score (NPS) survey. The NPS is globally recognized as a top business metric for measuring customer satisfaction. This two-part survey assigns an overall ranking of a business and outlines areas of dissatisfaction. As part of our data analysis process, we are creating a plan to address the most pressing and reported issues. We look forward to sharing our 2023 NPS results with you, within the next month.



Greg Mills
Chief Executive Officer

Youth **Financial** Literacy Month



We are committed to financial literacy, in April we launched our inaugural Youth Financial Literacy Month. We've seen the role financial literacy plays over the lifetime of individuals and families, and we're committed to doing our part to help our community members thrive. We have created the **Smart Money Moves Guide** to help teens and young adults establish money behaviors.

[LEARN MORE](#)



Annual Membership Meeting

Thank you to all members who were able to attend our 2023 Annual Membership Meeting.



[Download our 2022 Annual Report today.](#)



News

Heading Your Way!



New Aventa Visa® Debit Cards are heading your way! Keep an eye out for more information!

Your New Credit Card is Here!

[Manage your new Aventa Visa® Credit Card online.](#)

Download the Aventa CC mobile today.

Apple iOS®

Android®

Financial Fitness

Don't Break the Bank Going on Vacation

Going on vacation is a time to relax and take a mental break from life. Ideally, you should not feel worried about monitoring your accounts after splurging on a fancy dinner at an overpriced restaurant. It helps to plan a vacation budget. Check out five ways to save for your next vacation.

[Continue Reading](#)



Top 10 Ways to Build Financial Independence

Entering adulthood gives you a sense of freedom that will highlight independence and prepare you for the real world. Making smart financial decisions will create good money habits that will set you up for the rest of your life. Here are ten ways to build financial independence.

[Continue Reading](#)



Part of the Community

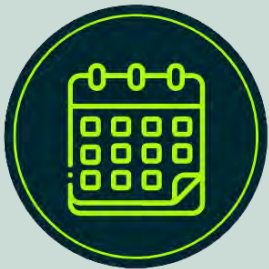


Autism Awareness Month

April is Autism Awareness Month. Our associates participated in a crazy sock day on April 21st in support of autism awareness.

Builders Product Expo (CHBA - April 13)

The Builder Product Expo is an industry-specific trade show and a convenient way for builders, remodelers, and real estate professionals to develop new relationships with trade partners. Lonnie Burkholder and Kyran Lamczyk (pictured) from our Mortgage Team represented Aventa at the event.



Upcoming Events

Boy Scouts - Investment in Character Luncheon (Colorado Springs - May 3)
Girl Scouts - Women of Distinction (Colorado Springs - May 10)
FIBArk - Whitewater Festival (Salida - June 15-18)

Commitment to Service

We are excited to announce the return of our Corporate Training Program! As a sign of our commitment to improving our service to our members, we have created a year-long education curriculum to provide our associates with in-depth training. Our goal is to increase all associates' understanding of member needs while improving the support provided to our members.



Member Benefits

*APR = Annual Percentage Rate All loans subject to approval. Rates, terms and conditions depend on credit qualifications. The lowest rate offered will be 2.99% APR on qualifying loans. This offer is for new loans only. Offer not available on existing Aventa loans. This offer can also be applied to qualifying loans brought over from another financial institution. This offer applies to signature loans and auto loans only. Credit cards, line of credits, RV and mortgages are not eligible for rate discount. Loans not qualified for rate discount can qualify as the first loan and subsequent loans will receive the rate discount (if qualified). Federally insured by NCUA. Must be a member or qualify for membership to receive loan.

Your Home. Your Money. Your Decision.



Reach peak savings!

Rates are climbing
with Aventa
Certificates of Deposit

- ✓ Maximum security
- ✓ Fixed rates and fixed terms
- ✓ Short and long investment horizons

Wealth Management

Wealth Management Services at Aventa Credit Union focuses on the unique set of financial circumstances you and your family face. Getting to know you and understanding your personal needs allows us to create a customized wealth management strategy aligned with your short- and long-term objectives. By building a lasting, personal relationship with you, we're able to help you anticipate and plan for the future.



Rebecca E. Bayless, MSM, CFP®
Wealth Manager

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CREDIT UNION

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Not Credit Union
Guaranteed

No Credit Union
Deposits or Obligations

May Lose
Value

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Cybersecurity

10 Tips on Using Public Wi-Fi

In 2020, we witnessed an outbreak of companies moving their business remotely. As a result, individuals began traveling and working through public networks. Accessing public Wi-Fi comes with many cyber threats. Cyber threats are indicative of public networks not being encrypted. Unencrypted networks make it easier for hackers to steal information. Aventa Credit Union understands the importance of keeping your data protected.

Check out 10 tips on keeping your data safe while using public Wi-Fi.

[Continue Reading](#)



Don't get fooled this April. Everything you need to know about Flipper Zero Scams

We have all had a morning where we lost our car keys and panicked as we flipped over couch cushions looking for them. However, a new device on the market called Flipper Zero can use radio frequencies to open car doors, but how safe is a Flipper Zero?

[Continue Reading](#)

For more cybersecurity tips, follow us on Facebook and Instagram!



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and follow us on Facebook!

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Scan me to follow
us on Instagram!

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We're Hiring

Join the Aventa team and you're starting more than a job, you're starting a career that helps build a better financial future for you and our Members!

[Learn more at aventa.com.](https://www.aventa.com)



Scan Me to Review
Our Open Positions
and Apply Today!

Aventa Associates

Spotlights

Elijah Clanton
Father, Hiker, and Assistant
Branch Manager at Aventa
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Elijah began his Aventa career nine months ago, as a Member Service Representative II. He now serves as the Assistant Branch Manager in our Dublin branch.

Focused on the growth of our associates and members.

Cheryl Bingham
Wife, Step-mom, Grandma, and
Payroll & Benefits Manager at Aventa
CREDIT UNION



Cheryl began her career working in Human Resources as a Payroll Specialist 10 years ago. Since then, she moved up and now is the Payroll & Benefits Manager.

Focused on the growth of our associates and members.

"Growth is never by mere chance; It is the result of forces working together."

-James Cash Penney

Anniversaries

Happy 22nd Work-iversary

Kerri Perea
Lending Admin Manager



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Thank you for
25 years
of service
and dedication.



Greg Mills
Chief Executive Officer

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Happy 3rd Work-iversary

Maria Wallace Raynor
Executive Assistant



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Happy 22nd Work-iversary

Sherry Brambila
Card Service Specialist



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Happy Anniversary!

Ken Canter, 15 years
Tricia Davis, 6 years
Angela Coates, 5 years
Lonnie Burkholder, 2 years
Marisol Ornelas, 2 years
Kim Rush, 2 years
Jeanie Vaught, 1 year

New Hires



Welcome to the
Aventa team!

Jeanette Hodges
Consumer Lending Specialist

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Welcome to the
Aventa team!

Christine Serpas
Member Service
Representative II

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Welcome to the
Aventa team!

Robin Dill
Member Service Representative II

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Welcome to the Aventa Team:

Caleb Stockton - Member Service Representative I
Gabriela Escobedo - Consumer Lending Specialist

Branch News

Saguache Farewell

As of Friday, April 28, our Saguache branch is permanently closed. Saguache members are welcome to visit all Aventa locations, including our branches in Center, Crestone and Salida. As always, Aventa's Online Banking and Mobile App are available. Service for our Saguache members and the community will remain a top priority.

Salida Anniversary

We want to thank our members for a successful first year in Salida! During the week of April 3rd, members visiting our Salida branch received gifts in recognition of this important milestone. We also rewarded two members with \$50 gift cards.



Notice: Discontinuation of Service

As your financial institution, it is our continued responsibility to find a balance between recognizing the needs of our members and embrace evolving technologies.

Effective **September 1, 2023**, we will discontinue our automated telephone account service - Audio Account Access (aka Easy Access) system. Please note, you can access account information 24/7 via Aventa's Online and Mobile Banking apps.

Our Contact Center will remain accessible and can be reached at (719) 482-7600 or toll-free at (800) 555-6665.



For branch hours, please visit aventa.com/locations

Dublin Branch

2735 Dublin Boulevard
Colorado Springs, CO 80918

Cascade Branch

426 S. Cascade Avenue
Colorado Springs, CO 80903

Center Branch

395 S. Worth Street
Center, CO 81125

Crestone Branch

110 E. Silver Avenue
Crestone, CO 81131

Pueblo Branch

225 E. Evans Avenue
Pueblo, CO 81004

Salida Branch

7480 US-50
Salida, CO 81210