

# MID·ILLINI CREDIT UNION

WHERE DIFFERENT | IS BETTER

October 29, 2020

Re: Mid-Illini Credit Branch on Market St inside Mt Pisgah Church

Dear Members.

After months of detailed analysis and careful consideration, the Mid-Illini Leadership Team together with the Board of Directors has made the decision to close the Market Street Branch, effective December 31, 2020.

Our decision to add this branch eight years ago was with some reservations but it was an investment we wanted to make – in the community and in growing the Credit Union. The fact is that the branch has not been utilized as we hoped. Only a small fraction of our members visit the Market Street location with any regularity and that number has continued to decrease post-COVID closures. Moreover, since the opening, a disproportionately small number of daily, weekly and monthly transactions are being made in person at the branch. When factoring in logistical concerns and ever-rising operational costs along with the increased capabilities of technology, it comes down to an undeniable fact: We are simply not reaching enough of the community to justify the continued operation of the Market Street Branch.

We sincerely regret the inconvenience this resolution is certain to cause a small but valued number of our members. Our primary responsibility is to remain a strong, solvent, well-capitalized Credit Union that is able to continue to add competitive services and products that serve to retain and grow membership. That sometimes means making sacrifices and difficult decisions in order to focus on ‘the greater good’.

From COVID-19 mandates forcing us to close our branches to walk-in traffic through our re-opening under new guidelines, we were able – with your incredible cooperation and understanding – to continue to provide the exceptional level of member service that you have come to expect from Mid-Illini.

I am also proud to say that – despite the pandemic crisis – we were able to keep our commitment to enhancing existing services and to adding new services that had been planned and prepared for months – even years – prior to this unanticipated obstacle. These services – including Remote Deposit Capture, deposit acceptance at our ATMs and the adding of a streamlined, exceptionally user-friendly loan and Visa online application portal – all made doing business under this ‘new normal’ much easier and, in actuality, safer. We are extremely fortunate and very pleased to be able to offer our members these services.

As always, we welcome your feedback. Thank you for your decision to continue to grow with us.

Most Sincerely,

*Tom Stewart*

Tom Stewart  
President