



Collins Community Credit Union
1150 42nd Street NE
PO Box 10500
Cedar Rapids, Iowa 52410-0500

General – FAQ

1) I need to change my address how do I do this?

Complete an address change form which is located in all branch locations. Send us a change of address in writing to Collins Community Credit Union PO box 10500 Cedar Rapids, Iowa 52410-0500

Business Loans - FAQ

1) Does Collins Community Credit Union make business loans?

Yes, we are one of only a few credit unions in the state to make business loans.

2) What types of business loans does Collins make?

We make all types. From short-term single pay notes to long-term commercial real estate projects. Generally, the term of the loan matches the use of funds or the collateral pledged. Short-term loans are used where the business has an account to collect, or an asset to liquidate. Longer-term loans are used to finance permanent working capital, business equipment, trucks or other fixed assets.

Following is a list of types of business loans we have done and will do going forward:

- All types of commercial real estate from office buildings, apartments, or other owner-occupied commercial real estate and construction financing.
- Revolving lines of credit to established businesses.
- SBA and SBA 504 loans.
- Letters of credit to domestic and overseas vendors.

We have participated in the State of Iowa's Targeted Small Business Loan Programs, when funds are available.

3) How do I apply for a business loan?

First give us a call and we'll briefly discuss your project. Click on this link to print a [personal financial statement \(adobe\)](#) and a [business loan application \(adobe\)](#) to complete. Be thinking of the following:

- How much do I need?
- What am I going to use it for? Provide specific details.

- What collateral can I pledge? All business loans must be secured.
- How can I pay it back?

4) What other resources are there to help business people?

There are many resources on the web or you can contact the following:

Kirkwood Business Center

2901 10th Ave
Marion, IA 52302
(319)377-8256
Steve Sprauge, Director

Women's Business Center of Iowa

APAC Building
Cedar Rapids, IA 52403
(319)298-2407

Service Corporation of Retired Executives

2750 First Ave NE Suite 350
Cedar Rapids, IA 52401-1806
(319)362-7861 Ext. 2005

Entrepreneurial Development Center, Inc
230 Second Street SE, Suite 212
Cedar Rapids, IA 52401
(319) 369-4955

Web Resources:

www.sba.gov- Information from the Small Business Administration.

www.sos.state.ia.us- Check out the business center at the Secretary of State's office.

www.state.ia.us/ided- The Iowa Department of Economic Development has lots of start up information. This site has tons of links. The economics department post tons of economic trends and statistics.

5) What information should I provide?

- [Collins Business Loan Application.](#)
- [Personal financial statement](#)
- Three years business and personal federal tax returns on the existing business and all borrowers that own 20% or more of the company.
- Three years of business financial statements or tax returns. Projection or business plan.

6) How much collateral will I need to pledge?

Be prepared to pledge up to 150% or more of marketable collateral for the amount of

the loan, depending on the perceived risk. Collateral can be such things as the business assets now owned or to be purchased with the loan proceeds, autos or real estate the owners now own, or other financial assets.

7) What is the most important thing in getting a business loan?

You need to convince us of the wisdom of the project, the financial strength of your business and your ability as business owner to make the business successful. The last item is the most important.

8) Why should I consider Collins Community Credit Union for my business needs?

We offer a full line of business loan and deposit services. We have years of business experience and are large enough to handle your needs. Local decisions, quick decisions and decisions that make sense for your business will make Collins the right place for your business. Plus we don't charge you an arm and a leg.

Opening New Accounts – FAQ

1) What information do I need to bring in to open an account?

Just yourself and a valid photo ID and social security number

Changing an Existing Account – FAQ

1) What needs to be done to have a joint owner added to my account?

Either bring the person in and have them sign a new signature card, or we can type up the signature card and send it with you with a slip to have their signature notarized. Any debit/ATM cards or credit cards would have to be applied for by the joint owner as well.

2) What can I do to remove a joint owner from my account?

You have two options. The first, if they are willing, is to have them sign a relinquish of rights form, which has to be signed in front of a CCCU employee, or notarized. The second option is to do a number change to remove their name from the account. This does not remove them from any loans relating to that account.

3) What should I do if my account information has been lost or stolen?

Speak to a member service rep. or a bookkeeper ASAP and do a number change to avoid fraudulent activity on that account.

Changing an Existing Account – FAQ

1) When will I receive my Card & Pin # ?

Card: 7 - 10 business days

PIN: 3 to 5 business days after you have received your card.

2) Can I raise my withdrawal limit?

The Credit Union has a maximum daily withdrawal limit of \$310.00. The Credit Union offers a lower limit of \$60.00 for Members that do not qualify for the maximum limit.

3) Can you give me my PIN # ?

The Credit Union does not have access to Members PIN numbers. We have to order them, they are sent directly to the Members.

4) Why was I denied for a Card?

The Credit Union runs a Credit Check on all applications. We also do internal check on all applications. There are certain criteria that must be met to be eligible for a Card.

5) Which ATM Terminals can I use out of the state?

Any terminal that has Shazam or Cirrus.

6) Can I make deposits out of the state?

Check & Carry Card - NO

Cash & Carry Card - Some states that are associated with Shazam do allow desposits.

CU Online / ARTS – FAQ

1) How do I get signed up for CU Online?

Get the information and application from member services, complete the application and turn it in.

2) How do I get set up to use the ARTS system?

Speak to a member service rep. and have a 4-digit number you would like to use as your pin. They can get you set up from there.

3) I'm signed up for CU Online, but I can't get logged on.

You must contact our CU Online representatives to get things reset. Phone (319) 393-9000 during regular business hours

4) I forgot my password for the ARTS system. How can I access my account?

Talk to a member service rep. and have them reset your password after verifying your identity.

Certificate of Deposit – FAQ

1) How long do I have to change my CD once it matures?

10 Business Days after the CD is mature.

2) How often do your CD rates change?

Weekly, every Wednesday morning.

Savings Bonds – FAQ

1) Can I cash bonds through CCCU if I am not a member?

Yes, with proper ID. The bond must be at least 1 year old.

2) How can I find out the value of my bonds?

Call or speak to a member service rep., or go to www.savingsbonds.gov and use their bond value calculator.

3) Do my bonds continue to earn interest after they reach their face value?

EE Bonds are purchased at half of face value, I bonds are purchased at full face value. Both of these series of bonds earn interest for up to 30 years.