



Members Update
Vol. 23 No. 4 Oct. 2016

THE LENDING ISSUE



The Heart of Our Lending

The credit union has built up all its lending programs to give our members financial freedom and the ability to obtain funds to handle whatever financial opportunity or need arises.

Announcing the New Loan Officer

Tammy Duke is our new Home Equity/Consumer Loan Officer. She comes to us from another financial institution in town. Tammy has home equity and consumer lending experience. She will be working with the lending team to build the home equity program.

She is excited to be a part of our team. Please join us in welcoming her to our credit union!

Holiday Loan Specials

Our Black Friday Special will only be communicated through email and the Home Banking website the week of Thanksgiving – have your email on file with us to receive all the details.

Annual Skip-a-Payment

The Credit Union will begin accepting Skip-A-Payment forms this month for your October, November, or December loan payments. (See details below).

Homeowners-Home Equity

Now that the credit card conversion is complete, we will start on our next enhancement for member lending services – Home Equity Loans. Expect us to offer home equity loans by January 2017.

What's The New MasterCard At City Federal CU

The MasterCard conversion is completed! We would love to say the conversion went off without a hitch; however that was not the case. As with any major conversion we had a few glitches; but we are confident we have corrected any outstanding issues. We appreciate the patience and understanding of our members during the transition period from the old program to the new one. We have the best members in town!



If you have any questions or concerns regarding the new MasterCard, please call or email us right away.

If you do not currently have a MasterCard with City FCU, now is the time to apply! We have a new program up to \$20,000 with the added security EMV chip, Rewards, lower than ever interest rates, and mobile app/online services.

There is a Skip-a-Payment form included in the statement with this newsletter

To take part, simply complete and return the form. We will need all parties signatures, date signed, and a check or transfer authorization for the processing fee.

If the form and processing fee are not received 10 days before the due date of the loan payment you wish to defer, the deferral will be rejected.

We have several convenient ways to complete and return the form, either complete the form included with this newsletter, or if you prefer, you can go to our Home Banking site at cityfederalcu.com and follow the link to complete, print, scan and email the form to us.

AUTO

Vehicle Rates and Terms

New Vehicle loan rates as low as **1.99%** at the credit union is as good as **0%** at the dealer – walk into the dealership with credit union buying power with a Pre-Approved Auto loan.



Groove Car

This is the best time of the year to go car shopping. Not only is it the end of the quarter but dealers are also very motivated to move the current year models to make room for the new year's model.

Our specialized tool that was designed just for you will help you search for your perfect car by either the exact model you're looking for or narrow your options by your wants and needs.

You can search local or as far away as you like. You can also contact us and the dealer all in one place!

Click the link to start your search now [groovecar](https://cityfederal.groovecar.com/)
Or go to: <https://cityfederal.groovecar.com/>

Route 66 Extended Warranty

We offer an extended warranty for your vehicle whether your vehicle is financed here, paid in full, or financed elsewhere. Call or email Laura with your vehicle identification number (VIN) and mileage and we will print you a quote.

Annual Skip-a-Payment

The Credit Union will begin accepting Skip-A-Payment forms this month for your October, November, or December loan payments.

Please note: All payments must be skipped in the same month, and loans must be current, delinquent loans are not eligible for the Skip-A-Payment program.

Qualified members can skip the October, November, or December loan payment.

A \$25.00 participation fee will be assessed for each loan deferred.

This offer is not available on MasterCard; delinquent loans, line of credit loans or loans involved in Bankruptcy; loans with a co-signer or co-borrower require both parties to sign the form.

If you have purchased GAP coverage on your vehicle, payments skipped will not be included in any GAP claim.

SECURITY REMINDER

This is a reminder to all our members; please do not give out your financial information over the telephone, internet, or through text message. If your financial institution contacts you, they should already have this information; there is absolutely no reason for them to ask you to verify your account number or social security number over the telephone or internet.

Due to an increase in compromised debit and credit accounts and phishing scams, it is recommended that members consider taking the following actions:

- Strongly consider resetting user names and passwords on online accounts
- Take extra caution when receiving an email. Delete emails from unknown sources and do not click or open any attachments in the email.
- Never use the same password on multiple sites. Always create a unique password to limit your exposure.
- Monitor your credit union accounts daily for any unusual changes or transaction activity. If unusual activity is discovered, report it immediately to the credit union.
- Keep an eye on spam.
- Be careful when visiting social network sites and the type of information being shared.

The NCUA operates an online Fraud Prevention Center that offers information about avoiding frauds and scams on its MyCreditUnion.gov website.

OUR HOLIDAY WISHES

This holiday season, we are looking back with thankfulness for your loyalty and looking forward to moving into the New Year together.

We would like to express our sincerest appreciation for the trust you have placed in us and would like to wish you and your family a Happy Thanksgiving and a Merry Christmas.

IMPORTANT

If you move or change your phone number, it is very important to update your account information with the credit union. This is especially important for your CFCU MasterCard debit card and CFCU MasterCard credit card accounts. If fraudulent activity is suspected by our fraud network and we cannot contact you by phone, your card will be shut down to protect your account.

USA PATRIOT ACT

Pursuant to the USA PATRIOT Act-Customer Identification Program, every financial institution in the United States will be required to ask new and existing members for identification prior to opening new accounts, adding individuals to existing accounts, and for some transactions like wires and ACH.

If the staff at City Federal Credit Union asks you to provide a photo ID, the request is not meant to invade your privacy or not acknowledge you if you are a long time member. We are simply complying with federal regulation that is designed to protect you from identity theft and protect the Credit Union from being used for criminal activity.

For account transactions, you will only be asked for one form of ID. If you are opening a new account or adding someone to an existing account, you will be asked to provide at least two forms of ID. If you do not have

Credit Union Hours

Monday thru Friday:
9:00 AM - 5:30 PM

Drive-Up Open

Mon. thru Thurs.
9:00 AM - 5:30 PM

Fridays Only until 6:00 PM

Credit Union Holiday Schedule

Columbus Day, Monday, Oct. 10thClosed
Veterans Day, Friday, Nov. 11thClosed
Thanksgiving, Thursday, Nov. 24thClosed
Christmas Day, Monday, Dec. 26thClosed
New Year's Day, Monday, Jan. 2ndClosed

Credit Union Early Closings

The credit union will close at 3:00 p.m.
on Friday, December 23rd

Dividend Rates

The Board of Directors authorized the following dividend rates:

TYPE OF ACCOUNT	ACCOUNT BALANCE	RATE
Shares\$30.00 to \$1,999.99 0.05%
Shares\$2000.00 to \$9,999.99 0.25%
Shares\$10,000.00 to \$49,999.99 0.30%
Shares\$50,000.00 to \$999,999.99 0.35%
IRA'S 0.40% APY