

# HOMEFRONT

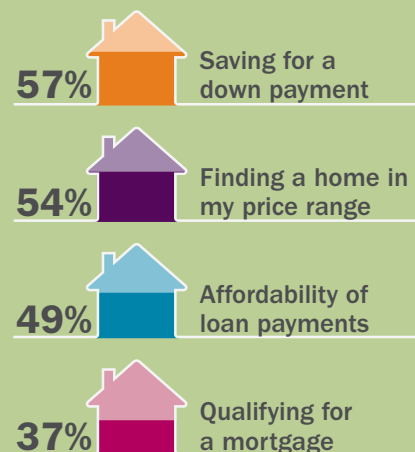
## Home Buying Help — From CEFCU®

Whether you're purchasing your first home or fifth, we understand — it's a major decision, and at times, can be both exciting and overwhelming.

With personal service, great rates, honest answers, and money saving options, CEFCU's Home Loan Team is by your side to help make buying a home easier! Enjoy:

- **Low closing costs** — there are no markups at CEFCU like you'll often find with other providers; you only pay the actual cost of appraisal, title search, and other services.
- **90-day rate locks with CEFCU Smart Lock.** This lets you lock your rate and then *enjoy* added peace of mind while you shop and close on a home.
- **Great rates** and low down-payment options.
- **Service from people you know at CEFCU** — so you *always* know who to contact, from the initial application all the way to your final payment.

### Top Concerns Consumers Have About Home Buying



Source: 2017 Essent Guaranty Inc. Home Buying Survey

CEFCU can help answer those concerns! Explore the resources available at [cefcu.com/myhome](http://cefcu.com/myhome), or contact us today.

Plus, CEFCU's new **Home Loan Center** provides a wide collection of online resources. Use your mobile phone, tablet, or laptop to review information 24/7 at [cefcu.com/myhome](http://cefcu.com/myhome), covering topics like:

- **Types of loans** — so you can choose what works best for you
- **Preparing for home ownership**
- **Basics of home buying**, including how to make an offer
- **Building** a new home
- **Preparing a home** for sale
- **And more!**

Check out [cefcu.com/myhome](http://cefcu.com/myhome) to learn more and apply online, or call us a 1.800.633.7077.

**Important News — Changes in Electronic Payments**

**What Scammers Know — That You Don't**

**Watch Out for Mystery Shopping Scams**

**Special Offer for New Credit Card Accounts**



# IMPORTANT NEWS

## Changes in Electronic Payments

The National Automated Clearing House Association (NACHA) is changing how the U.S. electronic payments system (or ACH system) will process account withdrawals. This change affects financial institutions — including CEFCU, merchants, and may affect you, too.

**Beginning September 15, 2017, check and debit transactions from merchants or service providers could be processed several times a day.** This will probably reduce the time between when you authorize a transaction and when it posts to your account. The timing is based on how debits are processed by the merchant/service provider, not CEFCU.

### What does this mean for you?

- Electronic withdrawals may clear your CEFCU account faster — potentially the same business day or *even* within hours.
- Some checks you write may clear faster.
- This change will not affect direct deposits, such as payroll or Social Security.
- You may be able to make last-minute, online payments more rapidly through a provider or merchant website.



### How can you avoid overdrafts?

- Never initiate any debit or check payment before the money is actually in your account.
- Use your records along with CEFCU On-Line® and the Mobile Banking app to keep an eye on your account.
- Plan for debit or check transactions to be withdrawn the same business day you initiate them.
- Don't count on a one- or two-day float period between a purchase and when the money is withdrawn from your account. *Example:* Don't write a check for groceries in the morning, planning on money from a deposit that will happen later that day. The check could now be sent by the grocer for payment BEFORE your deposit is made.

Learn more at [cefcu.com/sameday](http://cefcu.com/sameday).

# Get More Out of Your Home

With a CEFCU Home Equity Loan or Credit Line, it's easy to use the equity in your home to help you pay for all kinds of possibilities — new kitchen, remodeled basement, a college education, and more.

Plus, for a limited time, CEFCU will even pay closing costs for qualified Home Equity Loans and Credit Lines!\*

Check out [cefcu.com/equity](http://cefcu.com/equity) to learn more and get started, or call us at 1.800.858.3400.

\*Available for qualified CEFCU members in good standing who are opening a Home Equity Credit Line or Fixed-Rate Home Equity Loan of \$10,000 or more, using their owner-occupied home as collateral. To qualify, that home cannot be listed for sale; Bridge Loans and Lot Loans are not eligible for closing cost assistance. Closing cost assistance excludes Transfer Taxes or Mortgage/Intangible Taxes (applicable in certain states but not applicable to Illinois or California properties). Property insurance is required. Contact CEFCU for full details.



## What Scammers Know — That You Don't

There is a science to scams, and it may surprise you to know how sophisticated criminals can be. Unfortunately, what you *don't* know about a scam can cost you plenty. Some common fraud techniques include:

- **Establishing a connection:** Fraudsters want to build rapport with you, whether that's face-to-face or online.
- **"Credibility":** Scammers go to great lengths to appear legitimate by creating fake websites, bogus emails, etc.
- **Playing on emotions:** Your emotions can be used against you, by getting you to make a quick decision before you have time to think about it. Many scams include a "limited time offer" or even an urgent call for help — perhaps appearing to be from a loved one.

For information on how to protect yourself and your CEFCU accounts, go to the Learning Center on CEFCU's website at [cefcu.com/learning](http://cefcu.com/learning). More information and tips are also available from the Better Business Bureau at [bbb.org/scam](http://bbb.org/scam).

### Tips to Protect Yourself:

- *Don't* respond to emails, texts, or phone calls asking for personal or financial information.
- *Don't* be pressured into making quick decisions.
- If you're unsure about a call or email that claims to be from your financial institution, utility company, etc., call the business using a phone number you can verify independently! For example, call a phone number that's printed on your bill/account statement or on the back of your credit card.
- **Never send money by wire transfer or prepaid debit card to someone you don't know.**

## Watch Out for Mystery Shopping Scams

Fraudsters have a tendency to "cycle" through their many tactics and schemes to try to con you. In recent months, numerous CEFCU members and non-members have reported receiving a cashier's check to participate in a Mystery Shopping assignment. This is a scam; **these checks are not valid.**

According to the Federal Trade Commission, there are *some* real mystery shopping jobs available. Yet, there *are so many people* interested in this work, real mystery shopper firms have no need to solicit via emails or advertise to hire people by simply sending checks in the mail. At best, professionals in the industry consider it an occasional part-time activity.

Please use caution if you've been contacted by a Mystery Shopping agency and contact CEFCU at 1.800.633.7077 to verify the check.

To find out more about Mystery Shopping Scams, how they work, and how to avoid being a victim of fraud, visit the Federal Trade Commission website at [www.consumer.ftc.gov/articles/0053-mystery-shopper-scams](http://www.consumer.ftc.gov/articles/0053-mystery-shopper-scams).





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*Welcome* to CEFCU® Home Front, a newsletter just for members like you. Inside, you'll find articles covering:

- Home Buying Help
- Important News — Changes in Electronic Payments
- What Scammers Know — That You *Don't*
- And more!



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## Special Offer for New Credit Card Accounts

Now's the perfect time to switch to a CEFCU Mastercard® Credit Card and save!<sup>1</sup> New Credit Card accounts opened<sup>2</sup> between 8/1/17 and 12/31/17 can take advantage of special rates as low as:

**2.99% to 12.49%**  
**INTRO APR**

*on Purchases and Balance Transfers<sup>3</sup> based on your creditworthiness.*

Switch to a CEFCU Mastercard Credit Card — the nicest card you'll ever carry!<sup>®</sup> Apply online at [cefcu.com/mycard](http://cefcu.com/mycard) or call us at 1.800.858.3400 to see what you qualify for and get started today!



<sup>1</sup> You will lose your grace period on Purchases, i.e. – interest will be charged on Purchases made on your account unless you pay your entire statement balance, in full, including any introductory balance transfers posted to your account, by the payment due date each month. We may end your introductory APRs and apply the Penalty APR if you make a late payment.

<sup>2</sup> The term "account(s) opened" means the date that the account is entered on our credit card system, which typically is one to two business days after we receive your signed application.

<sup>3</sup> You must be a CEFCU member in good standing. Rates are based on the individual applicant's creditworthiness. Introductory Purchase rate will apply on purchases for 12 months from the date the account opened. Introductory Balance Transfer rate will apply for 12 months from the date of the balance transfer, for transfers completed during the first 90 days after the account opened. The total amount of Balance Transfers and the outstanding balance on your account, including fees and interest charges, cannot exceed your available credit limit. After the introductory period ends, a variable APR of 9.25% to 18.75% (Non-Rewards) or 10.25% to 19.75% (Rewards and World) depending on your creditworthiness will apply on purchases and balance transfers. These APRs were in effect as of 9/1/17 and subject to change based on the national "Prime" rate. Contact CEFCU for full details, or go to [cefcu.com/mycard](http://cefcu.com/mycard).