



CEFCU

Not a bank. Better.®

the TELLER

Fourth Quarter | 2019

INSIDE

| 2 |

Board Chair's Letter

| 3 |

Card Enhancements

| 4 |

Coming Soon:
Instant Issuance

Improve Your
Credit Score

| 5 |

Retirement Plan
Withdrawals

Spotlight on Security

HOLIDAYS

All CEFCU® offices
will be closed on:

Thanksgiving Day
Thursday, November 28

Christmas Day
Wednesday, December 25

Choose the Best Option — With Rates as Low as 2.99% APR.*

Great Loan Options

Count on CEFCU for great rates and terms. Our Vehicle Loans don't include application or processing fees or early payoff penalties.

Personal Service

Erase the stress of applying for a loan by talking to us about your financial situation. We'll work with you to make sure you get the best deal for your budget.

Preapproval

Get preapproved so you know how much you can spend. A preapproval shows the dealer you're ready to buy, too.

Educational Resources

Visit cefcu.com/loans for tips on car buying, credit, vehicle maintenance, and more.

When you're in the market for a new vehicle, let CEFCU help you finance it. Get started at cefcu.com/apply or call 1.800.858.3400.

*APR=Annual Percentage Rate. 100% loan-to-value or less is required for lowest advertised rate to well-qualified borrowers. Minimum loan amount of \$10,000 required for 66-month term on 2019 and newer vehicles. Other rates, terms, and up to 100% financing available. CEFCU in-house refinances are excluded. Fixed loan rate of 2.99% equals payments of \$18.33 for 66 months per \$1,000 borrowed for model years 2019 and newer with single loan and payment protection, or \$16.46 for 66 months for each \$1,000 borrowed without the protection. Rate is subject to change at any time.

CALCULATOR CORNER

Take the Rebate?

Don't be confused by financing and rebate programs. Go to cefcu.com/rebate to see what financing option works for you.

Estimate Your Payment

Head over to cefcu.com/payment to see how much you could be paying each month.



Board Chair's Letter



Erec Montgomery
Board Chair

Go to cefcu.com/board
to learn more about
your Board Chair!

Dear Members:

As we move toward a new decade, CEFCU is more committed than ever to provide you with the best experience possible. Any time you work with CEFCU — in person, on the phone, or online — we want you to walk away satisfied with how you have been treated and what you have been able to do.

Your individual needs are important to us, so on top of great value and personal service, we want to work with you to improve your financial well-being.

It's important for us to know what you think about your CEFCU experience, so we have been conducting regular member and employee surveys to learn more. As we head into 2020, we will take what we learn to make your experience **even better**. By streamlining and improving our processes, we'll be able to make a difference in each and every visit, transaction, and communication between you and CEFCU.

For starters, you'll find recent enhancements beneficial to the safety and ease of your financial transactions.

- **New ATMs** have improved security and more access to your accounts.
- An updated **Online Loan Application** makes applying for a loan easier and faster.
- **Credit and Debit Cards** are going contactless so you can check out quick.
- **Online and Mobile Banking** allow you to pay electronically with CEFCU My Pay.
- **Online Budgeting Tools** help you understand your spending.

We're excited for more enhancements and the new and improved member experience. We hope you are, too.

For the Board,

Erec Montgomery

Benefits of Choosing CEFCU

\$259



Average saved per year financing a \$30,000
60-month new Vehicle Loan at CEFCU*

\$661



Average saved per
household with CEFCU*



Card Enhancements

We're bringing you more ways to use and manage your CEFCU Debit Mastercard® and Credit Mastercard.

Debit Cards

- **Debit Card Alerts** allow you to set up seven types of alerts and have them delivered by email or text.
- **CEFCU My Pay** is a fast, secure way to send money to friends and family. Go to cefcu.com/mypay for details.

Visit cefcu.com/debit to find out more about CEFCU Debit Cards.

Credit Cards

New and secure features through CEFCU On-Line® and Mobile Banking include:

- Integrated eStatements
- Pending transaction history
- Real-time available credit, balances, and updates

In addition to great rates and no annual or balance transfer fees, you get ID Theft Protection, Trip Cancellation Insurance, and Extended Warranty on eligible purchases with your Credit Card.

Apply now at cefcu.com/apply or go to cefcu.com/creditcard for more information.

Credit Limit Increase

Did you know a credit limit increase can actually *help* your credit score? Your goal should always be to keep your credit use at less than 30% of the credit you have available. Any credit limit increase makes that goal easier to meet.

Questions about a credit line increase? Contact us at 1.800.633.7077, ext. 33400.



Special Offers

Find out about our special CEFCU Credit Mastercard offers. Visit cefcu.com/mycard or a Member Center or call 1.800.633.7077.



Coming Soon: Instant Issuance

If you're applying for a CEFCU Debit Mastercard® or need to replace a lost or stolen Debit Card, Instant Issuance will make the process faster and easier.

With Instant Issuance, when requesting a new Debit Card by phone or online, it takes just a few days for you to receive your Card by mail, instead of seven to 10 business days.

Debit Cards will be available at select Member Centers, so you could walk out with your new Card. Plus, you'll be able to change your Personal Identification Number (PIN) at any Member Center.



Consolidate Your Student Loans

At the end of last year, there were more than 40 million federal student loan borrowers carrying \$1.4 trillion in debt, according to MeasureOne, an academic data firm.

Borrowers can have several loans, lenders, and rates — which can make it hard to set up payments. A CEFCU Consolidation Student Loan can help.

Consolidating loans into one easy payment can decrease overall interest rates and extend the payback period to reduce monthly payments. Just remember, an extended payback period could increase total costs, so it may be in your favor to increase your payments when possible.¹

With a CEFCU Consolidation Student Loan, you get a competitive, variable rate² and a .50% rate discount with auto payments. Plus, there's no penalty for paying off your loan early. Find out more at cefcu.com/student or call us at 1.800.633.7077, ext. 33474.

¹Visit studentaid.ed.gov for information on loan forgiveness, cancellation, or discharge information.

²Subject to change quarterly.

IMPROVE YOUR CREDIT SCORE

Just five steps can help your Credit Score.

1 Check your credit report.

Request your report at annualcreditreport.com, review it, and report any discrepancies.

2 Pay your bills on time.

Show lenders you can pay your bills each month.

3 Keep monthly bills low.

Aim to have your total credit used at less than 30% of your available credit.

4 Clear up collection accounts.

Pay debt as soon as possible. Collection accounts can stay on your report for seven years.

5 Don't open a lot of new accounts at once.

Apply for a loan or credit card, and an inquiry is done. Several inquiries can lower your score.



Visit cefcu.com/fico for more about your Credit Score.

Retirement Plan Withdrawals

Turning 70½ this year? If you have retirement plan accounts, you'll need to take **Required Minimum Distributions (RMDs)**. RMD rules apply to all employer-sponsored retirement plans and Traditional IRAs.

Here's how it works.

If you turn 70½ in 2019, you will need to do one of the following:

- Take a distribution by the end of 2019, then annually every year after that, or
- Take two distributions in 2020: The first must be before April 1, 2020, and the second before the end of 2020. Then take annual distributions each year after 2020.

Distributions:

- Are calculated on each Traditional IRA plan separately, but the total RMD can be withdrawn from one (or more) Traditional IRA accounts.
- Have to be taken separately from retirement plans, such as a 401(k).
- Can be more than the minimum required amount.

If you do not take the RMD — or take less than the required amount — the amount not withdrawn is subject to a 50% penalty.

For complete details and calculation worksheets, visit [irs.gov](https://www.irs.gov) or contact your tax professional.



Protecting Yourself from Medicare Fraud

Billions of dollars are lost to Medicare fraud each year. Scammers promise new equipment, extra benefits, free exams, and more; but they are just trying to get your personal information.

Legitimate Medicare plan representatives are not allowed to ask for payment, so if someone calls and claims to be from Medicare:

1. Do not provide any personal information.
2. Hang up.
3. Report the call to **1.800.MEDICARE** and **ftc.gov/complaint**.

Help protect yourself with these tips.

- Review your Medicare claims and statements.
- Keep track of when you get health care services.
- Save any receipts you receive.
- Ask questions about charges and services.
- Protect your Medicare card and only provide it when required for services.
- Be skeptical of clinics or providers who advertise free services.

Remember, unless you have initiated contact with a medical facility, **don't share your Medicare information** with anyone who requests your number or card by phone, email, or in person.

Visit **consumer.ftc.gov** and **medicare.gov** for more information on Medicare fraud.

Stay Connected!

CONTACT CENTER.....1.800.633.7077
 TTY (for the hearing impaired).....1.800.492.3328
 Email.....email@cefcu.com

WEB/MOBILE..... cefcu.com

PHONE-A-LOAN.....1.800.858.3400

TOUCH-TONE TELLER1.800.447.2478
Check Rates and Transfer Funds 24/7

LOCATIONS..... cefcu.com/locations
*(CEFCU Member Centers, CO-OP® Shared Branches, and
 FREE CO-OP and Money Center 24® ATM Networks)*

CEFCU® Investment Services & Wealth Management

INVESTMENT SERVICES309.633.2571
 Toll-free.....1.800.356.7865, ext. 32571

WEALTH MANAGEMENT309.633.3836
 Toll-free.....1.800.356.7865, ext. 33836

CFS INSURANCE309.633.7232
 Toll-free.....1.888.445.3320

CEFCU

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PRESORTED
 STANDARD
 U.S. POSTAGE PAID
 PEORIA, IL
 PERMIT NO. 512

CEFCU: Giving Back to Our Communities

Police Vests

CEFCU presented a check to the Peoria County Fraternal Order of Police #157 for \$2,500 to be used toward new ballistic vests. These vests can protect against many types of handgun and rifle ammunition and the blunt trauma associated with bullet impacts.



Shred Day

A shred day was hosted at the Willow Glen Member Center in San Jose. Open to members and non-members, shred day is a great way to securely dispose of sensitive documents.

Federally Insured by NCUA



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