



CEFCU

Not a bank. Better.®

the TELLER

Fourth Quarter | 2020

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Giving Back

HOLIDAYS

All CEFCU offices
will be closed on:

Thanksgiving Day
Thursday, November 26

Christmas Day
Friday, December 25

Special Intro Rate & Bonus with CEFCU® Credit Mastercard®

The CEFCU Credit Mastercard is an affordable option with great rates, a special offer, and other benefits, including:

- No annual fee
- Easy online redemption for rewards and travel perks
- Transaction alerts
- Card controls
- Digital Wallets for purchases
- Plus more!

You also get added security with ID Theft Protection and protection from unauthorized purchases, too.†

LIMITED TIME OFFER

for qualifying new
CEFCU Credit Mastercard accounts
opened¹ by **December 31, 2020!**

A **1.99% Intro APR**^{2,3} for 12 months
on Purchases and Balance Transfers⁴
(on Transfers completed within 90 days)

AND

A special one-time bonus!
Learn more at cefcu.com/mycard.

Is a 0% Intro Rate Too Good To Be True?

Comparing cards? Read the fine print. **Some financial institutions have fees associated with balance transfers.** With a CEFCU Credit Mastercard, there are no balance transfer fees!

To apply⁵, go to cefcu.com/apply, or call 1.800.858.3400. You can also apply in person at an office near you by checking cefcu.com/locations.

¹The 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.

²After the introductory period ends, a variable APR of 8.50% to 18.00% (non-Rewards) or 9.50% to 19.00% (Rewards and World) on Purchases and Balance Transfers will apply, depending on your creditworthiness and a variable APR of 11.50% to 21.00% (non-Rewards) or 12.50% to 22.00% (Rewards and World) on Cash Advances will apply, depending on your creditworthiness. These APRs were in effect as of 7/1/20, and are subject to change quarterly with the national "Prime" rate. Contact CEFCU for full details.

³If there is a balance on your account and you haven't paid it in full by the due date each month (including any introductory balance transfers posted to your account), you will lose your grace period on new purchases and interest will be charged on new purchases. We may end your introductory APRs and apply the Penalty APR if you make a late payment.

⁴You must be a CEFCU member in good standing. Intro APR will apply on Purchases for 12 months from the date the account opened. Intro APR will apply on Balance Transfers for 12 months from the date of the Balance Transfer, for Transfers completed during the first 90 days after the account opened. Each Balance Transfer posted during the introductory period will retain the introductory APR for 12 months from the posting date. The total amount of Balance Transfers and the outstanding balance on your account, including fees and interest charges, cannot exceed your available credit limit. See the Disclosures and Terms & Conditions, which will be provided at the time of application, for more details.

⁵Application and credit approval required.

[†]Terms and conditions may apply. Please visit mastercard.com/zeroliability for more information.

Board Chair's Letter



Matt Jolliff
Board Chair

CEFCU's Mission Statement

Understand members' individual needs and provide quality service and products to improve their financial well-being.

Dear Members:

On behalf of the CEFCU Board of Directors, I'd like to say thank you to both you — member/owners — and the CEFCU staff for working together through the challenges we've faced (and continue to address) as a nation and as a community, particularly the financial impact of COVID-19.

One of your Credit Union's core Corporate Values is: "*We Care About Our Community.*" That care and support includes being there in times of celebration and in times of need. Team CEFCU has continued to be there for members *and* each other over the last several months. There are many examples I could share. Here are some of the many standouts:

- Helping meet the needs of nonprofits that faced a dramatic increase in demand for their services, but had to cancel crucial fundraising events. CEFCU reallocated funds budgeted for cancelled events and used the resources to support communities and nonprofits in other ways. I'm happy to report CEFCU provided \$160,000 in financial contributions to numerous organizations on the front line of supporting those in need in our Illinois and California membership areas.
- Following all federal, state, and local COVID guidelines, employees continued to serve you, including opening accounts, closing loans, answering questions, and more via in-person appointments, email, phone, Chat, drive-ups, and our many online and mobile banking options.
- Illustrating our driving force of "*people helping people*" by:
 - **helping small business members** apply for various loan assistance programs to help keep businesses open and people employed.
 - **counseling over 5,000 members** on loan and mortgage payment relief for those facing challenges due to COVID-19 events.
 - **enhancing digital channels** so you continued to have access to your funds and account information anytime, anywhere — resulting in almost 10 million logins since March, over 3 million completed transactions, and over 190,000 members served through CEFCU On-Line® and Mobile Banking.
 - **continuing to process Home Loan refinances and purchases** in a timely manner so members can enjoy their new home and/or lower interest rate. In the first quarter alone this year, the First Mortgage Department experienced an increase of 337% over last year's applications!

This is a short list of the many ways in which CEFCU staff continues to live up to the Credit Union's mission and tagline: Not a bank. Better.SM As your Volunteer Board, we are continually impressed by the value CEFCU places on your financial well-being. Thank you for your patience, understanding, and flexibility through these challenging times.

For the Board,

A handwritten signature in black ink, appearing to read 'Matt Jolliff', written in a cursive style.

Matt Jolliff

'Tis the Season for Bill Organization!

The holidays will be here before you know it — probably adding a few more bills to pay in addition to the regular ones. Get organized now! Using CEFCU On-Line and/or Mobile Banking, you have several FREE and easy ways to pay bills, including:

- **Biller Direct:** pay all your bills with your CEFCU Credit or Debit Mastercard®. Track bills due within the week or month, make same-day payments, or schedule payments for a future date. Set up bill-related notifications, too.
- **Loan & Credit Card Payments:** make payments to CEFCU loans and CEFCU Credit Mastercards from your CEFCU accounts OR from an external account(s).
- **Bill Pay:** pay monthly bills, set up recurring payments, and more, directly from your Checking account.

Three ways to pay bills from ONE convenient spot — anywhere, anytime! Go to cefcu.com/online.

Consolidate Student Loans!

So far in 2020, the average U.S. student loan debt is \$37,172, and one in four Americans have student loan debt, according to Nitro, a college research firm.

Because funding needs may vary by semester, borrowers can graduate with multiple loans at different rates. That can put a strain on budgeting. A CEFCU Consolidation Student Loan can combine loans into one easy payment and make monthly payments more manageable. With a CEFCU Consolidation Student Loan, you can prepay your loan with no penalty, too. You also get a competitive variable rate¹ and a .50% rate discount with automatic payments for even more savings! To apply or learn more, go to cefcu.com/student, or call 1.800.633.7077, ext. 33474.

¹Subject to change quarterly.



Spotlight on SECURITY



Make Passwords Long & Strong!

A strong password should be at least 12 to 15 characters long and contain unique symbols, numbers, and lower- and upper-case letters.

For example, take the sentence “Sue and I vacationed in Hawaii March 1-10.” Remove some letters, and you could get “S&Ivacationed-01-10.” The password is meaningful to you, but random to a computer. If a system permits, use the full sentence: “SueandIvacationedinHawaiiMarch1-10.” Remember — long is strong, and avoid re-using passwords!

Securely storing login names, passwords, and answers to security questions is important, too. Use a locked drawer for paper copies and a Password Manager to store them electronically. For more tips on passwords and other online security tips, go to cefcu.com/security.

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 TELLER 1.800.447.2478
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 SERVICES 309.633.2571
 Toll-free 1.800.356.7865, ext. 32571
 WEALTH MANAGEMENT 309.633.3836
 Toll-free 1.800.356.7865, ext. 33836

CEFCU

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CEFCU: Giving Back to Our Communities



CEFCU donated funds to Central Illinois Foodbank

Central Illinois Foodbank is one of dozens of nonprofits CEFCU donated funds to for COVID-19 relief. The Foodbank delivers millions of pounds of nutritious food to those who need it most — especially this year!



Sacred Heart Community Service Pack A Back 2020

Together, with other organizations in the Santa Clara, CA area, CEFCU's donation helped ensure 3,800 students can go back to school with hope and opportunities... and back packs filled with essential school items.



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