



CEFCU

Not a bank. Better. ®

the TELLER

Fourth Quarter | 2021

INSIDE

| 2 |

Board Chair Letter

| 3 |

Retirement Plan
Withdrawals

Refund and
Recovery Scams

| 4 |

Giving Back

HOLIDAYS

All CEFCU offices
will be closed on:

Thanksgiving Day
Thursday, November 25

Christmas Day
Saturday, December 25

Introducing... CEFCU® Digital Assistant

CEFCU Digital Assistant is a new, simple, secure way to communicate with CEFCU. Available 24/7, CEFCU Digital Assistant allows you to ask questions, request account information, and even perform transactions — all with the internet-enabled devices you're likely already using!

Digital Assistant can be accessed through:

- Amazon Alexa
- Google Home
- SMS (Text Messaging)

Digital Assistant offers hands-free operation through voice commands. Plus, you can also use text messaging to get assistance wherever you are.

Getting started with Digital Assistant is easy! Members can get started by*:

- Texting "Start" to 51219
- Or, asking your Amazon or Google device to connect with CEFCU.

Here are some examples of things you can ask or request:*

Where is the nearest
Member Center/ATM?

How much is in my
Checking account?

Transfer \$50 from
my Savings to
my Checking.

What is CEFCU's
routing number?

When is my Credit
Card payment due?

*Depending on the type of request, you may be asked to log in to CEFCU On-Line® or Mobile Banking. Amazon Alexa and all related logos are trademarks of Amazon.com Inc. or its affiliates. Google Home is a trademark of Google LLC.

Enjoy all that Digital Assistant has to offer with
CEFCU On-Line and Mobile Banking!

Not enrolled? Sign up today at cefcu.com/enroll.

Board Chair Letter



Sean Scranton
Board Chair

Dear Members:

One of CEFCU's core values is: "Members are our #1 priority" — meaning above all, **serve people well**. If the past few years have taught us anything, it is that connection to people is more important than ever; and that our access to the world, including our finances, is only ever as far as our devices.

CEFCU understands the importance of technology in our everyday lives, especially how its use can empower the financial well-being of members. That is why we are committed to bringing you enhanced options to make accessing your money as convenient as possible. For example, this year CEFCU launched an upgraded Online Account Opening system. This allows both members and non-members to add new accounts through a shopping cart feature as well as fund new accounts with a credit or debit card.

But, what sets your Credit Union apart from others, is that we haven't lost sight of the importance of people in an increasingly digital world. Real human connection. We're here... when you need us. With CEFCU, you can enjoy the technology and the one-on-one support. Whether it be by phone, online chat, or in-person, the team at CEFCU is here to serve you, when and how you need it.

Over the past few years, CEFCU supported an employee initiative designed to empower team members to share the ways in which they've had a positive impact on members' lives. From coaching members to establish healthy credit habits, developing Savings and investments, reducing expenses by refinancing a loan, and going above and beyond for members who have fallen victim to scams and identity theft, hundreds of stories have been submitted, and I'm proud, as Board Chair and a CEFCU member of 27 years, to see the impact Team CEFCU has on members' lives.

It is this — CEFCU's commitment to providing you with the technology you need, and our steadfast dedication to providing the quality member service you deserve, that allows us to continue being your Credit Union, and own our better — CEFCU. Not a bank. Better.®

A handwritten signature in dark ink, appearing to read "Sean Scranton". The signature is fluid and cursive, written on a light-colored background.

**"Members are our
#1 priority — above all,
serve people well."**

Retirement Plan Withdrawals

Turning 72 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 72 in 2021, you will need to do one of the following:

- Take a distribution by the end of 2021, then annually every year after that, *or*
- Take two distributions in 2022: The first must be before April 1, 2022, and the second before the end of the year. Then, take annual distributions each year after 2022.

Distributions are calculated on each Traditional IRA plan separately. But, the total RMD can be withdrawn from one (or more) Traditional IRA accounts. Distributions must be taken separately from retirement plans, such as a 401(k), and can be more than the minimum required amount. If you do not take the required minimum distribution — or take less than the required amount — the amount not withdrawn is subject to a 50% IRS penalty.



For complete details and calculation worksheets, visit irs.gov or contact your tax professional.



Refund and Recovery Scams

Experts say it's the worst of the worst when it comes to scams. Refund and recovery scams target the most vulnerable of consumers — those who have already lost money to a scam.

How does it work?

After a victim has been scammed, their information goes on a list kept by scammers that may include names, phone numbers, and other information that was used originally to scam them. Scammers then contact the victims through phone, online, or mail. They offer to help you get your money back or help you get that prize you never received. They may even say you'll get a refund or reimbursement, if you'll just pay an upfront "processing fee" or "administrative charge." Scammers employ various ways to get you to trust them, including saying they are with law enforcement, a government agency, a charity, or law firm.

Don't fall victim!

Never give out your financial information, no matter how convincing the person may be. Don't trust any letters, calls, emails, or online messages from those promising to get your money back for a fee upfront. And, above all, be cautious and suspicious. Call or visit a CEFCU Member Center to have a team member review an offer you may feel is concerning. If you think you may have fallen victim:

- Contact your financial institution or credit card company immediately if you've provided your account and/or credit or debit card information.
- If you paid with a gift card, contact the company that issued the card.
- Always report any scams to the Federal Trade Commission at **ReportFraud.ftc.gov**.

CONTACT CENTER.....1.800.633.7077
 TTY (for the hearing impaired)1.800.492.3328
 Emailemail@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 SERVICES309.633.2571
 Toll-free.....1.800.356.7865, ext. 32571

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

Giving Back to Our Communities

With Corporate Gifts



OSF HealthCare Cancer Institute

Striving to make Peoria a premier destination for world-class cancer care, OSF HealthCare’s new Cancer Institute will deliver lifesaving innovations and care to individuals throughout Central Illinois, with state-of-the-art technology. With this gift, CEFCU will have the honor of naming the Teaching Kitchen.



Illinois Central College

Scheduled to open in 2022, the Illinois Central College Workforce Sustainability Center will fill a critical labor market void through workforce-relevant education. In addition to the gift, CEFCU will also sponsor five students for three years as part of the Information Technology Workforce Equity Initiative.



Christmas in the Park

As the Official Sponsor of this event in downtown San Jose, CA, attendees can enjoy decorated Christmas trees, amazing light displays, and even have breakfast with Santa. The event will include both drive-through and walk-through options.



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