

Shareholder

A PUBLICATION FOR MEMBERS OF F&A FEDERAL CREDIT UNION • SUMMER/2018

For Them
It's Business
For Us
It's Personal

Dream big before rates get bigger!



Dive Into That Home Improvement Project!

Fixed-Rate Home Equity Loan rates as low as 3.750% APR

Loan amounts up to \$500,000!

Make a splash with your home improvements! Our Fixed-Rate Home Equity Loan has no application fees and low rates, which makes that new pool, air conditioning system, or whatever you may be planning this summer, more affordable.

Plus home values are up 12% in Los Angeles County in the last 12 months, so you may have more equity to work with.

A Home Equity Loan from F&A can be used for practically any expense, and is perfect for:

- Debt consolidation
- College tuition
- Tax bills
- Wedding expenses
- Family vacation

Or refinance an existing first mortgage, second mortgage, or Home Equity Line of Credit.

Apply for your Fixed Rate Home Equity Loan today. Call 800-222-1226, email reservices@fafcu.org or visit one of our branches.

Rates are effective as of July 1, 2018 and are subject to change without notice. Loan rates are based on the Combined Loan to Value Ratio (CLTV), loan term and credit score of the primary borrower. Owner-occupied CA, AZ and NV properties only. Additional CLTV restrictions apply to properties outside of CA, second homes and 2-4 unit properties. Rates 0.50% higher for second homes. Maximum CLTV is reduced by 5% for loans over \$250,000. Upfront costs are waived or paid by the Credit Union. A cost recovery fee of \$500 will be charged if the loan is paid off within the first three (3) years. Refinancing an F&A equity/Fireline™ loan (unless moving to repayment) for a lower rate requires a \$50,000 additional advance or a \$500 fee. All rates include a 0.50% reduction for automatic payment. Other terms and conditions apply. Representative Example: (7-year term) Make 83 monthly payments of \$338.90 and a final payment of \$338.17 at 3.750% APR based on \$25,000. 365-day calculation method utilized.

Auto Loans

Get the car of your dreams!

Rates as low as 2.49% APR¹ with quick online decisions.²

Now is a great time to buy a car – dealer offers are cropping up, and we're offering up to 60 days to make your first payment and get a free trunk organizer. Whether it's a new or used car, you'll save money and time with a low-rate F&A auto loan on your purchase or refinance.

- Rates as low as 2.49% APR¹
- Fast online decisions²
- 60 days no payments³
- Free trunk organizer⁴

To apply, go to All Services in Online Banking and select New Loan Application. Or call us at 800-222-1226.



¹Rates are effective as of July 1, 2018. All loans are subject to approval. All rates include a 0.50% reduction for automatic transfer/payroll deduction. 2.49% APR is for 36 months based on 80% financing of a new vehicle or up to 80% of high Blue Book financing on a used vehicle and a credit score of 760 or higher. Your rate may be higher based on your loan term, collateral or credit score. Financing terms above 80% are available at higher rates. Additional terms and conditions may apply. Rates and terms are subject to change without notice. Representative Example for new auto: Financing \$25,000.00 with a 20% down payment at 2.75% for 60 months, payment of \$447.00 per month. ²Some loan applications may require additional review and take longer to process. ³Finance charges will continue to accrue at the rate provided in your loan agreement during the payment deferral period. ⁴Inbranch pickup only, while supplies last.

CHAIRMAN'S SHAREHOLDER REPORT



The U.S. economy continues to do well. The Fed raised rates as projected, continuing the gradual climb to normalizing interest rates. F&A will continue to work to keep our loan rates at or near historic lows, despite the rising rate environment.

According to a June 15, 2018 real estate data report, Los Angeles

market trends indicate an increase of 12% in the median home sales price over the past 12 months. This may be an excellent opportunity for you to use a new home equity for home improvements, debt consolidation or college tuition before rates rise further. Also, if you are paying 4.5% or more on a home equity or first trust deed home loan, we encourage you to give us a call to explore refinancing options. To see how F&A's rates compare to other local credit unions and banks, check out our new *Compare Rates* page under *Rates* on our website.

With summer here and the onset of vacations and travel, we want to remind you to be safe when using your Visa® debit or credit card. It's a good idea to call the credit union in advance of any trip to notify us that you will be traveling. For additional safety, you can sign up for Real Time Alerts, Card Lock, and Virtual Card; actively check your balances

online through Quick Balance; or set a cash advance limit to zero. To learn more about any of these free services contact F&A.

The Los Angeles County Fire Museum is set to hold their Grand Opening event on Saturday, July 14, 2018, and F&A will be there to support our Museum. We encourage members to attend and check out the great history of the Los Angeles County Fire Department. Uniformed firefighters who join the museum are also eligible for membership at F&A, and we pay the first year's dues.

Last, but certainly not least, I am very pleased to inform you that the Credit Union has just completed the purchase of property in San Dimas to construct a branch office to provide more convenient services to our members. Our plan is to use this property to construct a branch that the members will be proud of, as well as a functional branch that will help take your Credit Union into the future. Later this year, we will begin the project with an anticipated completion date in 2020. I will continue to keep you posted on our progress on this exciting development in extending our services to you.

On behalf of the Board, we wish you and your family a safe and enjoyable summer.

Andy Doyle
Chairman, Board of Directors

Mark Your Calendar for

Member Appreciation Day



It'll be here sooner than you think!

When: Thursday, October 25, 2018.

Where: Monterey Park Branch,

2625 Corporate Place
Monterey Park, CA 91754

Back by popular demand - In-N-Out®
Burger!

Keep an eye out! We'll be posting updates about our Member Appreciation event on www.fafcu.org.

Skip-a-Pay

Take a month off from your loan payment with Skip-a-Pay!

Our Skip-a-Pay program lets you defer a monthly payment on an eligible F&A loan.* The skipped payment is added to the end of your loan without affecting your credit. Submit your Skip-a-Pay request through Online Banking. It's easy, here's how:

1. Click on Skip-a-Pay from the All Services tab in Online Banking

2. Select the loan account you want to Skip-a-Pay
3. Select the account you would like the fee taken from
4. Agree to the Terms & Conditions and click Finish

Take advantage and sign up to skip a payment today!

*Auto, personal, recreational vehicle and motorcycle loans only (no credit card or real estate loans at this time). One month skip per Skip-a-Pay request. Interest will continue to accrue during the period when no payment is made, which will result in higher total finance charges over the life of the loan. The loan payment term will be extended, but all other terms and conditions of the loan will remain unchanged. Consecutive skips are not allowed. Two non-consecutive months off per calendar year, up to six skips per the life of the loan. Loan account must be open at least 180 days and not currently delinquent. A fee will be assessed at the time of the request and will be deducted from the account you select. If the monthly loan payment is \$200 or greater, the fee is \$25 and if the monthly payment is less than \$200, the fee is \$15. In some instances the fee may be waived due to regulatory requirements. You must apply before the due date of the month you want to skip. All Skip-a-Pay requests are subject to approval. Additional terms and conditions apply.

Fraud Prevention Tools



Preventing fraud on your accounts.

F&A is committed to your account safety and we have a collection of tools designed to prevent fraud. Learn more about each one.

Card Lock

This program lets you use your mobile device or computer to switch your F&A credit or debit cards off and on as needed. It's great for fraud

prevention and puts your mind at ease if you temporarily misplace your card. For details, go to www.fafcu.org/eservices/card-lock.

Real Time Alerts¹

This service sends a text message to your phone seconds after purchases. It can help you to identify unauthorized charges fast and is available on both F&A debit and credit cards. Plus it's easy to enroll through Online Banking.

EMV Chips

All F&A debit and credit cards contain anti-fraud EMV chip technology. The embedded chip creates a single-use code that helps reduce fraud and makes card counterfeiting much more difficult.

Virtual Card²

Receive a separate virtual card

number, expiration date and CVV security code, all tied to your existing F&A credit or debit card account. Register your virtual card with merchants who charge your card automatically – if your physical card is lost or stolen, your automatic payments won't be affected. To get your Virtual Card, just contact us.

Fraud Center

The telephone number for the Fraud Center is 800-417-4592. Be sure to add it to your phone's contacts, so if you get a call from this number, you know it's from the Fraud Center.

Learn more about our fraud prevention tools at www.fafcu.org in the *Fraud & ID Theft* section under *About*, or call 800-222-1226.

¹The amount may vary at restaurants and gas stations depending on the amount they put through for the authorization. F&A does not charge a fee for this service. Real Time Alerts are sent to you as a text message and standard text messaging rates apply. Check with your wireless carrier. Authorizations will be sent to you as they are received by F&A, which can be any time during the day or night, and may be dependent on your service availability. F&A is not responsible for an alert not being sent or received. You may also cancel whenever you choose. You must be joint/co-borrower to link a card.

²Note: we have experienced issues with using Virtual Cards at State Farm and Spectrum. Recurring payments may need to be kept on your physical card for some merchants.

KOFE Financial Services



Understanding Your Credit

Interested in learning more about personal credit? Attend our complimentary KOFE seminar.

In this session, we'll discuss credit basics:

1. What is a credit score?
2. How is it calculated and what impacts it?

3. How to request a credit report
4. What the report contains and how to read it
5. Learn how to use credit wisely
6. How to dispute mistakes on your credit report

Date: Thursday, September 6, 2018

Time: 10:00 a.m. or 6:00 p.m.

Location: 2625 Corporate Place, Monterey Park, CA 91754

RSVP: By September 5, 2018

Light refreshments will be served.

To register, go to www.fafcu.org and find the Seminar RSVP button on the *KOFE Financial Services* page under the *EDU* tab.

One-on-one Meetings also Available

On September 6, a KOFE certified financial coach will be at the Monterey Park branch offering half-hour, confidential, one-on-one sessions to discuss:

- Personal Finance
- Personal Credit
- Housing and Mortgages

To RSVP for a meeting with a financial coach, please call Eileen Wert at 800-222-1226 ext. 5907. Half-hour sessions start at 9:00 a.m. Reservations are limited, book your seat today!



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PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
LOS ANGELES, CA
PERMIT NO. 896

Monterey Park Branch

2625 Corporate Place
Monterey Park, CA 91754
Mon. - Fri. 9:00 a.m. - 4:00 p.m.

P.O. Box 30831
Los Angeles, CA 90030-0831
www.fafcu.org
800-222-1226

Whittier Branch

13303 Hadley Street
Whittier, CA 90601
Mon., Tues., Thurs., Fri.
9:00 a.m. - 5:00 p.m.
Wed. 10:00 a.m. - 5:00 p.m.

For Everyone in the Household at:

Mailing Address

P.O. Box 30831
Los Angeles, CA 90030-0831

Telephone Service Center

800-222-1226
Mon., Tues., Thurs., Fri.
8:00 a.m. - 5:00 p.m.
Wed. 9:00 a.m. - 5:00 p.m.
www.fafcu.org

Events/Holiday Observances

Labor Day

Monday, September 3, 2018

Complimentary Seminar – Understanding Your Credit

Interested in learning more about personal credit? Come to our seminar!

Date: Thursday, September 6, 2018

Time: 10:00 a.m. or 6:00 p.m.

Location: 2625 Corporate Place,
Monterey Park, CA 91754

Register: By September 5, 2018

Light refreshments will be served.

Money Market Accounts

See how we compare.

Money Market Comparison

Kinecta FCU 0.05%	City National Bank 0.03%	Firefighters First FCU 0.70%	F&A FCU* 1.11%
APYs based on \$2,500 Money Market *Minimum Daily Balance of \$2,500 required to earn APY. To earn 1.21% APY, the minimum balance requirement is \$50,000, and to earn 1.26%, the minimum balance requirement is \$100,000.			

For high earnings and complete liquidity, an F&A Money Market Plus Account stands apart. Here's how we compare to the competition on Annual Percentage Yield (APY):

F&A's Money Market Plus Account lets you withdraw funds up to six times per month

and make unlimited deposits without penalties. You get a great yield with immediate access to your money.

Start earning more today! To open your F&A Money Market Plus Account, log into Online Banking at www.fafcu.org, call 800-222-1226 or drop by an F&A branch.



**Federally insured
by NCUA**



Source for rates City National Bank rate: Depositaccounts.com as of 07/05/2018. F&A APY is accurate as of the last dividend declaration date.