

# Member News

Practical Advice, Savings Tips, and Important Announcements for UECU Members

OCTOBER 2020

UECU is your

## HOME EQUITY HQ

Seriously? Other lenders are not doing Home Equity lending?

CALL 800.288.6423

### 15 Fall Home Improvement Tips

- (1) Seal your windows and doors
- (2) Replace old windows and doors with energy-efficient ones
- (3) Clean your gutters and downspouts
- (4) Aerate and fertilize your lawn
- (5) Prune shrubs and trees; cut back dead plants and tree limbs
- (6) Check your roof and make any necessary repairs
- (7) Have your wood-burning fireplace inspected, cleaned, and repaired to prevent chimney fires and carbon monoxide poisoning
- (8) Make an appointment to have your furnace checked and cleaned; replace the filters
- (9) Install a Smart thermostat
- (10) Power wash the outside of your home
- (11) Refresh the paint on the exterior and interior of your home
- (12) Winterize your deck
- (13) Organize the garage and shed and purge or donate the things you no longer need
- (14) Check the attic to make sure insulation is intact
- (15) Replace batteries in smoke and carbon monoxide detectors; then test them to make sure they are working properly

### HOME EQUITY TERM

(Fixed Rate)

**AS LOW AS 2.99% APR<sup>1</sup>**

Terms as long as 20 years

### FLEX HELOC

(Variable Rate)

**2.49%<sup>APR</sup> 12 MONTH INTRO**

Regular Rate as low as

**PRIME MINUS .50%<sup>2</sup> APR**



Home Equity products are not available in all states. Some states charge additional recording tax after loan origination for which you are responsible. If your home is located in SC, an attorney must assist with your real estate closing, and may charge fees. Early closing reimbursement fee of \$400 will be assessed if Home Equity Loan or Line of Credit closed within the first 12 months after opening; up to \$200 if closed during months 13 to 36. Real estate must be first or second lien, 1-4 family owner-occupied residential property. Homeowners insurance is required. Flood insurance required for properties designated in flood zone area. 1 Rate based on 90% loan to value (LTV) & 60-month term. Rate shown is our lowest rate which is based on an evaluation of credit and maintaining an active UECU Checking Account with at least one transaction per month. Rate will vary based on term, credit review and collateral evaluation. 2 100% maximum LTV. The Introductory Rate is a fixed rate for the first 12 months from the date of loan origination. After 12 months, existing and new balances will be subject to the variable regular rate which is the Wall Street Journal Prime Rate ("index") plus the "margin" above or below the index rate as disclosed in your loan agreement. Regular rates will vary and may adjust quarterly without notice. Maximum lifetime interest rate will not exceed 18% APR for Home Equity products. Existing UECU HELOC accounts are not eligible to receive the introductory rate. Members refinancing an existing UECU Home Equity product may be subject to modification or conversion fees. Offer subject to change and can be canceled or withdrawn at any time without notice. Federally insured by NCUA.



**Janene Naugle** Virtual Marketing Specialist

### Help Your Loved Ones Manage Money Better Today

Let's face it. 2020 has been... interesting, to say the least. And for many of us, it has impacted our finances or the financial wellness of those we love. Now is a great time to take an honest look at how we're doing, and learn how to do even better. We've added two new CueltUp Playlists of quick, interactive e-courses for you and your family to do just that at [www.uecu.org/cueitup](http://www.uecu.org/cueitup):

- **Financial Wellness in Uncertain Times** - take charge of your financial decisions and make your money work harder for you right now; especially now.
- **Financial Caregiving** - as our loved ones age, it can be a daunting task to continue to manage finances independently. Learn how to help them and protect them from fraud.



Learn More. Bank Better.



## President's Message

### Bret Krevolin | President / CEO

2020 has been a challenging year, and one we'll most likely never forget. Who could have imagined the impact that COVID-19 would have on our lives, our families, and jobs. Living through this pandemic has forever changed our world, from how we live our daily lives, to the way we educate our children, to how we conduct business. And having the ability to do things "virtually" has become more important than ever.

At UECU, we've always maintained a virtual service model because we believe that you should have access to your money and accounts when you need it most, and not have to worry about traveling to a branch. Over the years, our online and mobile banking services have evolved to include mobile check deposit, card controls, and electronic redemption options for *VantagePoints™*. We also made enhancements to our transfer options, making it easier for you to transfer money between your UECU accounts and accounts at other financial institutions.

Currently, we are in the midst of completely reinventing your digital banking experience with a 360-degree view of your personal finances and new banking tools to make managing your financial life easier. You'll be able to manage all of your UECU accounts, as well as your external financial accounts, from one convenient place. With UECU's new online and mobile banking services, you'll have the tools to help you easily manage your cards and accounts, pay your bills, track your spending, balance your overall budget, create custom alerts, send money to friends and family, and more. As we get closer to launching your new digital banking services in 2021, we'll post announcements on our website and send updates to you via email.

Keeping safety at the forefront, we've also launched contactless Visa® cards. When your UECU debit and credit cards expire, you'll receive contactless cards that make in-store purchases easier and safer. Wherever you see the contactless symbol at checkout, you can pay by simply tapping your card on the merchant terminal. It's a safer way to pay because it helps you avoid touching surfaces at checkout. If you'd like to get contactless cards before your current Visa cards expire, please contact the Credit Union. Our staff is only a phone call away.

While this year has had its fair share of challenges, it's also allowed us to reflect on what matters most. As we approach the holiday season, I hope that you can take some time to reflect on what you are most thankful for, as well as spend time with friends and family. Whether it's in person or virtually, we're all in this together. And, we'll all get through this together. From all of us here at UECU, thank you and best wishes for a happy and healthy Thanksgiving.

Sincerely,  
Bret Krevolin

### Yvonne Paegel Business Development Manager



### AVANGRID Launches UECU's CueUp Financial Wellness Tool

We are excited to welcome AVANGRID employees and family members to their new CueUp Financial Wellness Tool! AVANGRID now offers you free access to UECU's CueUp financial e-course library, financial wellness communications, ongoing live and virtual financial wellbeing training, and our amazing team of financial experts. Visit your company portal or open your Engage Wellbeing app to access your CueUp benefit and watch a recording of our recent introductory webinar. We look forward to helping you answer your money questions, and meeting your financial goals.

All you have to do is CueUp!

If your company is looking for a no-cost financial wellness benefit to start or add to your wellness program, we're here for you! Learn more at [www.uecu.org/benefit](http://www.uecu.org/benefit) or call Yvonne Paegel at 800.288.6328 ext. 4018.





## Lender's Corner

### Mike Malone | Vice President- Lending

If you have been thinking about purchasing a new vehicle, you may be wondering how the whole experience has changed. Since the onset of COVID-19, businesses and car dealerships have made great strides to keep customers safe. Some have changed their hours, added extra sanitation procedures, limited the number of customers on the lot, and began offering more virtual options. At UECU, we've also made some changes to help you save more and stay safe. We're now offering Buy from Home options with TrueCar, our car-buying service. What could be better than finding the car you want, at the right price, all from the comfort and safety of your own home? With TrueCar's participating dealers, you can shop online, complete the majority of your paperwork from home, and have your vehicle delivered to you. Just look for dealers that offer the Buy from Home badge when you are shopping at [uecu.org/autoloan](http://uecu.org/autoloan).

To help you save more and keep your auto loan payments affordable, we're also offering an additional .25% off of our lowest loan rates for new and used vehicles purchased through TrueCar. Getting pre-approved is easy with our virtual options. To apply, log into the UECU Mobile Banking App, visit [uecu.org/autoloan](http://uecu.org/autoloan), or call 800.288.6423 to speak with a Financial Services Consultant.

#### Here are some tips\* we thought you might find helpful as you begin your vehicle search:

**Do Your Research Online** - Doing your research ahead of time can help narrow your top picks and save you time on the lot. Check out car reviews, compare specs, and get familiar with configurations.

**Confirm Availability and Pricing** - After deciding which model and configuration you like, you can use TrueCar to confirm that the exact car you want is physically on the lot. You'll also be able to get an upfront price offer from the dealer, including fees that you'll pay at the dealership.

**Inspect the Car over Video Chat** - Normally, a dealer would show you the features on a vehicle by doing a walk-thru. While that may not be an option right now, you can do it virtually with video calling services like FaceTime, Facebook Messenger, and Skype.

**Use Online Tools for Loans and Credit** - Financing with UECU is a great way to go; not only will you get a lower rate on your auto loan, compared to a dealer, you'll also save time. Get pre-approved before you shop, so you know your true price range. To get started, visit [uecu.org](http://uecu.org), log into the UECU Mobile Banking App, or call 800.288.6423.

**Ask about Vehicle Delivery** - As part of the Buy from Home option with TrueCar, sales associates from participating dealerships will deliver your new car to your home along with your paperwork.

**Check Dealership Safety Procedures** - If you are planning on going to the dealership, call ahead to find out the steps they are taking to keep customers safe.

**Connect with Your Dealer** - After you've finalized details about pricing and financing in advance, ask the dealer if you can set up an appointment to finalize the paperwork, or do it virtually.

\*Source: <https://tcblogprod.wpengine.com/blog/heres-what-you-should-know-about-covid-19-and-car-buying/>

## WE'RE HERE FOR YOU!

Take .25% off your next auto loan with our TrueCar Discount

### Auto Loan Rates

as Low as **1.74%** APR<sup>^</sup>

Lowest Rate with .25% TrueCar Discount



**Look for the Buy From Home Badge:**  
Have Your Vehicle Delivered to You and  
Complete Your Paper Work at Home!



<sup>^</sup>APR=Annual Percentage Rate. UECU's lowest auto loan rate of 1.74% APR is based upon an evaluation of credit-worthiness criteria, maintaining an active UECU checking account (at least one transaction per month), and purchasing a vehicle through a Certified TrueCar Dealer. Rate quoted for a 36-month term; your actual rate may differ. Limited time offer. Offer is subject to change without notice. Rate quoted is for new loans only; refinancing of existing UECU auto loans are not eligible. Certain auto model year and term restrictions apply. Look for the Buy From Home badge when choosing dealerships to connect with at [uecu.truecar.com](http://uecu.truecar.com).

**Limited Time Discount**  
**Valid Thru Nov 30, 2020**

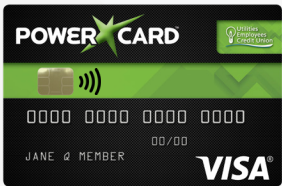
# Contactless Visa® Cards are on the Way!

When your current UECU Visa Credit and Debit cards expire, you'll receive new contactless cards. Wherever you see the contactless symbol at checkout, you'll be able to pay by simply tapping your card on the merchant terminal. If a particular merchant doesn't accept contactless payments, you still have the option to insert the chip or swipe your card to complete your purchase.

Enjoy the New Convenient Way to Pay.

- It's easy – Simply tap your card on the checkout terminal to make a purchase.
- It's secure – Enjoy the same dynamic security as chip cards.
- It's safe – Tapping to pay with your contactless cards can help you avoid touching surfaces at checkout.
- It's flexible – Enroll your cards in Apple Pay™, Samsung Pay, or Google Pay.

For more information about contactless cards, visit [uecu.org/faq](http://uecu.org/faq). If you'd like to request contactless Visa cards before your current UECU Visa cards expire, contact a UECU Member Service Representative at 800.288.6423.



## Privacy Notice

Federal law requires us to tell you how we collect, share, and protect your personal information. Our privacy policy has not changed and you may review our policy and practices with respect to your personal information at [uecu.org](http://uecu.org) or we will mail you a free copy upon request if you call us at 800.288.6423.

### Contact UECU:

Toll-Free: 800.288.6423

Email: [Advantages@uecu.org](mailto:Advantages@uecu.org)

Website: [uecu.org](http://uecu.org) (Live Chat available)

24/7 Account Access:  
Advantages Online™ & UECU Mobile Banking App

Office Hours:  
Weekdays 8 A.M. – 5 P.M. ET,  
Wednesdays until 3:30 P.M. ET

Street Address:  
11 Meridian Blvd, Wyomissing, PA 19610

Mailing Address:  
P.O. Box 14864, Reading, PA 19612-4864

### Holiday Reminders

|             |              |
|-------------|--------------|
| October 12  | Columbus Day |
| November 11 | Veterans Day |
| November 26 | Thanksgiving |
| December 25 | Christmas    |



## Featured Rate Review

(For full listing of rates visit [UECU.org](http://UECU.org))

### Share and Special Savings Accounts 0.40% APY

No minimum balance, no monthly fees. \$5 min to obtain APY in the primary share account.

### Advantages Money Market Savings™ Accounts

|                        |           |
|------------------------|-----------|
| \$0.01 - \$9,999.99    | 0.50% APY |
| \$10,000 - \$49,999.99 | 0.65% APY |
| \$50,000.00 and over   | 0.80% APY |

A \$500 minimum balance required to earn APY. Minimum daily balance of \$2,500 required to avoid \$10 monthly fee.

### Rewards Checking PLUS Accounts

|                        |           |
|------------------------|-----------|
| \$0.01 - \$9,999.99    | 0.40% APY |
| \$10,000 - \$49,999.99 | 0.55% APY |
| \$50,000.00 and over   | 0.70% APY |

A \$500 minimum deposit required to avoid a monthly fee of \$10. Minimum balance fee will be waived if total of \$500 in electronic deposits is made to your Rewards Checking PLUS during the month.

### Advantages Certificates of Deposit™

Rates up to 1.25% APY with terms from 6mo. to 5yrs.

\$500 Minimum deposit required to open account. Minimum deposit of \$75,000 and term of 5 years is required to earn stated APY. APY assumes principal and dividends remain on deposit until maturity. A penalty is imposed for early withdrawal. Annual Percentage Yield (APY) is quoted as of September 1, 2020. APY is subject to change and may be withdrawn without notice. Savings and checking rates may vary after account is opened.

### New / Used Auto Loans

#### 2017 and Newer Models (New/Used)

Lowest Rate with .25% TrueCar Discount

|              |           |
|--------------|-----------|
| Up to 36 Mo. | 1.99% APR |
| 37 to 60 Mo. | 2.49% APR |
| 61 to 72 Mo. | 2.99% APR |

#### 2019 and Newer Models (New/Used)

Lowest Rate with .25% TrueCar Discount

|              |           |
|--------------|-----------|
| 73 to 84 Mo. | 3.49% APR |
|--------------|-----------|

#### 2013 - 2016 Models (New/Used)

|              |           |
|--------------|-----------|
| Up to 36 Mo. | 2.49% APR |
| 37 to 60 Mo. | 2.74% APR |

### Personal Loans

|              |           |
|--------------|-----------|
| Up to 36 Mo. | 6.74% APR |
| 37 to 60 Mo. | 7.74% APR |

### Home Equity Loans

Lowest Rate with .25% Birthday Sale Rate Reduction (1st or 2nd Lien up to 90% LTV offered)

|                |           |
|----------------|-----------|
| Up to 60 Mo.   | 2.99% APR |
| 61 to 120 Mo.  | 3.49% APR |
| 121 to 180 Mo. | 3.99% APR |
| 181 to 240 Mo. | 4.49% APR |

### Student Loans

For current rates, please visit [uecu.studentchoice.org](http://uecu.studentchoice.org)

Rates shown here are our lowest rates which are based on an evaluation of credit and maintaining an active UECU checking account with at least one transaction per month. Your actual rate may differ for these featured rates. Rates are quoted as of September 1, 2020, and all rates are subject to change without notice. For more rate and qualifying information visit [uecu.org](http://uecu.org) or contact us by phone.



This credit union is federally insured by the National Credit Union Administration. Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.



# 6,000 VantagePoints™

## FOR A LIMITED TIME

Each Family Member and Utility Worker You Refer to UECU Equals a \$50 Gift Card of Your Choice!

Unlimited Referrals Through December 31, 2020



1 Member = \$50



2 Members = \$100



3 Members = \$150



4 Members = \$200



Full Gift Card List Available at [uecu.org/rewards](http://uecu.org/rewards)

### Visit [uecu.org/refer](http://uecu.org/refer)

Promotional offer valid through December 31, 2020. New referred members must open a share savings account by December 31, 2020 for the referring member to qualify for 6,000 VantagePoints™, which can be redeemed for a \$50 gift card. The referring member will receive their VantagePoints™ by the end of the month in which the referred member opened their account. This promotion can be terminated at any time. Merchant gift cards and gift card availability subject to change.



## Exciting News!

Utilities Employees Investment Services (UEIS) has a new website with lots of new resources just for you! The site is filled with educational videos, articles, presentations, and calculators to help you learn more about the world of personal finance. We invite you to check out the new website at [utilitiesseis.com](http://utilitiesseis.com) and let us know what you think. New content will appear regularly, so please bookmark the site and visit often. As always, the UEIS Investment Services Team is here for you. To schedule a free consultation, set up an annual portfolio review, or reach out with a question, contact the UEIS team today. Call 800.288.6423, ext 4005, or email [utilitiesseis@ceterais.com](mailto:utilitiesseis@ceterais.com).

Securities and insurance services offered through Registered Representatives of Cetera Investment Services LLC (doing insurance business in CA as CFG STC Insurance Agency LLC), member FINRA/SIPC. Advisory services offered through Cetera Investment Advisers LLC. Cetera is under separate ownership from any other named entity.

Investment Products are: not NCUSIF insured, not financial institution guaranteed, may lose value, not a deposit, not insured by any federal government agency. Utilities Employees Investment Services is located at 11 Meridian Boulevard, Wyomissing, PA 19610



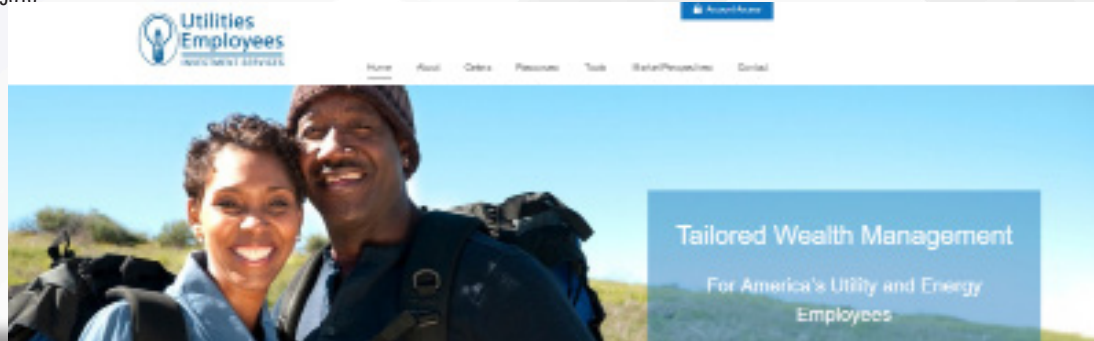
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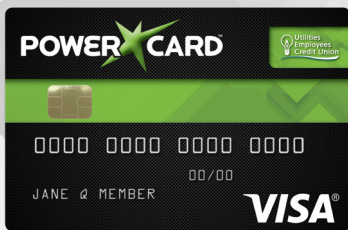


# Member Testimonial

"Almost 10 years ago, I left my job at a major bank in the area to work for another local business. Shortly after I suffered through a particularly rude and frustrating experience with said bank, so I decided to switch all of my accounts to UECU. I have to say; I have never been more pleased with my experience with UECU. I have been able to count on you when I have needed loans or just plain help with my accounts. I love, love, LOVE your BillPay and Mobile app services. I cannot recall a single time that my BillPay requests have not arrived on time, although I know of others who have had issues with their banks and this feature. On the rare occasion, I do need to come into the office, your tellers and staff are always so friendly and accommodating. I realize I don't have a bunch of money now, but one day I may, and even then I will continue to use you...the best credit union EVER! Please keep doing what you are doing, because it really is the best. You always think of your customers first, and it really shows. I will continue to recommend you to all of my friends and family."

*Rachael B., Pennsylvania*

## EARN DOUBLE *VantagePoints*<sup>TM</sup>



**CREDIT CARD PURCHASES**

**EARN 2 POINTS**  
For Every \$1 Spent\*



**DEBIT CARD PURCHASES**

**EARN 1 POINT**  
For Every \$1 Spent\*

**NOVEMBER 28th - DECEMBER 31st, 2019**

Sign up<sup>†</sup> beginning November 5th - Visit [uecu.org/doublepoints](http://uecu.org/doublepoints) or call us at 800.288.6423

\*Points earned on Visa purchases. ATM cash transactions or cash advance transactions are not eligible to earn points. Points are earned net of credits. Members enrolled in UECU's *E-Statement* service earn 1 point for every \$1 spent on debit card transactions during the promotional period; those not enrolled in *E-Statements* earn 1 point for every \$2 spent. DOUBLE POINTS for the purpose of this promotion cannot be combined with DOUBLE POINTS earned on the first 30 days after receipt of your new card. Members will earn DOUBLE POINTS 11/28/2019 until 12/31/2019 but this promotion can be terminated at any time. Visit [uecu.org](http://uecu.org) for complete *VantagePoints*<sup>TM</sup> program details. <sup>†</sup> Must sign up to earn DOUBLE POINTS during the promotional period. Members may sign up beginning 11/5/2019 by logging into their UECU account with *Advantages Online*<sup>SM</sup> banking to opt-in to the promotion, by calling UECU's Member Service Representatives during business hours at 800.288.6423, or by completing a sign-up form provided by UECU for this promotion to members via email.