

FOCUS

A PUBLICATION FOR THE MEMBER/OWNERS OF CALTECH EMPLOYEES FEDERAL CREDIT UNION

Loyalty Bonus of Nearly \$650,000 Paid!

Success, stability and the trust of our members contribute to a Loyalty Bonus Dividend of .50% for December

CEFCU is proud to announce that it paid almost \$650,000 as a Loyalty Bonus Dividend to member/owners for the month of December, 2017. The Board of Directors approved this additional bonus dividend at its December board meeting. The extra 50 basis point bonus dividend for the month on each tier level is in addition to the superior monthly dividend rate members receive each month.

Our success is not by chance. It is rooted, strategic and derived by the needs and wants of our membership.

“Because of our unique business model, CEFCU is structured and positioned to deliver real, tangible value to its member/owners,” said Richard Harris, President/CEO. “Whether it’s value in the form of lower fees, better loan rates, higher dividends or a combination of all of these benefits, it results in outstanding financial value.”

Whether CEFCU is your real estate lender, auto lender or credit card of choice; whether

you access your funds online, in person or by ATM; whether you live minutes away or a time zone away, we share our success with you. This

additional dividend is a testament to what we do every day — ensuring that we always place the best interest and welfare of our members first.

“With the exceptional earnings we saw as a result of real estate lending, introduction of new products and services, as well as the active participation of both borrowers and savers throughout the year, every

member played an integral role in advancing CEFCU’s bottom line,” said Harris.

While words of appreciation share our genuine sentiments, our Loyalty Bonus Dividend reflects CEFCU’s success and stability in real world dollars and cents. “We work hard and smart to earn and keep your trust,” added Harris.

After all, you’re not just a member of CEFCU — you’re an owner!

BONUS DIVIDEND TO MEMBER/OWNERS!			
TIER	12/17 APY*	BONUS APY	TOTAL
\$0-\$25,000	.85%	.50%	1.35%
\$25,000.01-\$100,000	.95%	.50%	1.45%
\$100,000.01-\$250,000	1.11%	.50%	1.61%
\$250,000.01 & above	1.16%	.50%	1.66%

*APY=Annual Percentage Yield

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Resolve to Celebrate BIG Savings in 2018

A fixed APR* of **3.99%** is what cardholders will pay on all purchases, balance transfers, and cash advances posted to their CEFCU Mastercard® through July 19, 2018!

IF YOU DON'T HAVE A CEFCU MASTERCARD, NOW'S THE TIME TO APPLY. IF YOU DO HAVE ONE, NOW'S THE TIME TO USE IT.

No matter what kind of "perks" you've been enticed with in the past — "points" that can be used towards airline tickets, hotels, cash-back features, etc. — **sometimes the biggest perk is simply the lowest rate.**

In short, you could save a small fortune in finance charges. **If you are a cardholder, saving is as easy as using your card. If you're not yet a**

cardholder, simply apply.

You can do it all online at www.cefcu.org. If you're an eBranch user, just log into eBranch and click "Apply for a Loan," then click "Consumer Loan." Most of the short application is completed for you. If you prefer, print out the application and transfer form and mail them in.

Of course, you can also always apply in person. Call **800/592-3328** or visit any of our office locations. Once approved, we'll mail out your new CEFCU Mastercard.

Then use your card through July 19, 2018, and enjoy a fixed rate of 3.99% APR on all new purchases, balance transfers, and cash advances.

Better still, **you'll keep earning this reduced rate on these transactions until January 19, 2019!** After the promotional period, your CEFCU Mastercard will

simply revert to the variable rate in effect — typically around half the national average.

If you carry a balance on other credit cards, don't miss this opportunity to cut your finance charges dramatically! With credit card rates typically ranging from 17% APR to 21% APR or more, our discount rate of 3.99% APR can save you hundreds of dollars over the course of the coming months...even well over \$1,000 in some cases!

And, if you've already earned some "bonus points" on your other cards, you can transfer the balance to your CEFCU Mastercard and still keep those points.

Our card comes standard with great benefits:

- **NO balance transfer fees**
- **NO annual fees**
- **NO cash advance fees**
- **NO minimum interest charge**
- **NO gimmicks.**

So, resolve to use your CEFCU Mastercard from here forward. It's a resolution that can make 2018 a happier, more economical New Year.

*APR=Annual Percentage Rate. Promotional rate of 3.99% APR applies to all purchases, balance transfers, cash advances, and convenience checks posted to your account between Nov. 20, 2017 and July 19, 2018. The promotional rate will expire on Jan. 19, 2019. Balance transfers and convenience checks cannot be used to pay off existing CEFCU loans. All credit subject to approval.



Low Down Payment Mortgage Options Offered

All roads lead home!

Can you only afford a down payment that is less than 20% of the home's purchase price? If the answer is yes, CEFCU's new Private Mortgage Insurance (PMI) opens doors to new possibilities.

With PMI, a borrower can purchase or refinance a property up to \$850,000 with only 5% down or up to \$1,000,000 with only 10% down.

PMI is available for all CEFCU home loans, including fixed-rate loans with 10, 15, 20 and 30-year terms or adjustable rate loans available with 30 and even 40-year terms for the lowest monthly payments.

Ready to get started? Our Real Estate Loan Center uses the latest technology to streamline



the application and pre-approval process, plus offers other useful features to help you understand your options, estimate payments and compare rates and terms.

If applying online does not appeal to you, we still have the same dedicated real estate lending team ready to answer your questions. Come in to our Real Estate Loan Center located at 801 Foothill Blvd., La Cañada Flintridge, or call us at **800/592-3328 ext 404.**

Property insurance is required. Impound account is required for taxes, insurance and private mortgage insurance. CEFCU does not make real estate loans outside California. All loans subject to credit approval. Rates and terms are subject to change without notice. NMLS #626590.

Member Satisfaction Hits All-Time High!

The results from this year's annual survey are in — and member satisfaction is the highest it has ever been! As a member-owned Credit Union, it is important to hear directly from our members to know how we are doing, as well as ways in which we may serve you even better!

Members were asked about their overall satisfaction level with CEFCU during the last six months. As noted, we are proud to announce that member satisfaction with CEFCU was extremely high — with a 98.8% satisfaction rate. Another important series of questions that CEFCU's Board of Directors and management use to gauge member satisfaction is the Service Quality

Index, which consists of seven areas:
 Treated with Respect...
 Knowledgeable Staff...
 Accurate Transactions...
 Electronic Access...
 Phone Easy to Use...
 Calls Handled Well...
 and Problems Solved. The lower the rating, the better the evaluation. The lowest (best) possible score is "1" and the highest (worst) is "4." CEFCU rated EXCELLENT in all seven categories with an overall mean score of 1.04.

"Although scores were outstanding on all

service marks, we remain committed to constant and continuous improvements," said Richard Harris, President/CEO. "Additional member comments were very informative as it allowed members to identify specific areas of improvement and share examples of unsurpassed service and financial value."

Many comments identified advanced needs related to electronic services. "Our members hold us to higher standards. We are proud of that," said Harris. "Every day, we work to further improve and refine our systems to maximize overall member convenience and accessibility."

Respondents indicated some dissatisfaction regarding strict security measures to access eBranch as well as limited interface with other programs and features. "We remain committed to providing added

usability features and conveniences especially as it relates to electronic services. However, we have to balance convenience with our responsibility in securing member data," said Harris."

On behalf of the CEFCU team, thank you to all those who participated in the 2017 survey.



"Our members hold us to higher standards... we are proud of that."

— Richard Harris, President/CEO



We work tirelessly each and every year to earn your trust and confidence and want to take this opportunity to wish you a very healthy and prosperous New Year!

Membership: The Gift that Keeps on Giving



Start the new year with the gift of membership for your loved ones. **Sign up your entire family (by blood or marriage): spouse and children, parents and in-laws, grandchildren and grandparents, and brothers and sisters...** wherever they may reside.

And what a truly special gift it is! Who can't use better rates on savings and loans? And who can put a price tag on the peace of mind that comes with our strength, security and uncompromising integrity?

Our latest technology makes it possible for new members to join and fund their primary CEFCU account ONLINE — just by visiting www.cefcu.org. Give the gift of MEMBERSHIP!



LA CAÑADA OFFICE

528 Foothill Blvd.
 P.O. Box 11001
 La Cañada Flintridge, CA 91012-6001
 800/592-3328 • 818/952-4444
 FAX 818/952-4382
 Hours: 9 a.m.-4 p.m. M-F
 Drive Up: 8:30 a.m.-4:45 p.m. M-Th
 8:30 a.m.-5:15 p.m. F

REAL ESTATE LOAN CTR.

801 Foothill Blvd.
 P.O. Box 11001
 La Cañada Flintridge, CA 91012-6001
 800/592-3328 ext. 404

JPL OFFICE

4800 Oak Grove Dr., Bldg. 291
 Pasadena, CA 91109
 818/354-3280
 FAX 818/393-4308
 Hours: 9 a.m.-4 p.m. M-Th
 8:30 a.m.-4 p.m. F

CAMPUS OFFICE

1200 E. California Blvd.
 Pasadena, CA 91125
 M/S 100-63
 626/395-6300
 FAX 626/568-9536
 Hours: 9 a.m.-4 p.m. M-Th
 8:30 a.m.-4 p.m. F

WEBSITE

www.cefcu.org

CREDIT UNION OFFICIALS

BOARD OF DIRECTORS

John Patterson, *Chairman*
 Gary Gray, *Vice Chairman*
 Mike Miranda, *Secretary*
 Rich Harris, *Treasurer*
 Willis Chapman, *Director*
 Dlorah Gonzales, *Director*
 Ann Martin, *Director*
 Richard O'Toole, *Director*
 Steve Proia, *Director*

SUPERVISORY COMMITTEE

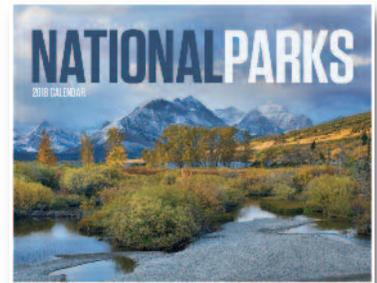
Laurice Balian, *Chair*
 Walt Boyd, *Member*
 Theresa Slowskei, *Member*

2018 Calendars are Available

Stop by any of our three office locations to pick up a free copy of the 2018 calendar with the theme "National Parks" — while supplies last.

If you are out of the area, please email us at support@cefcu.org or call **800/592-3328** to request a calendar by mail.

The calendar is also available to view in a printable format at www.cefcu.org.



FINANCIAL UPDATE

As of September 30, 2017

Assets.....	\$1,594,842,369
Shares.....	\$1,430,509,789
Loans.....	\$ 427,890,831
Member Accounts.....	36,172

LOAN RATES & TERMS

Type of Loan	Annual Percentage Rate (APR)	Approximate Maximum Term
PERSONAL LOANS		
Personal Line of Credit (Variable).....	11.25%	Open End
Mastercard® (Variable).....	10.25%	Open End
Short Term Personal Loan.....	9.00%	24 months
	10.00%	36 months
	10.50%	48 months
Share Secured Loan (Variable).....	2.15%	Open End

VEHICLE LOANS

New/Pre-Owned Autos — Purchase and Refinance*		
100% Financing (Current & prior 5 years).....	1.45% [^]	36 months
100% Financing (Current & prior 5 years).....	1.85% [^]	60 months
100% Financing (Current & prior 5 years).....	2.85% [^]	84 months
80% of Retail Blue Book (6 years & older).....	3.85%	60 months
New/Pre-Owned Motorcycles*		
80% Financing.....	3.99%	60 months
100% Financing.....	4.99%	60 months
New/Pre-Owned RVs*		
100% Financing.....	7.25%	120 months
80% Financing (6 years & older).....	9.00%	84 months

* Financing includes purchase price or Retail Blue Book value plus tax, license, documentation fees, mechanical breakdown protection, GAP, and extended warranty.

[^] Includes 1% rate discount for payment by Automatic Transfer. Lower rate or refinancing option does not apply to current CEFCU loans or any vehicles that have been financed by CEFCU in the past 12 months.

REAL ESTATE LOANS

First Trust Deed	Visit us online at www.cefcu.org or call 800/592-3328, x404	
Second Trust Deed		
Primary/Secondary Residence (Fixed).....	4.95%	180 months
Rental Property (Fixed).....	9.75%	120 months
Home Equity Line of Credit (Variable)	3.75%	Open End
10-Year Interest Only HELOC (Variable)	4.00%	120 months



Catech Employees Federal Credit Union publishes this reference guide as a service to our members. It is designed to be used for general information and is not meant to be a full disclosure. Rates and terms are those in effect at time of printing, and are subject to change without notice. For applications or detailed information, please call the Credit Union today. Equal Housing Lender. Equal Opportunity Lender. NMLS #626590. Effective Jan. 1, 2018.



Holidays: Martin Luther King, Jr. Day Monday, January 15th • Presidents' Day Monday, February 19th