



FOCUS



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

Ensuring Outstanding Member Service

Branch Managers' mission is clear: 100% member satisfaction!

Leadership defines productivity and morale, two important factors that support CEFCU's quest for 100% member satisfaction. As we continue to empower and invest in our staff, we highlight the key individuals who support, manage, and direct our three branch offices.

Vickie Brown

La Cañada Flintridge Branch Office:



Since 1988, Vickie has served CEFCU selflessly in many capacities — as a Loan Officer at our JPL office to Campus Branch Manager to overseeing ATM and Credit Card Services to her current position as Assistant Vice President of Branch Services.

“Our members hold us to high standards and we work hard to exceed their expectations with superior service, ease, and convenience.”

Susan Conte

Jet Propulsion Laboratory Branch Office:

In 2014, Sue joined CEFCU with more than two decades of credit union industry experience and knowledge. As the Branch Manager of our JPL office, Sue is engaged in all branch services with a passion for providing members with customized solutions for saving and borrowing.

“Personally knowing our members positions us to better serve their financial needs. We are grateful for this relationship and for their confidence and trust in us.”



Marcela Macias

Caltech Campus Branch Office:



Marcela is the newly appointed Branch Manager at our Caltech branch office. Marcela joined CEFCU in 1997 as a Member Service Representative. Advancing her experience and expertise, she became a Senior Loan Officer and then Assistant Branch Manager.

“We take pride in our work with added emphasis on accuracy, efficiency, and quality member service. Our commitment to excellence truly comes from the heart with passion and commitment.”

CEFCU is pleased and fortunate to have these three individuals focused on making our branch offices run smoothly and efficiently. Branch managers continually engage in training and education courses related to member confidentiality, cyber security, red flags, elder financial abuse, and regulatory compliance issues. While there may be challenges when teller lines are longer than desired and wait times require your patience, we could not ask for better leaders at these branches to ensure your service experience will be the best possible.

No matter how sophisticated our technology and advancement of eServices, we never overlook the importance of face-to-face, personal service. From check and cash transactions to loan funding to domestic and international wire transfers, our branch team members are dedicated to your financial well-being.

Stop by one of our branches and say hello to Vickie, Sue, or Marcela!

PRESIDENT'S MESSAGE:

No Short Cuts When it Comes to Data Security & Information Technology



Rich Harris
President/CEO

As I reflect on 33 years at CEFCU, I think about all that's changed since 1986.

Seems like just yesterday when I would enter Building 218 at JPL early in the morning and pick up the red phone to let security know we were starting our day! That red phone sits in my office today as a daily reminder

of our growth and success in operations, technology, member service, and convenience.

However, the red phone also reminds me of the disruptive challenges we face because of technology and convenience — in particular with data security.

I never thought fishing would mean “phishing” for personal information to commit identity theft. I never thought “phishing” would stem to voice phishing, “vishing,” a popular way for scammers to impersonate legitimate companies to steal money and financial information.

Protecting your information is a responsibility we don't take lightly. Safeguarding member data is ingrained in our everyday activities by implementing highly sophisticated threat detection and prevention systems, which are actively monitored by our Information Security department.

We are active, aware, and responsive to the latest developments in ransomware attacks. Although there's more to learn and more to do, we've increased our technical controls to enhance our ability to respond to potential threats and mitigate any impacts to our members. We've added more staff and experts specifically dedicated to data security. We've

expanded our training program to include specialized courses and programs related to data security, email and internet scams, red flags, and fraud over the phone and in person.

I am proud of the many times our Member Services and Electronic Services departments have stopped a fraudulent transaction. When staff has suspected fraud during a phone, online, or in-person transaction request, they have gone above the traditional verification procedures and paused the transaction. We've stopped fraudsters from accessing accounts and lines of credit by taking the time to call the account owner directly at the phone number listed on their account. Other attempts were halted when our front line staff identified a slight pause in answering questions or variance in caller's voice tone to the member's age on record.

I find data security important to discuss because fraud and scams are not exclusive to CEFCU. This concern is wide spread and a high priority across industries and organizations — from government agencies to financial institutions to small businesses to large retailers.

We do all this with you, our member/owners, in mind. However, *YOU* also play an important role in safeguarding your identity. Please use caution when discussing your account information over the phone. Follow safe measures when it comes to passcode security and authenticity. Keep your contact information current and review your account activity regularly. eBranch and eStatements are great ways to access your accounts, verify activity, and set up alerts. And finally, know how to identify red flags. Follow your instincts when pressured or threatened to send money or purchase gift cards.

Like CEFCU, go above and beyond to protect your identity!

HOLIDAY CLOSINGS:

Columbus Day Monday, October 14 • **Thanksgiving** Thursday, November 28 & Friday, November 29

Christmas Tuesday, December 24 (Special Hours: 9 a.m. – 12 p.m.) & Wednesday, December 25

New Year's Tuesday, December 31 (Special Hours: 9 a.m. – 12 p.m.) & Wednesday, January 1, 2020

Financial Education and Awareness

Under the umbrella of Financial Wellness, CEFCU provides an online educational resource center that goes beyond the basics of financial management.

Members need to be informed and aware of all relevant topics, from present issues such as managing monthly finances to future matters such as the capacity to absorb a financial shock. To launch, we've focused our resources on three important topics:



Home Ownership

We're here to help you achieve your goals. From preparing for the purchase of a new home to remodeling an existing dwelling to refinancing or applying for a home equity line of credit, you'll find relevant information to get you started.

Money Management

Smart guiding principles serve as a catalyst to establish and maintain good financial habits. As your life and financial needs change, you'll find resources that go beyond managing money and budgeting to help you navigate through various life cycle financial decisions.



Scam Awareness & Cyber Security

Learning to identify and avoid scams is the first step in protecting yourself from fraud. With incidents of fraud and identity theft growing in number and sophistication, securing your personal information requires more than pulling an annual credit report and occasionally changing your password.

Optimize your financial knowledge by visiting www.cefcu.org. Select "Financial Wellness" under the "Resources" tab.



We Do Home Loans

CEFCU is the smart, easy way to buy, refinance, or tap your home's equity

Whether you are buying your first home or "moving up," refinancing an existing home loan, or applying for a home equity line of credit, Caltech Employees Federal Credit Union has everything you need to unlock your dreams. Our real estate lending rates are among the best in the nation, with flexible terms and low-cost or fee-free plans.

It's your choice how you want to start the application process. Most members prefer to apply online by visiting www.cefcu.org — as our website offers numerous features to help you understand your options, check rates, and estimate payments.

STEP 1. Apply online or in person with a home loan expert every step of the way. You can view your loan status and track the entire process online.

STEP 2. Customize your loan based on your specific goals. Crunch numbers. Explore options and run scenarios covering terms and costs.

STEP 3. You're approved and ready to proceed with a refinance or pre-approval letter in hand.

STEP 4. Finalize your documents. Our unsurpassed member service is coupled with the ease of technology to provide seamless and quick processing, funding and closing.

If you're more comfortable applying in person, our dedicated real estate lending team is here to assist you. Call our Real Estate Loan Center at **800/592-3328 ext. 404**.

Either way—online or in person—we'll get you home in a hurry!

Current CEFCU rates can be found on our website. Real estate loans are available only for residential properties in the state of California. Certain exceptions may apply for jumbo loans or property types. Property insurance is required. Rate is locked upon a completed application or upon receipt of a fully executed purchase contract. HELOC rates are variable. Maximum Annual Percentage Rate is 18% on 10-Year Interest-Only Lines and 14% on Traditional Lines. All loans subject to credit approval. Rates and terms are subject to change without notice. CEFCU is an Equal Housing Lender.



Add an Additional Layer of Security for eBranch

Enable a One-Time Security Code as a form of two-factor authentication to help protect your sensitive, personal data and transaction activity. You can require a security code for every login attempt or when the login device is not recognized. With this option, you will log in with your User ID and password, then enter a unique security code sent to you via email or text message to your mobile device.

To activate this feature, log into eBranch and choose "Change Security Log On Options" from the User Options menu. For detailed instructions on how to activate a One-Time Security Code, review our "Activating a Security Code" tutorial under "eBranch Help" located in the "Services" tab at www.cefcu.org.

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

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

FINANCIAL UPDATE

As of August 31, 2019

Assets.....	\$1,742,550,584
Shares.....	\$1,556,686,953
Loans.....	\$ 507,764,348
Member Accounts.....	37,113

LOAN RATES & TERMS

Type of Loan	Annual Percentage Rate (APR)	Approximate Maximum Term
PERSONAL LOANS		
Personal Line of Credit (Variable).....	12.25%	Open End
Mastercard® (Variable).....	11.50%	Open End
Short Term Personal Loan	6.95%^	24 months
	7.25%^	36 months
	7.95%^	48 months
Share Secured Loan (Variable).....	3.08%	Open End

^ Includes 1% rate discount for payment by Automatic Transfer. Lower rate or refinancing option does not apply to current CEFCU loans.

VEHICLE LOANS

New/Pre-Owned Autos — Purchase and Refinance*

100% Financing (Current & prior 5 years).....	2.80%^	36 months
100% Financing (Current & prior 5 years).....	3.20%^	60 months
100% Financing (Current & prior 5 years).....	3.95%^	84 months
80% of Retail value (6 years & older).....	4.95%	60 months

New/Pre-Owned Motorcycles*

100% Financing.....	6.49%	60 months
80% Financing (6 years & older).....	6.49%	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 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).....	5.70%	180 months
Rental Property (Fixed).....	9.75%	120 months

Home Equity Line of Credit (Variable)..... 4.25% Open End

10-Year Interest Only HELOC (Variable)..... 5.25% 120 months



This reference guide is provided as a service to our members for general information and is not meant as a full disclosure. See specific loan disclosures for further details. Rates and terms are those in effect at time of printing and are subject to change without notice. All loans subject to credit approval. Equal Housing Lender. NMLS #626590. Effective October 1, 2019.

