

FALL 2020

FOCUS

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

Your Family Has a *Golden* Opportunity to Join

They can sign up in minutes — ONLINE — for a lifetime of financial benefits in a “one-of-a-kind” Credit Union.

When it comes to grade AA value, the CEFCU difference is easy to see. We don't try to be everything to everybody. We only do what we do best. So, when we offer a product or service, you can be sure it shines!

But the good news doesn't stop there. Now — thanks to you — your whole family qualifies for membership in our unique Credit Union.

Immediate family by blood or marriage of current members, including **spouse, parents, children, siblings, grandparents, and grandchildren can enjoy the same financial advantages you have with CEFCU membership.** And that's something to crow about!

THINK ABOUT IT

Is someone in your family in the market for a new car? A new home? Would your parents or in-laws like a safer place to deposit their nest egg? Do your adult children need a low-fee credit card or a low-cost college loan? How about all those home-improvement projects your sister and brother-in-law are always wishing for? Don't wait any longer to tell them they can join!

We have among the most affordable loans in the nation, and our fully-liquid Share Savings account is unsurpassed in terms of security. Our Platinum Mastercard® has a low variable rate, no annual fee and no gimmicks. We even offer Private Student Loans. In addition, our low-cost Home Equity Lines of Credit are available with NO points or fees!

These are just some of the obvious reasons to tell your family about CEFCU. But don't forget such subtle advantages as our cutting-edge

electronic services, our consistently friendly personal service, our commitment to online safety and security, and the priceless peace of mind that comes with knowing that your money is deposited in one of the strongest, most solid financial institutions in the nation. CEFCU's consistent growth, year after year, reflects the trust of its members, even in the most difficult of times.

IT'S NEVER BEEN EASIER TO JOIN

Whether your family is located across the dining room table or across the country, they can all **sign up ONLINE.** Or, print out a membership application from our website at www.cefcu.org and mail it in or drop it off at a CEFCU branch office.

Now get crackin' and tell them all! We want to welcome your immediate family into our Credit Union family!

Must qualify for CEFCU membership to join. Minimum opening deposit of \$5 and one-time \$5 membership fee due upon opening any CEFCU Share Account. Federally insured by NCUA.

ONLINE SIGN-UP IS CONVENIENT, FAST, AND EASY!

It's Not Just a Car. It's an Experience.



As a CEFCU member, when you qualify for a loan, you qualify for our best rate. Whether you are looking for a new or used auto, want to buy out your lease, or refinance your existing auto loan, you simply get:

- **Up to 100% financing**
- **No loan-origination fees**
- **No pre-payment penalties**

CHOOSE THE RIGHT VEHICLE LOAN

Our great rates are not limited to certain models or predicated on having a down payment. Whether new, used, or refinanced, with every CEFCU auto loan you get:

- **1.95% APR* for 36 months**
on NEW or PRE-OWNED vehicles (up to 5 years)
- **2.65% APR* for 60 months**
on NEW or PRE-OWNED vehicles (up to 5 years)
- **3.45% APR* for 84 months**
on NEW or PRE-OWNED vehicles (up to 5 years)

GET A LOW RATE AND THE REBATE

A pre-approval from CEFCU will give you the confidence to take advantage of manufacturer rebates and negotiate a better price on your new car.

Visit www.cefcu.org to check rates and apply online. Seize the road with a great auto loan from CEFCU!

*APR=Annual Percentage Rate. Rate includes 1% rate discount for payment by Automatic Transfer. Financing includes retail value or purchase price plus tax, license, documentation fees, and extended warranty. 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. Offer may be used for paid-off vehicles. All loans subject to credit approval. Rates and terms subject to change without notice.

Uninterrupted Member Access is Essential

A natural gas-powered generator was recently installed at our La Cañada office to provide backup power during an electrical outage. The addition of this generator strengthens our ability to provide members with uninterrupted account access.

Upholding unsurpassed member satisfaction standards requires the capability of providing a positive, reliable and efficient member experience — regardless of unforeseen circumstances, such as a power outage.

As reported by the Federal Emergency Management Agency (FEMA), extended power outages may be part of the new normal in California. “Due to heat, high winds, fires and other red flag warnings, public safety power shutoffs will occur,” said Rich Harris, President/CEO. “Therefore, it is not about averting, but about preparing for the unexpected.”

The newly installed generator will keep critical systems functional within seconds of any power interruption. In the event of a power outage, CEFCU will continue to operate, communicate, and protect critical systems and data from loss or

attack. Members will have full access to our office and eBranch, our online access system. Simply, it keeps business as usual.

“This project has been in the works for a long time and we are excited to see it come to fruition,” said John Barnfather, Senior VP/Chief Information Officer. “It is an important step towards sustainability and efficiency knowing that CEFCU will be able to operate at full capacity in the event of a power outage.”

Important considerations to selecting a natural gas-powered generator included noise, cost and environment. The newly installed generator is far more environmentally friendly than traditional gas or diesel powered units. Advantages include no on-site fuel storage, no fuel maintenance, and no spills and clean-ups. Natural gas is clean burning and produces much less air pollution than

diesel burning generators.

CEFCU remains committed to investing in its essential operational requirements and efficiencies to advance member access, convenience and service.



SVP/CIO John Barnfather with newly installed natural gas generator.

Beware of Gift Card Payments, Pop-Ups and Links

You are as vulnerable as anyone else to become a victim of fraud. Scams and identity theft are real issues affecting real people in real time.

Scammers have figured out countless ways to cheat consumers out of money. In some scams, they act friendly and helpful. In others, they use threats or scare tactics.

One thing for certain is **any payment demand by gift card is always a scam**. Gift cards are for gifts, not payments.

A government agency, financial institution or other reputable business will never ask you to pay them with a gift card or cash. Scammers demand payment in ways that make it difficult to get your money back such as by wire transfer, gift card, prepaid card, or a money transfer app. Anyone who asks you to pay in any of these ways is a scammer.

The Federal Trade Commission (FTC) warns consumers to protect themselves from “tech support” scams. This entails contact by displaying fake error messages as website pop-up screens that won’t close, essentially locking your browser. These fake error messages aim to trick you into calling a fraudulent technical support hotline controlled by the scammers. Legitimate error and warning messages will never include a phone number.

7 WAYS YOU CAN AVOID FRAUD

1. Tech support scams with pop-up windows.

Do not run any programs or click on any unrecognized pop-up messages. One single click can install unwanted viruses on your computer and give scammers access to your computer files, passwords and web details. Pop-up windows will appear as a tech support message, but behind the pop-up lurk scammers with sophisticated technology to compromise your computer, cell phone, or tablet. Do not dial numbers that pop up on your screen after your device stalls or freezes. Take the same precaution with links in your inbox, text messages and social media. You never let a stranger into your home. Don’t let a scammer into your computer or phone.

2. Hang up on robocalls. If you answer the phone and hear a few seconds of silence, clicking sounds, or a recorded voice instructing you to “press 1 to speak to a live person,” hang up at once.

3. Don’t believe your caller ID. Scammers can make any name or number appear on your caller ID. This is called spoofing. From anywhere in the world, scammers can disguise their phone number to look like a government agency or local number similar to yours.

4. Block or label calls. Scammers do not care if you’re on the National Do Not Call Registry. Your best defense against unwanted calls is call blocking or call labeling.

5. Don’t give out any information. Never give out your personal information to unexpected callers. Even if the person on the other line is verifying information that is correct, hang up immediately.

6. Go to the FTC website to learn and report. The Federal Trade Commission provides information on the most recent scams and how to recognize warning signs. Visit the FTC website (consumer.ftc.gov) to find out more about scams or to report a scam. To keep up with FTC warnings, you can sign up to get their Consumer Alerts.

7. Remain cautious and beware. Protect your home internet and wireless networks with strong passwords. Triple think before you open or respond to anyone who isn’t a verified contact. If in doubt, STOP! **If you suspect fraud, contact CEFU and any of your other financial institutions immediately.**

Use resources from organizations you know and trust. CEFU’s Financial Wellness page has relevant articles with direct links to government sites. Visit www.cefcu.org and select “Financial Wellness” under the “Resources” tab to learn more on identifying and avoiding scams, fraud, and identity theft.



This pop-up message blocks access and directs the computer user to “Contact Our Certified Windows Technicians for Immediate Assistance.” THIS IS A PLOY to get you to call a number that can give a scammer access to your computer files and passwords. Do not click unknown links or dial numbers that pop up after your computer stalls or freezes.



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

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

SUPERVISORY COMMITTEE

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

Personal Loans for What You Need — When You Need Them!

Give yourself the advantage of a cost-saving loan. Whether you choose our low, variable-rate Platinum Mastercard®, Personal Line of Credit, Short Term Personal Loan, or Share Secured Loan, CEFCU has the loan for you. All feature:

- No fees or low fees
- No annual fees
- No pre-payment penalties
- No opening costs
- No points or origination fees
- Flexible terms

Check out our loan rates below. We make it easy to get started! Apply online at www.cefcu.org.



FINANCIAL UPDATE

As of August 31, 2020

Assets.....	\$1,982,509,176
Shares.....	\$1,765,648,782
Loans.....	\$528,236,795
Member Accounts.....	37,317

LOAN RATES & TERMS

Type of Loan	Annual Percentage Rate (APR)	Approximate Maximum Term
PERSONAL LOANS		
Personal Line of Credit (Variable).....	10.25%	Open End
Mastercard® (Variable).....	9.25%	Open End
Short Term Personal Loan.....	6.95% [^]	24 months
	7.25% [^]	36 months
	7.95% [^]	48 months
Share Secured Loan (Variable).....	1.90%	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).....	1.95% [^]	36 months
100% Financing (Current & prior 5 years).....	2.65% [^]	60 months
100% Financing (Current & prior 5 years).....	3.45% [^]	84 months
80% of Retail value (6 years & older).....	4.45%	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).....	5.25%	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).....	3.75%	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, 2020.



HOLIDAYS

Veterans Day Wednesday, Nov. 11 • Thanksgiving Thursday, Nov. 26 & Friday, Nov. 27
Christmas Thursday, Dec. 24 (Special Hours: 9 a.m.-12 p.m.) & Friday, Dec. 25 • New Year's Friday, Jan. 1, 2021