

SPRING 2018

FOCUS

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

PRUNE HIGH-COST CREDIT

Spring into savings with our reduced Mastercard® rate of **3.99%* APR on all purchases, balance transfers, and cash advances through July 19, 2018.**

When it comes to down-to-earth value, there is no card that surpasses a CEFCU Mastercard. 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 really just the lowest rate.**



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 branch 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. And, you’ll keep earning this reduced rate on those 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 prune that credit and 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 and hundreds of dollars over the course of the coming months!**

Our card comes standard with money-saving benefits like **NO balance transfer fees...NO annual fees...NO cash advance fees...NO minimum interest charge...and NO gimmicks.**

So, enjoy our beautiful rate today and watch your budget bloom tomorrow!

*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.



Service, Value, and Access Are in Our DNA

By Richard Harris, President/CEO



Today's use of the word "service" has become quite common. Its focus has been altered to fit the needs of an organization rather than the true meaning of the word.

At CEFCU, service is defined by value, access, quality, and convenience to our member/owners. The power of service cannot be overrated.

Across all industries and many organizations, the change was inevitable given the advancement in technology, management of resources, competition, and other distractions and hurdles organizations must manage to meet or perhaps exceed bottom line initiatives.

At CEFCU, the meaning of service is rooted in our Mission Statement and Core Values — as we always place the best interests and welfare of our members first. We will NOT compromise the ease of doing business and the overall quality of service for a few dollars and cents.

While we've taken great measures to bring our membership the best in electronic access, technology will never replace member service. Service is about relationships. It's about connecting with our members — understanding their concerns, challenges, interests and needs — and offering financial value to assist them.

As we grow and expand the many services of eBranch, Mobile Access and ATMs, we have three full-service branch offices and our Real Estate Loan Center to serve you. Even though you can apply for a consumer or real estate loan online from the comfort of your home, we have loan officers dedicated to serving our members in person or over the phone. During office hours, there is a team of dedicated employees in every department ready and willing to assist our members — from making loan payments to issuing a check to resetting eBranch login credentials.

While we stay current with new technologies, we do not use systems, software or hardware to replace people or departments. Technology is used to better the member experience — from quicker and easier access of funds to more convenient ways to transact with CEFCU.



We're proud of our cutting-edge electronic access, but we never forget technology and in-person member service must go hand in hand.

At CEFCU:

- Every employee has a direct extension and email address. Your calls are not routed overseas. Your emails are not answered by automated canned replies.
- Our member service representatives, loan officers and branch managers take pride in personal member relations and are empowered to find solutions to serve the best interest of our members.
- Even with advancements to our processing, underwriting and funding software, loan applications are reviewed by seasoned lending professionals, not a computer.
- Our largest and fastest growing membership group, immediate family, is increasing from member referrals, which is a strong endorsement to our level of member service.
- All of the decisions related to your accounts and transactions are made right here — at the branch level. We do not have to consult with someone hundreds or even thousands of miles away or take direction from anyone who is unfamiliar with our field of membership or organization.

We are proud of the relationships we've established with each and every member. We are proud of stellar member service scores ranking us outstanding for service, technology and convenience. We are proud of our investment in infrastructure and technology, which allows us to streamline and safeguard our operations. But most of all, we are proud of the access and value we provide our members — from direct access to each and every employee to

cost efficiency in the form of superior rates and lower fees.

Our Board of Directors takes seriously the challenges of choosing how best to deploy our resources to better CEFCU every day — knowing that the service, value and access we provide members will never be compromised.

Credit Life/Credit Disability

To Credit Life/Credit Disability Insurance policy holders: This insurance may not cover an advance or charge under your credit line if your disability or death results from a condition for which you have seen a doctor or chiropractor in the six months before the advance or charge.



Scholarship Applications Available

High School graduating students may apply to earn one of several \$1,000 scholarship awards through CEFCU's Scholarship program.

Scholars can choose to concentrate in any desired field. Eligibility requirements are simple:

- **Good standing high school senior**
- **Completed CEFCU scholarship application**
- **Personal statement essay**
- **CEFCU member**

Scholarship applications are available at www.cefcu.org (under "About Us") and at any CEFCU office. Deadline is May 7, 2018. For more information, call **800/592-3328, ext. 609**. See application for full details.

Check Out the Loan Like You Check Out the Car

New...used...and refinanced vehicle loans start at **1.45% APR for 36 months**

CHOOSING THE RIGHT VEHICLE IS OFTEN HARD

There's so much to consider when you shop for a vehicle — not least of which is the price. Members of CEFCU can save time, as well as money, by choosing our exceptionally low-cost financing first...before you shop around for a car or truck, or refinance your auto loan from another lender.

CHOOSING THE RIGHT VEHICLE LOAN IS EASY

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

- **1.45% APR* for 36 months** on NEW or PRE-OWNED vehicles (up to 5 years)
- **1.85% APR* for 60 months** on NEW or PRE-OWNED vehicles (up to 5 years)
- **2.85% APR* for 84 months** on NEW or PRE-OWNED vehicles (up to 5 years)

DRIVE A BETTER BARGAIN

Our straightforward, honest loans are always in your best interest.

- Up to 100% financing
- NO teaser rates
- NO loan origination fees
- NO pre-payment penalties
- Guaranteed Asset Protection (GAP) available
- Autoland (Auto Buying Service)
- Mechanical Breakdown Protection

When you **get pre-approved for your loan at CEFCU**, you can shop with the confidence of "cash in hand." Take advantage of any manufacturer's rebate... and negotiate a better price on your car.



IT'S EASY TO APPLY

We've made it as easy as a drive in the park to apply or get your pre-approval started. You can apply online or, if you prefer, you may also complete a Loan Request and mail or fax it to the office location most convenient to you.

The road is always smoother when your first choice for vehicle loans is **CEFCU**.

*APR=Annual Percentage Rate. Rate 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. Financing includes purchase price or Retail Blue Book value plus tax, license, GAP, documentation fees, and extended warranty. Offer may be used for paid-off vehicles. All loans subject to approval. Rates and terms may change without notice.

2018 Board Officers Announced



**Chairman
Gary Gray**



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

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

SUPERVISORY COMMITTEE

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

CEFCU is pleased to announce the recent election of Gary Gray as Chairman of the Board of Directors. Gary currently works at the Jet Propulsion Laboratory as a member of the Facilities Division Staff. He held the Chairman of the Board position in 2007 and 2008 and has served as a CEFCU volunteer since 1996.

The CEFCU election of officers was held at the Board of Directors meeting following the Annual Meeting held at the Beckman Institute on February 20th. We congratulate the 2018 Board of Directors Executive Committee which includes: Gary Gray, Chairman; Ann Martin, Vice Chair; Rich Harris, Treasurer; and Dlorah Gonzales, Secretary. Other members of the Board of Directors include Willis Chapman, Mike Miranda, Richard O'Toole, John Patterson and Steve Proia.

A digital copy of the 2017 Annual Report and Annual Meeting presentation slides are available at **About Us>Annual Report** at www.cefcu.org.

FINANCIAL UPDATE

As of December 31, 2017

Assets.....	\$1,608,911,972
Shares.....	\$1,446,086,598
Loans.....	\$ 434,659,376
Member Accounts.....	36,319

LOAN RATES & TERMS

Type of Loan	Annual Percentage Rate (APR)	Approximate Maximum Term
PERSONAL LOANS		
Personal Line of Credit (Variable).....	11.50%	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).....	2.45%	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)..... 4.00% Open End

10-Year Interest Only HELOC (Variable)..... 4.25% 120 months



Caltech 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 April 1, 2018.



Holidays: Memorial Day Monday, May 28th • Independence Day Wednesday, July 4th