

SUMMER 2020

FOCUS

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

Despite COVID-19 Challenges CEFCU Remains Committed to You



Rich Harris
President/CEO

We entered the COVID-19 pandemic from a position of strength and security and faced real-time challenges and unexpected circumstances. How could we imagine the

importance of remote access or that there would be a worldwide shortage of hand sanitizer and masks?

I am proud to say that CEFCU responded to the pandemic with remarkable speed, flexibility, and an overall commitment to member service and access. CEFCU remained open and operational to provide uninterrupted essential financial service to more than 37,000 member accounts. Member utilization of our online services and Drive-Up Teller was remarkable.

Under these extreme conditions, we met and exceeded member service expectations while maintaining our tradition of stability, security and trust. We established strict health mandates

for the safety and security of our members and employees.

Despite the difficulty of managing social distancing guidelines, centralized operations, and other time sensitive transactions, we understood our responsibilities — on all fronts — from real estate and consumer loans to processing payments, deposits and withdrawals. Remote access and security were prioritized. Our Information Technology Department was tasked with further protecting our network from emerging fraud threats and heightened risks of identity theft. Member Service representatives took extra cautionary measures to verify member information for transaction requests by mail, phone or email.

In the past months, we have seen an extraordinary increase in member use of our electronic access tools. In fact, a record number of transactions were completed through eBranch and our mobile app. Since March, close to 800 members enrolled in eBranch, growing our total eBranch usage to 61% of our membership. Even more exciting is the

activity behind the secured, password-protected portal, where members self-directed more than \$36 million transfers to and from accounts at CEFCU and other financial institutions. And, just as easily, members deposited more than \$4.8 million into their savings accounts with Mobile Check Deposit and ATM transactions.

The past four months have been unprecedented. Our personal lives have been upended. Our Credit Union operations have been equally disrupted. However, we are all thankful that recommended community actions show signs of improvement for in-person transactions. Our La Cañada, Campus, and Real Estate Loan Center lobbies have reopened with strict safety guidelines. And, we look forward to our JPL Office opening soon.

Thank you for your support and loyalty during these trying times. Although we cannot predict how long the coronavirus pandemic will continue, we remain committed to serving our member/owners and maintaining our financial advantage. CEFCU is strong and secure...and will be long into the future, no matter what challenges lie ahead!

we're all in this
TOGETHER

Scholarship Winners Announced

CEFCU congratulates all applicants who applied for the 2020 Annual Scholarship for their outstanding achievements both inside and outside the classroom. Scholarship recipients were selected based on their essay, academic performance, demonstrated leadership, honors and awards, and extracurricular activities.



WINNERS OF OUR \$2,000 AWARDS —

MWI C. EPALLE



From:
Lycée International de Los Angeles
Will attend:
Kenyon College

“Being able to maneuver through life with financial independence is a power. Although

the class of 2020 may not have a graduation ceremony, tassels, caps and gowns, and although we are facing uncertainty, I can say that I have the beginnings of financial independence and stability no matter what is ahead.”

FELICIA M. TANG



From:
Gabrielino High School
Will attend:
UC Berkeley

“CEFCU has been a reliable constant through my financial journey, allowing me the flexibility to learn and grow. As I turn a

new leaf and enter the daunting world of adulthood and college, I am excited to take financial challenges head on. I’ve learned to weather times of uncertainty with grace — and through it all, CEFCU has been by my side. With the resilience I’ve gained from working, business ventures and tough college decisions and the confidence I have in CEFCU, I will have the right skills and assets to make astute financial choices.”

EVAN Z. STRITTMATTER



From:
South Pasadena High School
Will attend:
Yale University

“My experiences with Destination Imagination have fueled my aspirations to be the founder of a startup company working to

create useful products with a group of friends. I will take the financial lessons I learned from fundraising to heart — raising money requires effort, commitment and sincerity. I look forward to future opportunities and will always keep CEFCU in mind.”

SHELBY L. WILSON



From:
Santa Clarita Christian School
Will attend:
Baylor University

“My first big purchase was an eye opener for me because I felt accomplished for working and saving money for something

I wanted. I began to understand the value of money and how it should be handled responsibly.”

From grade school to grad school, CEFCU congratulates all our member graduates of the Class of 2020!

Our vehicle loans come fully loaded!

New, used, and refinanced vehicle loans start at 1.95% APR* for 36 months. If you're looking for a new or used auto, want to buy out your lease, or refinance your existing auto loan, choose CEFCU for a loan that has perks.



Pack on the Perks

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

- Up to 100% financing
- No loan origination fees
- No pre-payment penalties
- Fast approvals
- Easy payment options

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:

- **1.95% 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)

Put your pre-approval in drive today!

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.

Apply online today at www.cefcu.org. When it comes to saving money, CEFCU packs on the perks!

*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. Rates and terms subject to change without notice.

Protect Yourself and Your Finances

Scammers are always ready to pop up where there's an opportunity to make money — and a pandemic is no exception. Sophisticated fraudsters are setting up look-alike government websites, using fake emails, texts, and social media posts as a ruse to take your money and get your personal information.

Triple think before you open or respond to anyone who is not a verified user or contact. Popular and costly scams include:

1. ECONOMIC IMPACT PAYMENTS & GOVERNMENT IMPOSTERS.

The IRS won't call or text you for information to complete a tax refund or an economic impact payment, sometimes referred to as rebates or stimulus payments. For additional information, visit the IRS website directly at www.irs.gov. While text messages are a popular form of contact, scammers can also attempt to contact you by phone, email, social media, or even in person. Say "NO" to cash, gift cards, wire transfers, or cryptocurrency demands.

2. HIGH DEMAND ITEMS AND OTHER GOODS UNDELIVERED.

As consumers make more purchases online, scammers are setting up online shops and claim to have in-demand products, like facemasks, cleaning supplies, paper goods, and health and medical supplies. Once payment is made, scammers disappear along with your money and products.

Before purchasing from an unfamiliar online store, search for company reviews. For all online purchases, pay by credit card and keep a record of your transaction.

3. SHAM CHARITIES AND DONATIONS.

Opportunistic scammers are using sham charities to con donations from good-hearted people. Don't let anyone rush you into donating. Don't assume a donation request on social media is legitimate just because a friend liked or shared it. Do your own research. Never donate in cash, by gift card, or by wiring money. It's good practice to keep a record of all donations. Remember to review your statements closely to make sure you're only charged the amount you agreed to donate and that you're not signed up to make recurring donations.

4. FAKE INVESTMENT OPPORTUNITIES.

The U.S. Securities and Exchange Commission (SEC) warns of fake investment opportunities. Be alert to multi-level marketing (MLM) companies claiming exaggerated earnings.

Fraudsters are following headline news to take advantage of consumers during heightened attention to the coronavirus pandemic.



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*

Protect Yourself & Your Finances

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Remain cautious and beware:

- Do not share any of your sensitive personal or financial information. Remind teens and elders too.
- Protect your home internet and wireless networks with strong passwords that are unlike any of your other passwords. Change the name of your Wi-Fi network and avoid using your name so people don't know it's your house.
- Don't click on links in an email or text message. Instead of clicking on links, open an internet browser and search for the name of the government agency.
- Don't assume all emails are legitimate. Bad grammar and spelling, along with inaccurate details, can be a tip-off to phishing emails.
- Visit government websites directly for trustworthy information.

FINANCIAL UPDATE

As of May 31, 2020

Assets.....	\$1,887,473,602
Shares.....	\$1,675,742,056
Loans.....	\$ 538,951,998
Member Accounts.....	37,409

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; effective July 20, 2020).....	9.25%	Open End
Short Term Personal Loan	6.95% [^]	24 months
	7.25% [^]	36 months
	7.95% [^]	48 months
Share Secured Loan (Variable).....	2.29%	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 July 1, 2020.

