Prepared & Committed to Serving Our Members Amid the COVID-19 Outbreak

At CEFCU, member service, convenience, and access are our highest priorities. Given the rapid spread of the coronavirus (COVID-19) pandemic, we want to assure our members that CEFCU is safe, sound, and secure.

We have proactively activated our business continuity plans and do not anticipate any scenario that would impede our ability to meet our member service obligations. We have prepared, tested, and passed multiple third-party audits of our preparedness and ability to respond to unexpected situations. We maintain a network of resources to support our members during times of crisis — from remote access of funds to safeguarding assets and personal data.

CEFCU’s Board-approved Emergency Preparedness and Business Continuity Plan contains operating procedures for all critical processes to continue daily operations and member access. Specifically, as the coronavirus pandemic expands, we have implemented contingency plans to allow CEFCU to remain open and operational. Executed actions include temporary closures of the JPL and Caltech Campus offices with staff reassignments to the La Cañada office and the Real Estate Loan Center; centralized consumer lending operations; and, in-office access restricted to members with scheduled appointments.

While this certainly is not convenient, we remain resolute that this is the best way to remain operational for our members and in strict compliance with social distancing health mandates. Please access services by phone, online, ATM, secure drop box, Drive-Up Teller (with extended hours), and our mobile app. Submit real estate and consumer loan applications online. For assistance during normal business hours, call us at 800/592-3328 to speak directly to a CEFCU representative.

If the outbreak of the coronavirus has taught us anything, it’s how much contact we share with people and things in daily living. The ongoing spread of COVID-19 has forced institutions around the world to rethink one particularly germy surface that most consumers touch every day: cash.

The World Health Organization (WHO) advises consumers to use as many cashless options as possible to help contain the spread of the coronavirus.

**DIGITAL PAYMENT IS A BETTER OPTION FOR HYGIENE & SAFETY**

There are a wide range of mobile and contactless payment options. Digital wallets allow consumers to use smartphones or smartwatches to pay for in-store purchases. Similarly, some credit cards with chip security allow shoppers to hold the card near a terminal to pay. In a contactless environment, no signature is required which translates to no touching of a terminal, pen, or signature pad.

With the evolving impact of coronavirus, CEFCU wants to remind you of the many free access of...
Beware of Coronavirus Scams

*Fraudsters target the public through emails, texts, and social media posts*

Government health and consumer agencies are warning that fraudsters are following headline news to take advantage of consumers during heightened attention to coronavirus. Watch out for social media posts, emails, and texts with local outbreak updates and prevention information trying to obtain your personal information and money. They may also ask you to donate to victims through a sham charity or offer “advice” about false treatments for the disease. Please beware.

- Don’t fall victim to clickbait ads
- Ignore online offers for vaccinations, test kits or treatments
- Do your homework before donating to a charity online
- Watch out for investment opportunity scams
- Do not click or open any links

For current and accurate information, visit the Centers for Disease Control and Prevention website or other secure government sites.

CEFCU Offers Digital Payment Options. . .

Continued from page 1

services already in place for contactless transactions.

eBranch, our online access system, and our mobile app include many features that can help you manage and transfer money electronically from home, without any contact.

- **Overview of accounts and transactions**
- **eStatements**
- **Recurring and scheduled transfers**
- **Fund transfers to/from outside financial institutions.** Transfers are limited to a maximum of $20,000 for outbound transfers and $10,000 for inbound transfers per 24 hours. Outbound transfer requests submitted by 10 a.m. (Pacific) will be received by your other financial institution the same day. Outbound transfer requests submitted after 10 a.m. (Pacific) will be received by your other financial institution the next business day.
- **Mastercard® Access for eStatements and payments**
- **Alerts for payment reminders and updates**
- **Mobile Check Deposit**

CEFCU’s **Platinum Mastercard** can be set up on digital wallets, making it the card of choice for online purchases. With no annual fee and a low variable rate, it’s a smart choice for credit card purchases.

**Other contactless services include Direct Deposit and Payroll Deduction.** With Direct Deposit set up, your money goes straight into your account electronically, earning dividends the day it is deposited. If you are employed by Caltech or JPL, you may also enroll in Payroll Deduction. Your paycheck (or a portion) automatically transfers to your savings or loan account, or both.

We thank you for helping us do our part to slow the spread of this pandemic while serving your immediate financial needs.

Scholarship Apps Available

High School graduating students may apply to earn one of several $2,000 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 now available at [www.cefcu.org](http://www.cefcu.org) (under “About Us”). Deadline is May 4, 2020. For more information, call 800/592-3328, ext. 651.

See our application for full details. Again, applicants must be a current CEFCU member.

This story was printed on March 27, 2020. Please visit [www.cefcu.org](http://www.cefcu.org) for the most recent communication about office accessibility and service availability.
Ann Martin Elected 2020 Board Chair

Ann Martin, Senior Associate General Counsel for the California Institute of Technology, has been elected as Chair of the CEFCU Board of Directors.

Ann assumed her new position at the February 2020 Board meeting, following Gary Gray, who served as the Board Chairman from 2018-2019 and previously in 2007-2008.

Ann has been employed in various capacities at Caltech and the Jet Propulsion Laboratory since 1988 with more than 30 years of experience providing counsel on a wide range of legal and compliance issues. She received her bachelor’s degree from the University of California, Los Angeles, and her Juris Doctorate from Loyola Law School.

Ann has been a committed and dedicated Board member since 2005. She served as Vice Chair for the past two years, 2018-2019. “Ann is an accomplished business leader with tremendous wisdom and judgement,” said Rich Harris, President/CEO. “In addition to Ann’s experience, she will continue to provide valuable leadership and perspective as we continue to execute our strategy and enhance value and service for all member/owners.”

“The CEFCU Board of Directors is comprised of diverse and seasoned executives who are invaluable to our organization and will continue to strategically achieve sustainable profitability, safety and security, and long term member value,” said Martin. “I look forward to leading CEFCU to many more successes.”

Other members of the Board of Directors include: John Patterson, Vice Chair; Dlorah Gonzales, Secretary; Rich Harris, Treasurer; and Directors Willis Chapman, Gary Gray, Michael Miranda, Richard O’Toole, and Stephen Proia.

Don’t be fooled by dealers or other lenders offering a lower rate. It’s usually available only to the most credit-worthy borrowers, often for shorter terms or on selected models.

As a CEFCU member, you’ll save time and money with our low-cost financing.

- Fast approvals
- No loan origination fees
- No prepayment penalties
- Easy payment options

When You Qualify for Our Auto Loan, You Qualify for Our Best Rate

Plus, our pre-approvals give you the power of “cash-in-hand.” So, you can shop with confidence and take advantage of manufacturer rebates and negotiate a better price on your new vehicle.

Check out our rates on page 4. Then apply online today at www.cefcu.org. Saving money at CEFCU is the real deal!

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. All loans subject to credit approval. Rates and terms may change without notice.
The Smart Choice for College Expenses

Federal funding, financial aid, and scholarships not enough to cover the cost of college education? CEFCU’s supplemental Private Student Loans can help pay for qualifying expenses, including tuition, books, room and board, computers, and even past due tuition bills.

Rates are competitive. We don’t charge an origination fee, and we offer a 30-day no-fee return policy.

Visit www.cefcu.org for more information or to get started.

FINANCIAL UPDATE
As of February 29, 2020

<table>
<thead>
<tr>
<th>Type of Loan</th>
<th>Annual Percentage Rate (APR)</th>
<th>Approximate Maximum Term</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PERSONAL LOANS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Line of Credit (Variable)</td>
<td>11.75%</td>
<td>Open End</td>
</tr>
<tr>
<td>Mastercard (Variable)</td>
<td>10.75%</td>
<td>Open End</td>
</tr>
<tr>
<td>Short Term Personal Loan</td>
<td>6.95%</td>
<td>24 months</td>
</tr>
<tr>
<td>Share Secured Loan (Variable)</td>
<td>2.74%</td>
<td>Open End</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Type of Loan</th>
<th>Annual Percentage Rate (APR)</th>
<th>Approximate Maximum Term</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VEHICLE LOANS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New/Pre-Owned Autos — Purchase and Refinance*</td>
<td>2.49%</td>
<td>36 months</td>
</tr>
<tr>
<td>100% Financing (Current &amp; prior 5 years)</td>
<td>2.95%</td>
<td>60 months</td>
</tr>
<tr>
<td>100% Financing (Current &amp; prior 5 years)</td>
<td>3.70%</td>
<td>84 months</td>
</tr>
<tr>
<td>80% of Retail value (6 years &amp; older)</td>
<td>4.70%</td>
<td>60 months</td>
</tr>
<tr>
<td>New/Pre-Owned Motorcycles*</td>
<td>6.49%</td>
<td>60 months</td>
</tr>
<tr>
<td>80% Financing (6 years &amp; older)</td>
<td>6.49%</td>
<td>60 months</td>
</tr>
<tr>
<td>New/Pre-Owned RVs*</td>
<td>7.25%</td>
<td>120 months</td>
</tr>
<tr>
<td>80% Financing (6 years &amp; older)</td>
<td>9.00%</td>
<td>84 months</td>
</tr>
</tbody>
</table>

* 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.

<table>
<thead>
<tr>
<th>Type of Loan</th>
<th>Annual Percentage Rate (APR)</th>
<th>Approximate Maximum Term</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REAL ESTATE LOANS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Trust Deed</td>
<td>5.70%</td>
<td>180 months</td>
</tr>
<tr>
<td>Second Trust Deed</td>
<td>9.75%</td>
<td>120 months</td>
</tr>
<tr>
<td>Home Equity Line of Credit (Variable)</td>
<td>4.40%</td>
<td>Open End</td>
</tr>
<tr>
<td>10-Year Interest Only HELOC (Variable)</td>
<td>4.50%</td>
<td>120 months</td>
</tr>
</tbody>
</table>