



Inside LAFUCU

A quarterly publication for members of Los Angeles Federal Credit Union

New Montebello Branch Now Open

To better serve members in the west San Gabriel Valley, we are pleased to announce that our newest branch is now open in Montebello. It's our 8th branch in Los Angeles County that will benefit our current and future members.



At the branch, you can meet with a member service representative to open a new membership and Free Checking or Connect account, open high-rate savings accounts & low-rate loans, speak to an advisor about wealth management services, and discuss your personal financial needs. This branch features a CoinStar® coin-cashing machine, instant debit card creation, private conference room, device-charging USB wall plugs in the waiting area, and a 24/7 ATM.

The address is 1435 N. Montebello Blvd, Montebello, CA 90640, in the "Montebello Town Square" shopping center, between Petco and Big Lots. The center has ample parking, restaurants, retail, entertainment, and other options. It's conveniently located south of the 60 Pomona freeway from the east and west-bound Paramount Blvd exits.

Make plans to join us at a special "Open House" event from 11am to 1pm on Wed. May 8.

Business hours are Monday to Friday, 9am to 5pm, and Saturday 9am to 1pm. We look forward to serving you at the new branch.

Spring Quarter
April to June 2024

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Virtual Assistant 'Angie' now Serving You

On January 25, 2024, LAFUCU began enhancing every member's web and phone experience by going live with Angie, our 24/7 virtual assistant. She has been programmed to answer many frequently asked questions and help conduct simple transactions.

You can chat with her 24/7 from our website and speak with her when calling us:

- To chat, visit our website, click the Angie avatar on the lower right of each page, then type your questions and get replies in the chat window.
- To speak with her, call (877) 695-2328 (MY LAFUCU) and she will answer your spoken questions.

On the phone, Angie can securely help you 24/7 with your account, such as providing balances & history, making transfers & loan payments, and reporting fraud.

Here are useful ways you can communicate with Angie when calling us:

- Use just a few words to ask each question.
- Say "repeat," and Angie will repeat her prior response.
- Say "slow down," and Angie will speak slower for the rest of the call.
- Say "speak faster," and Angie will speak faster for the rest of the call.
- Say "hold on a sec," and Angie will stop speaking until you resume talking.
- If Angie cannot answer a chat or spoken question, she can transfer you to a live agent (when one is available) if you say: Agent, Representative, Help, Contact Center, or Something Else.



This virtual assistant joins a growing list of ways you can choose to communicate with us including texting, email, postal mail, phone calls, live chat, secure message, and visiting us in person at a branch. For details, visit www.LAFUCU.org/services/angie.

LAFCU Celebrates 88th Anniversary on May 20



On May 20, 2024, LAFCU celebrates its 88th year serving members. On May 20, 1936 we began serving members after 13 Los Angeles City employees pooled \$65 to create a safe, reliable place to borrow and save for life's necessities.

Today, we have over \$1.3 billion in assets and serve 75,000 members in the Greater Los Angeles Metropolitan area. As a full-service financial institution, we offer a range of loans & savings options, 24/7 account access (mobile app, online banking, live phone & chat, and our virtual assistant Angie), and many low-cost or free financial services.

We appreciate each of our members for helping us deliver 88 years of service, and we look forward to helping you finance & save for your future.

Watch for announcements in early May in our branches, via email and on our website for special events and contests related to our anniversary.

Student Scholarship Entries Accepted until April 15



We are still accepting applications from LAFCU members until April 15, 2024 for the 2024 Jack C. Mathews College Scholarships. High school seniors & graduates, college students, or graduate students with a 2.5+ GPA who have been accepted and plan to attend or are attending a college or trade school in the fall of 2024, either on-campus or remote, are eligible. We will award \$2,500 each to four students (\$10,000 total).

This year, instead of an essay, applicants must create and submit a 60-second-long maximum length VIDEO that creatively answers this question: "What will you do with the \$2,500 scholarship if you are one of the winners?" You must be a LAFCU member in good standing to apply for a

scholarship. If you are not yet a member and under age 18, ask your parent or a guardian to open your membership prior to submitting an application. For the application and rules, visit our website and search "scholarships."

Habitat for Humanity Charity Fundraising in April



In April, LAFCU will partner with the San Gabriel Valley Habitat for Humanity (HfH) to raise funds and awareness to help families in need of decent, affordable housing. Founded in 1976, HfH is a global nonprofit housing organization that provides homes for deserving families. LAFCU has a goal to raise \$5,000 for this charity, and for every dollar raised, we will match up to \$5,000 through our 501(c)3 nonprofit charity, the Los Angeles Charitable Association, Inc. (LACA). Later in May, some LAFCU employees will volunteer their time to help build a 4-plex for HfH in Azusa.

Through LACA, LAFCU is committed to financially supporting other 501(c)3 charities in the Greater Los Angeles, California Metropolitan area. Since its founding in 2006, LACA has donated over \$650,000 to other deserving charities and will continue to do so.

Funds for Habitat for Humanity will be raised from online and in-person branch donations. A special giveaway (while supplies last) will be offered to members who donate \$20 or more in one of our branches. Visit our website for details.

Youth Accounts Available

We have a variety of accounts to help your child, teen, or young adult learn and benefit from financial services. Whether still in grade school or entering college or the workforce, we have a variety of youth accounts for members ages 13 to 24. It's easy to establish your child's financial footprint starting today.

Depending on their age, services can include Free Checking or Connect transaction account, mobile banking app, online banking, online loan applications, and nationwide access to 5,600 branches and 30,000 non-surcharge ATMs.

Looney Tunes Savings Club

- For members up to age 12
- Regular Savings Account
- Helps kids develop healthy savings habits
- Requires a parent or guardian as a joint account holder

Teen Scene Club

- For members ages 13 to 17
- Free Checking account
- Connect Transaction account (no NSF fees)
- Debit Card (tap to pay)
- Mobile banking app (free)
- Get help 24/7 from Angie, LAFCU's free virtual assistant
- Zelle® network payment access
- Options include a Regular Savings Account, Debit Card, and the ability to open a \$100 minimum "Starter" Share Savings Certificate
- Requires a parent or guardian as a joint accountholder

Young Adult Freedom Club

- For members ages 18 to 24 who are transitioning into adulthood
- Free Checking account
- Connect Transaction account (no NSF fees)
- Debit card (tap to pay)
- Mobile banking app (free)
- Zelle® network payment access
- Payroll Direct Deposit
- Get help 24/7 from Angie, LAFCU's free virtual assistant
- Options include opening a \$100 minimum "Starter" Share Savings Certificate, and on approved credit, maximum \$1,000 credit line Visa® Credit Card or \$1,000 Personal Loan, and \$20,000 no-money down vehicle loan

Student/parent education loans are also available and are serviced by our partner, cuScholar Private Loans. With financing from \$2,000 to \$120,000 (for undergraduates) and \$160,000 (for graduates) per year, terms up to 120 months, no origination fees, and competitive fees, and competitive student loan interest rates, these loans can help you fill in the funding gap between the associated costs of attending school and the amount that federal loans, grants, and scholarships cover.

To open a youth account, visit a branch or go to www.lafcu.org/accounts/youth-accounts. To apply for a student education loan, visit www.lafcu.org/loans-credit/student-loans.



Apollo Insurance Services Can Help You



Protecting your family is important and our partner, Apollo Insurance Services, can help. Apollo offers coverage and peace of mind that your family, property, and valued possessions will be insured against accidents and risks. Call Apollo, a full-service independent agency founded in 1969, for a free, no-obligation insurance quote, or review your existing policy and make adjustments. With experience that counts and a motto of "Protecting What's Essential," Apollo can offer you the protection you need at competitive rates. Speak with an experienced insurance specialist at (800) 426-1088, option 2, or visit www.ApolloInsuranceServices.com/lafcu.

Preventing Your Account From Dormancy

If your LAFCU account has been inactive for 12 months, it's legally considered "dormant." Then, upon no member-initiated activity for 18 consecutive months:

- The account will be charged a monthly \$3 inactive account fee
- Under California law, your funds could be turned over ("escheated") to the California State Controller Unclaimed Property Division.

To prevent these events from happening:

- At least annually, make at least one deposit, withdrawal, or transfer from your account.
- At least annually, use your LAFCU Visa® Credit Card and make a payment to it from your LAFCU Share Savings or Checking account.
- Set up Direct Deposit to your account from any recurring deposit.
- Notify LAFCU whenever you move or change telephone numbers or email.



We hope you can remain a life-long LAFCU member by frequently using our beneficial, money & time-saving products & services.

Investment Services Provides Financial Advice



Navigating the world of financial options can be challenging, so having someone in your corner to offer good, sound financial advice is a great resource.

Whatever stage you are in life – whether starting a family, planning your child's college education, or planning for your own retirement – we we have an investment services program to assist you, available

through CUSO Financial Services L.P. (CFS*). Schedule a complimentary consultation with Steven Liang, our CFS* advisor & an experienced, licensed professional.

For details, visit the investment services page at www.lafcu.org/accounts/investment-services.

Non-deposit investment products and services are offered through CUSO Financial Services, L.P. ("CFS"), a registered broker-dealer (Member FINRA/SIPC) and SEC Registered Investment Advisor. Products offered through CFS: are not NCUA/NCUSIF or otherwise federally insured, are not guarantees or obligations of the credit union, and may involve investment risk including possible loss of principal. Investment Representatives are registered through CFS. The Credit Union has contracted with CFS to make non-deposit investment products and services available to credit union members. CFS and its Registered Representatives do not provide tax advice. For such advice, please contact a qualified tax advisor.

Closed Branch Days

Memorial Day.....Sat. May 25 & Mon. May 27
Juneteenth.....Wed. June 19

LAFCU Assets

\$1,313,800,000

(as of 2/29/24)



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Board of Directors: Phone ext. 6446, email: BoardOfDirectors@LAFCU.org

Branch Hours:

- Cerritos, Culver City, El Monte, Gardena, Glendale, Montebello and Van Nuys:
M-F 9am to 5pm and Sat. 9am to 1pm
- LA Mall: M-F 9am to 4:30pm, and LA City Payday Weds.: 8am to 4:30pm

- Cerritos: 11306 South Street
- Culver City: 3850 Culver Center Drive
- El Monte: 9204 Flair Drive, Suite A
- Gardena: 1352 West Artesia Blvd
- Glendale: 300 South Glendale Ave
- LA Mall (Downtown LA): 201 N. Los Angeles St., Space 201
- Montebello: 1435 N. Montebello Blvd
- Van Nuys: 8008 Van Nuys Blvd

INFORMATION REQUEST: Send a secure, encrypted email from our website by going to "Contact Us," then make a selection on the drop-down menu. Or, send a letter to our P.O. Box, fax us at (818) 242-5932, call us any time, or visit a branch during business hours.

LAFCU membership is open to all eligible residents living in the Greater Los Angeles, California Metropolitan area (the counties of Los Angeles, Orange, Riverside, San Bernardino & Ventura). You must be a LAFCU member to obtain credit or to use our services. For other disclaimers, visit "Disclosures" on our website.

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