

# Inside LAFCU

A quarterly publication for members of Los Angeles Federal Credit Union



## 'My Offers' Pre-Approved Loans & Applications

In April 2022, we will debut **My Offers**, a new place in our mobile app & online banking you can view and redeem pre-approved LAFCU loans or apply for one, when you want it, 24/7/365. Instead of waiting to get mailed a notification, your updated offers are now always available so you can choose one when you are ready.

**My Offers** lets you know your personal buying power at a glance and gives you access to easy loan activation through a streamlined process. For the live date, watch for notifications via email, inside mobile/online banking and on our website.

### Three Easy Ways to Get a Loan

- Log into online banking, click "My Offers," then follow the instructions.
- Visit a branch.
- Call (877) 695-2328.

### Current Loan Offers

- Vehicle Purchase (new or used)
- Vehicle Refinance
- Personal Unsecured Loan
- Visa® Platinum Credit Card
- Visa Signature Rewards Platinum Credit Card

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Spring Quarter  
April to July 2022

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## Mobile & Online Banking Updates

Since we upgraded our mobile app and online banking in June 2021, we have added many features to enhance your account-accessing experience. Here are the most recent and upcoming ones:

### Mobile Banking "Quick Balance"

After you enable this widget, you'll see balances on selected accounts on the home screen of your mobile device without needing to log into online banking. To add the widget, your mobile device must have the current version of the LAFCU mobile app.

### Push Authentication Enhances Security & Speed

With "Push," you'll enjoy the security of 2-Factor Authentication with the speed of 1-touch mobile & online banking access. Enabling Push allows you to be notified when there's a login attempt and when certain changes (mainly security-related) are made to your account. From our **mobile app**: tap Menu >> Settings >> Security >> Devices, then tap each device & enable/disable Push. From **online banking**, go to User Settings (has the round image you can provide) >> Security >> Devices.

### Switch Accounts (available soon)

This will let you set up a link from your mobile app or online banking account to other accounts to which you have access. Once set up, you'll have full transactional access to the other accounts and can easily switch back & forth between them without logging in again.

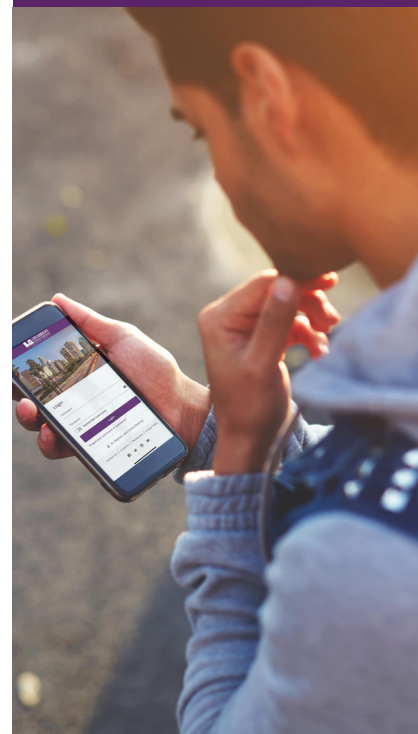
### Managed Users for Business Accounts (available soon)

This will let the primary account holder of a LAFCU business account give access to their account to users who need access, like CPAs, attorneys, etc.

### Donate to Charity (available soon)

In the "Make a Transfer" section you will be able to easily donate any amount to the Los Angeles Charitable Association, Inc. (LACA), a 501(c)3 nonprofit charity. LACA collects donations then gives back to the community by distributing 99% of donations to other deserving 501(c)3 charities in Southern California. For details, visit <https://www.lafcu.org/about-us/community-help>. Consult with a tax advisor to see if this donation is tax-deductible for your personal tax situation.

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## 'My Offers' *continued*

### The details:

- Inside our mobile app, tap "Menu" then "My Offers, or in online banking, click "My Offers" on the top menu bar.
- You could be pre-approved or see invitations to apply for either a vehicle loan, personal unsecured loan, or a Visa credit card.
- If you are pre-approved, it's considered a "soft" promotional inquiry and does not impact your credit.
- Based on your qualifications, you could see other services with links like Free Checking &/or LAFCU Investment Services.
- From the loans for which you're pre-approved, you can accept one now, request higher limits than your pre-approved amount, or apply for other loans later.
- If you do not see pre-approvals or applications, you will see links to access loan applications.
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- Pre-approval "reminder" letters will also be sent via direct US Mail & email.
- When you call us or visit a branch, we can look up the loans & services for which you're pre-approved then help you redeem them, and apply for others.
- The offers could change every 90 days, based on your credit score & other factors, and not everyone will see pre-approved loans.
- Relationship Rewards discounts can be applied to qualified vehicle loans.

Remember to visit My Offers in our mobile app or online banking any time you are ready for a loan. This is another way LAFCU is becoming more "mobile first," to make accessing our products & services more convenient and enhancing your member experience.

## Mobile & Online Banking Updates *continued*

Our mobile app and online banking services let you view your account balance and recent transactions, open a new account or apply for a loan, pay bills, view online statements and documents, and make transfers. You can also:

- Access "My Offers" to see pre-approved loans and applications.
- View your Relationship Rewards level.
- Access the DoubleCheck NSF-mitigation service.
- Make branch appointments.
- View a spending analysis of your total spending.
- Create a savings goal.
- Do a financial health checkup.
- With our Mobile App, you can deposit paper checks anytime, easily and quickly (*remember to write "For Mobile Deposit at LAFCU" on the back of each check*).

To read about new features, including instructions on how to use them, click "What's New" by first tapping "Menu" in your mobile app or by clicking the 3 dots on the online banking dashboard.

## 'DoubleCheck' Alerts You about NSFs



In November 2021, we introduced a new, helpful service called "DoubleCheck." The days of worrying about being overdrawn on your account became a thing of the past. Sleep easy because DoubleCheck has you covered.

Whenever you have Non-Sufficient Funds (NSFs) in your checking account to cover one or more payments you made, you will be sent a special alert by text or email (if we have your mobile number or email on file). This alert gives you time to take action and rectify the situation before your transaction is declined, ensuring critical payments like rent or utilities get paid, while protecting your reputation and credit rating.

DoubleCheck also offers alternative payment options to add funds to your account after the fact or use a credit card to cover expenses. For details & a helpful video tutorial, go to: <https://www.lafcu.org/services/double-check-services>

# Student Scholarship Applications accepted until April 30



We are accepting applications from LAFCU members until April 30 for our 2022 Jack C. Mathews College Scholarships. You can apply if you are a high school senior or college student with a 2.5+ GPA who plans to attend an in-person or virtual college or trade school in the fall of 2022. We will award \$2,000 each to five students (\$10,000 total). Entries must either be emailed, brought into a branch, or postmarked by April 30, 2022. Winners will be notified by email on or before May 20, 2022. If you are not yet a LAFCU member and under the age of 18, ask your parent or a guardian to open your membership prior to submitting an application. For the application and rules, visit the Student Loans page on our website.

## Your MONEY

### A Beneficial Blog is Here

To help educate our members and provide beneficial information, we are pleased to announce that our website Blog was recently updated. Named "Your Money," it features current and archived lifestyle stories, helpful financial articles, and information about our efforts to help others in the SoCal community.

The Blog is accessible from a link in the purple bar on our website home page, or by visiting:  
<https://www.lafcu.org/about-us/blog>



## Investment Services Available through CFS

Whatever stage you are on in your financial life, you will need some good, sound financial advice. Whether starting a family, budgeting for your child's college costs, or planning for your own retirement, we have an investment program, available through CUSO Financial Services L.P. (CFS)\* that can assist you with solutions. Schedule an appointment with Steven Liang, our CFS advisor, at ext. 6375, for a complimentary consultation. Visit the investment services

page on our website for details.

*\*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.*

## Review us on



We value your opinion and will continue to use social media as a platform to better serve and communicate with you. Share your thoughts when visiting a branch by scanning the QR code (with your mobile device) displayed on the "Tell Us About Your Experience" sign in each branch. The unique code lets you leave a Google review for the specific branch you are visiting. If you have a Yelp account, you can leave a review there as well. Your review will help us better meet your needs and improve our services.

If you've had a good experience, please give us a 5-star rating. Thank you in advance for your feedback.

## Habitat for Humanity Fundraiser in April

In April, LAFCU will partner with Habitat for Humanity to raise funds to build & improve places deserving families can call home in Southern California. The main goal of this nonprofit charity, founded in 1976, is to build strength, stability and self-reliance through shelter. LAFCU has a goal to raise \$5,000 for this charity. For every dollar raised, we will match up to \$5,000 through our 501(c)3 nonprofit charity, the Los Angeles Charitable Association, Inc.



Through LACA, LAFCU is committed to financially supporting other 501(c)3 charities in the Greater Los Angeles area. Funds for Habitat for Humanity will be raised from online and in-person donations. A special giveaway (while supplies last) will be given to members who donate a minimum of \$20 in a branch. Visit our website for details.



# Apollo Insurance Services Available

Did you know that April is “Distracted Driving Awareness” month? It’s a great month that signals renewal and the arrival of Spring, but it’s also a time to be aware of the dangers of distracted driving. We’re all tempted by a ringing cell phone or to look when we receive a text, but we should resist that temptation because the statistics are frightening:

- Every day, 4,300 crashes result from distracted driving.
- Drivers talking on cell phones cause 1.6 million crashes per year.
- Collision risk is 2,200% higher while a driver is texting.
- Nearly half of teenagers surveyed admit to being in a car while the driver was texting.

Here are a few suggestions and safety precautions to consider when driving:

- Let all calls and messages go directly to voicemail.
- If you need to make a call or text, first find a safe place to pull off the road.
- Never dial when driving. If you must make a call, have a passenger dial the number or use speed dial.
- Keep phone calls brief and delay stressful conversations until a time when you’re not driving.

LAFCU wants our members to be safe, focused and not drive distracted, not only in April, but year-round. You can call our valued partner, **Apollo Insurance Services** at (800) 426-1088, option 2 or visit [www.ApolloInsuranceServices.com/lafcu](http://www.ApolloInsuranceServices.com/lafcu) for your vehicle, home and other personal insurance needs.

Insurance products offered through Apollo Insurance Services, Inc., California Insurance License # 0394033 Insurance products 1) are not NCUSIF insured; 2) are not obligations of or guaranteed by the credit union or any affiliated entities; Insurance products not available in all states.

# Keeping Your Online Banking Safe

To keep your online banking and mobile app accounts safe, LAFCU follows industry standards of “multi-factor authentication” to protect you from unauthorized withdrawals or activity. You can also take these additional steps to protect your accounts:

- Avoid phishing scams.
- Report fraud immediately when you see it.
- Never respond to emails, phone calls or text messages asking you to confirm, update or provide account information.
- For the highest level of security, enable “Two Factor” Authentication at every login. From our **mobile app**: tap Menu>>Settings>>Security>>Authentication; from **online banking**: click User Settings>>Security>>Authentication. Try it with our new “Push Authentication” option for quick & secure access.
- Monitor your transactions online and set up account alerts.
- Create unique PINs and passwords not easily identifiable.
- If your card is misplaced or stolen, **FREEZE** your debit and/or credit card & set **FRAUD ALERTS** on your account by contacting the three major credit bureaus:  
Equifax..... [www.Equifax.com/personal/credit-report-services](http://www.Equifax.com/personal/credit-report-services) or call (800) 685-1111  
Experian..... [www.Experian.com/help](http://www.Experian.com/help) or call 888-EXPERIAN (397-3742)  
TransUnion.... [www.TransUnion.com/credit-help](http://www.TransUnion.com/credit-help) or call (888) 909-8872

## Closed Branch Days

Memorial Day.....Sat. May 28 & Mon. May 30  
Independence Day.....Sat. July 2 & Mon. July 4

LAFCU Assets ..... \$1,274,450,000  
(as of 2-28-22)



P.O. Box 53032 • Los Angeles, CA 90053-0032  
(877) MY LAFCU (695-2328)  
[www.LAFCU.org](http://www.LAFCU.org) • Main Fax (818) 242-5812

Board of Directors: Phone ext. 6446, email: [BoardOfDirectors@LAFCU.org](mailto:BoardOfDirectors@LAFCU.org)

### Branch Hours:

- Cerritos, Culver City, El Monte, Gardena, Glendale & Van Nuys: M-F 9am-5pm & Sat. 9am to 1pm
- LA Mall: M-F 9am to 3pm, 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
- 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 Southern California residents. 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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