

# news wave

americascu.org



July 2020

## in this issue

## Make the Most of Your Summer Fun... Use your ACU Visa® Credit Card!

Whether you're entertaining at home, making some backyard camping memories, completing some projects around the house or just shopping online, remember to use your ACU Visa Classic or Gold Card and earn some cash with **ScoreCard Cash Rewards**.

Our Classic and Gold Cards offer:

- Low FIXED rates – Classic 14.9% APR and Gold at 11.9% APR
- No Balance Transfer, Cash Advance or Annual Fees
- Auto Rental Insurance
- Plus more benefits offered on the ACU Gold Card

### Are you needing a credit limit increase or looking to upgrade from Classic to Gold?

Just complete an application online at [www.americascu.org](http://www.americascu.org) or contact our Loan Department at any ACU Office.

### — ScoreCard<sup>SM</sup> Cash Rewards —

Yearly Purchases		Reward
OVER	UP TO	
\$0	\$1,000	0.25%
\$1,000	\$2,000	0.50%
\$2,000	\$3,000	0.75%
\$3,000		1.00%



## Happy Summer!

## FUNDS AVAILABILITY POLICY CHANGES

In accordance with Reg CC and effective July 1, 2020, we are increasing the amount we make available by checks subject to next day availability from \$200 to \$225. In addition, the amount available for withdrawal on exception holds for large deposits, new accounts and the amount for determining a repeat overdraft, increases from \$5,000 to \$5,525.



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# President's Message

## Weathering the Storm



I want to start by thanking you all again for your cooperation and patience during these last several months. As you know, ACU closed our office lobbies in mid-March like so many other businesses did; we are now offering some limited in-lobby services again. Our home office in Garland is open by appointment only for notary service, signature guarantee service, safe deposit box access, and real estate loan closings. Our Springfield location is taking appointments for services not available in the drive-thru lanes, while at our Mesquite office, appointments can now be made for notary service. Mesquite will also continue providing the at-the-door transactions they have been doing. We will remain in this mode until the current code red warning is lifted for Dallas County, where our home office is based.

To that end, we continue to “weather the storm” of the pandemic, offering convenience services including Online Banking, Mobile Banking, Online Bill Pay and Bank by Phone. With these services you can check your balance, make deposits and withdrawals, schedule loan payments and handle many additional account transactions.

Our surcharge-free ATM network is also available, along with our drive-thru lanes. While the pandemic has altered the means in which we provide loans and other products, it has not changed our resolve in making sure you have the service you need when you need it. It also reflects so well on the resolve of all our members; when one way of doing something is taken away, you find another way. In doing so you not only helped yourself but also helped us – a win-win all around. We know there's light at the end of this tunnel, and by continuing to work together as we are, we'll all get there together.

Continue to stay safe, stay positive, and call on us if we can be of help.

  
Rebecca McCoy  
President & CEO



## New to America's Credit Union?



We're thrilled to be able to show you the **Credit Union Difference**.

At ACU, our friendly, helpful staff is always standing by to help you meet your financial goals. To learn more about our programs and services, give us a call today!

## IMPORTANT IRA INFORMATION

- Payments from your IRA are subject to federal income tax withholding, unless you elect no withholding. You may change your withholding election at any time prior to your receipt of a payment. To change your withholding election, complete the appropriate form provided by your Credit Union.
- Withholding from IRA payments, when combined with other withholding, may relieve you from payment of estimated income taxes. However, your withholding election does not affect the amount of income tax you pay. You may incur penalties under the estimated tax rules if your withholding and estimated tax payments are insufficient.
- You may obtain a copy of your named IRA beneficiaries or update your existing election of beneficiaries for your IRA upon request.

Questions? Consult an Account Representative at any ACU Office.

## Mark Your

# CALENDAR

America's Credit Union will be CLOSED in observance of the following federal holidays:

Saturday, July 4  
**Independence Day**

Monday,  
September 7  
**Labor Day**





## ATM SAFETY TIPS

- Choose an ATM wisely, one in a well-lit, highly populated area. ATMs on corners or near shrubbery and obstructions cause blind spots and are not recommended.
- If using an ATM where you must step out of the car, do not leave your car unlocked or the engine running when you get out.
- Remove expensive jewelry and valuables before going to an ATM.
- Visually inspect the ATM for possible skimming devices. Potential indicators can include sticky residue or evidence of an adhesive used by criminals to affix the device, scratches, damaged or crooked pieces, loose or extra attachments on the card slot, or noticeable resistance when pressing the keypad.
- If the ATM is working incorrectly or has been tampered with, report it to the credit union or bank.
- Keep your Personal Identification Number (PIN) and card number confidential. Memorize this number and never write it on your ATM card or store it in your wallet. Not even employees of your financial institution should know your PIN.
- Be prepared before using the ATM by having your card ready. When you withdraw cash, pocket it immediately and count it afterwards.
- Keep your receipts and verify all transactions against your statement. You should contact your financial institution if there are any unexplained transactions or discrepancies.
- At drive up ATMs, lock your doors, keep your other car windows up and keep your car running.

## Finding a Surcharge-Free ATM

As an ACU member, you have access to your Checking Account at over 90,000 surcharge-free ATMs all across the nation. Look for these logos:



### **You can also find surcharge free ATMs:**

- At all 7-Eleven convenience stores and select Walgreens, CVS and other retail stores displaying the ATM network logos above.
- On your ACU mobile app by selecting "Locations" to find the nearest one wherever you are.
- By logging onto [www.americascu.org](http://www.americascu.org) and clicking on 'Locations and ATMs' near the top of any page.

### **Don't have an ACU Checking Account?**

You should so you'll have more access to your money at more locations than many banks offer. Apply online or call any ACU office about our no monthly service charge checking and all the other great features it offers.

### **Privacy Notice**

Federal law requires us to tell you how we collect, share and protect your personal information. Our privacy policy has not changed and you may review our policy and practices with respect to your personal information at <https://www.americascu.org/online-privacy-policy> or we will mail you a free copy upon request if you call us at 972-494-5328 or 1-800-543-2811.

## Not Receiving Your Mailed Statements?

From time to time, we hear from members who report not receiving a statement in the mail. This may occur due to new mail carriers not delivering to the correct address, letters being misrouted but later sent on the right track and merely just lost in transit. Whatever the reason, please contact us immediately rather than waiting. It's easier to find out what may have happened if we are contacted.

Unless you have electronic or ACH activity on your savings account, your savings statements are mailed out quarterly in early January, April, July and October. Visa statements are mailed out in several cycles – after the 5th, 15th, 20th and 25th of each month. Checking statements are mailed out monthly.

# 2019 Annual Report

## FINANCIAL STRENGTH

	2018	2019
Total Assets	\$228,611,660	\$225,376,302
Total Gross Loans	\$125,558,119	\$122,872,344
Total Gross Capital	\$ 33,148,799	\$ 34,207,034
Total Members	21,319	20,470

## INCOME AND EXPENSE

Total Income	\$ 8,994,363	\$ 9,233,492
Less Operating Expense	\$ 6,847,503	\$ 7,139,938
Less Non-Operating Expense	\$ -	\$ 6,764
Less Costs of Funds	\$ 382,248	\$ 392,891
Transferred to Equity	\$ 1,764,612	\$ 1,450,215

## LOANS

Number of New Loans	2,985	2,673
Dollars of New Loans	\$ 54,470,449	\$ 48,512,405

## FINANCIAL STATEMENT

### ASSETS

Net Loans	\$125,163,111	\$122,501,816
Cash	\$ 13,492,553	\$ 10,148,775
Investments	\$ 82,146,633	\$ 84,881,937
Fixed Assets	\$ 5,245,029	\$ 5,340,040
Other Assets	\$ 2,564,334	\$ 2,503,734
TOTAL	\$228,611,660	\$225,376,302

### LIABILITIES, DEPOSITS, AND EQUITY

Liabilities	\$ 1,825,666	\$ 1,803,044
Deposits	\$194,032,203	\$189,366,224
Equity or Reserves	\$ 32,753,791	\$ 34,207,034
TOTAL	\$228,611,660	\$225,376,302

## NET CHARGE-OFF RATIO

**2018** **0.41%**

**2019** **0.24%**

## DOLLAR VOLUME EQUITY

**2018** **\$32.8 Million**

**2019** **\$34.2 Million**

## NET WORTH RATIO

**2018** **14.33%**

**2019** **15.18%**

## AMERICA'S CU ANNOUNCES NEWLY ELECTED AND RE-ELECTED BOARD OF DIRECTORS

On Tuesday, April 21, America's Credit Union held its Annual Business Meeting at the Home Office in Garland, TX. During this time, Laura Perkins Cox was elected to serve and Eddie Moore and Dena Smith were re-elected by acclamation to the board of directors for 3-year terms. Congratulations to these directors!

### ACU BOARD OF DIRECTORS

Eddie Moore, Chairman;  
Chris English, Vice Chairman;  
John Willis, Secretary/Treasurer;  
Directors - Renee Bartlett, Laura Perkins Cox,  
Joe Satagaj, Dena Smith, and Larry Wadsworth

## Improve your home & more with an ACU Home Equity Loan!



A Home Equity Loan gives you access to the value in your home for needed repairs, medical expenses, or even that pool installation you've always wanted.

- No Application Fee
- Low Closing Costs
- Low Fixed Rate
- Payments made directly with ACU, not a third-party lender
- Repayment terms from 5 years to 30 years

Contact our Mortgage Department at the Garland Home Office, or if you're in Missouri, contact our Springfield Office. You can also apply online at [www.americascu.org](http://www.americascu.org).

# ACU Wins Awards for Website

ACU is excited to announce the receipt of a Credit Union National Association (CUNA) Diamond Award and a Cornerstone Credit Union League Pinnacle Award! ACU won the awards for last year's new website design and launch, competing in the website category in each competition against other credit unions of similar asset size.

The Diamond Awards represent excellence in credit union marketing and business development on a national level, showcasing 35

categories ranging from website marketing to direct mail to public relations and social media.

The Pinnacle Awards recognize similar achievements on a regional stage, with the Cornerstone League being the trade association for credit unions in Texas, Oklahoma and Arkansas.

ACU was one of 354 winners in the Diamond Awards program and one of 66 in the Pinnacle competition.



## Tips on How to Prevent Fraud



*Technology has helped make the world more accessible than ever before. Unfortunately, that also includes the fraudsters. Here are a few steps that you can take to help further secure your financial information from potential fraud.*



### PUBLIC WI-FI

Wi-Fi is great when you're out running errands, but it can also be a tool for potential fraudsters. It's fairly easy for hackers to intercept your online activities when you are using public Wi-Fi. To combat this, avoid making purchases, online banking, or using other password-protected accounts outside of a trusted, password-protected Wi-Fi.



### AVOID SHARING

Unless you initiate the phone call, never give out your personal information over the phone, on social media, or through email. Even if the number on your caller ID appears to be legitimate, it's best to hang up and call back yourself because hackers have the ability to spoof numbers.



### MINIMIZE WALLET

While there are some items in a wallet that you always need, such as ID, it's not necessary to take all credit cards to the grocery store. The less you take with you, the less potential you have of losing something or having it stolen. These should be kept in a secured location along with your social security card and birth certificate in order to protect your private information.



### ALERT IMMEDIATELY

If you have been the victim of fraud or your card is lost or stolen, make sure to call and cancel the card as soon as possible and report it to your local authorities. To report your ACU cards contact ACU at 972-494-5328 or 1-800-543-2811 during regular business hours, and after hours 24/7 contact Visa Fraud Services at 1-800-543-5073.



### SET ALERTS

You can set up notifications via ACU home banking to alert you of large withdrawals and when your account reaches a low balance. These alerts can be sent via text message or email, so make sure all of your contact information is accurate.





## Hey ACU members! Claim your cash.

As a member, you get \$100 per line on up to two lines when you switch to Sprint on Unlimited Plus or Premium. Plus, \$100 Annual Loyalty Reward. Plus, 25% off select accessories in Sprint Stores. And the Sprint 100% Satisfaction Guarantee.

### Claiming your cash rewards is easy

- » Switch to Sprint and mention that you're a credit union member.
- » Register at [www.lovemycreditunion.org](http://www.lovemycreditunion.org).
- » Cash rewards will be deposited directly into your credit union account within 8-10 weeks.

### Get rewarded for loyalty

Register now to receive a \$100 loyalty cash reward every year starting one year after registration

Limited time offers. Activ. Fee: Up to \$30/line. Credit approval req. Cash Reward Offers: Phone lines only w/ 1 line on Unlimited Plus or Unlimited Premium plan. Avail. for eligible credit union members & member employees. \$100/line, max 2 lines. Req. activ. at point of sale. Excl. prepaid & ports made between Sprint or related entities. Limit 1 Sprint Perks Corp ID per acct. No add'l. discounts apply. Loyalty Reward: \$100/acct./yr. when acct. remains active and in good standing each yr. Transfer Reward: Existing Sprint customers who validate or transfer to the Sprint Cash Reward Program are eligible for a \$100/acct./yr. deposit on 12 mo. anniversary. Deposit: Cash Reward issued by CU Solutions Group. Sprint acct. must remain active and in good standing for 31 days to receive Cash Reward. Allow 8-10 wks. for Cash Reward to be deposited to your Credit Union acct. If the Cash Reward does not appear after 10 wks., visit [lovemycreditunion.org/reward-tracker](http://lovemycreditunion.org/reward-tracker). Satisfaction Guarantee: Call us to deactivate & return to place of purch. with complete, undamaged phone/device & receipt w/in 30 days of activ. We'll refund your phone/device cost, svc. charges & activ. fee. Excl. Int'l. usage not incl. in plan, prem. content & 3rd party billing. We'll refund your phone/device cost. Sprint dealer may impose add'l. fees. A \$45 restocking fee may apply. Visit [sprint.com/returns](http://sprint.com/returns). Other Terms: Offer/coverage not avail. everywhere or for all phones/networks. May not be combinable with other offers. Accounts that cancel lines within 30 days of activating on promo pricing may void savings. Offer, terms, restrictions, & options subject to change & may be modified, discontinued, or terminated at any time without notice. Restrictions apply. © 2020 Sprint. All rights reserved. Sprint & the logo are trademarks of Sprint. Other marks are the property of their respective owners.

## Complaint Notice

This Credit Union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If you have a dispute with America's Credit Union, you should contact the credit union. If the dispute is not resolved to your satisfaction, you may file a complaint against the credit union by contacting the Texas Credit Union Department through one of the means indicated below:

**Texas Credit Union Department**  
**914 East Anderson Lane • Austin, Texas 78752-1699**  
**Phone: 512-837-9236 Fax: 512-832-0278**  
**E-mail: [complaints@tud.texas.gov](mailto:complaints@tud.texas.gov)**  
**Website: [www.tud.texas.gov](http://www.tud.texas.gov)**

Please note that the Department does not have authority to resolve contractual disputes or documented factual disputes between a member and this credit union. If your dispute is of this nature, you may want to consult with legal counsel regarding your rights to resolve the situation.



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**Editor:** David Graf

**Assistant Editor:** Estella Guerra-Muniz

**ACU Board of Directors:** Eddie Moore, Chairman; Chris English, Vice Chairman; John Willis, Secretary/Treasurer; Directors - Renee Bartlett, Laura Perkins Cox, Joe Satagaj, Dena Smith, and Larry Wadsworth.

**Operating Officers:** Rebecca McCoy, President and Chief Executive Officer; Janet Sanders, Executive Vice President; Cindy Barth, Chief Administrative Officer; Michelle Fuller, Vice President, Springfield Office; Jody Taylor, Vice President, Motley Drive Office.

### ACCESS-24

972-487-1234 – 1-800-543-2827

### HOME OFFICE

2154 Forest Lane – Garland, TX 75042-7920  
 P.O. Box 469046 – Garland, TX 75046-9046  
 972-494-5328 – 1-800-543-2811  
 Fax: 972-494-0371 – 1-800-543-2803  
 Loan Fax: 972-494-5350 – 1-877-543-4599

### MOTLEY DRIVE OFFICE

3001 Motley Drive, Suite A  
 Mesquite, TX 75150-3457  
 214-227-8306  
 Fax: 972-681-7302

### SPRINGFIELD OFFICE

2350 East Bennett – Springfield, MO 65804-1732  
 417-881-0482 – 1-800-543-2823  
 Fax: 417-881-8389 – 1-877-543-2599

 **AMERICA'S CREDIT UNION**  
[www.americascu.org](http://www.americascu.org) email: [info@americascu.org](mailto:info@americascu.org)



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