



PASADENA
FEDERAL CREDIT UNION

MEMBERS' RESOURCE

Fourth Quarter 2021

Thank You for Helping Pasadena FCU Progress toward the Future

In September, Pasadena Federal Credit Union was recognized for 86 years of serving the local community. The credit union started with \$80 in assets and 12 founding members launching Pasadena Municipal Employees Federal Credit Union with a window in the City Treasurer's office as our "office" in 1935.

There have been a variety of challenges and difficulties along the way, from our start during the Great Depression to a breadth of economic fluctuations to the current pandemic conditions that continue to impact us all today. However, there has been one constant throughout: Pasadena FCU's members have continued to support their cooperative credit union, resulting in our growth to nearly a quarter-billion dollars in assets while currently serving over 13,000 members.

Thank you for your valued membership with Pasadena FCU and for your ongoing support of your member-owned, not-for-profit credit union!

Pasadena FCU's focus has always remained on providing our members with service, value, and financial peace-of-mind to help local residents thrive and prosper. Even with our growth and other changes over the years, we remain committed to our members' well-being.

The past 18 months have been a challenge, but we continued our progression toward a bigger, brighter future. One example is our digital delivery of services. Our website was redesigned for easier navigation, our online banking and mobile banking programs were significantly upgraded, our remote check deposit feature was improved, and much more. Our recent investments in internal technology and security set the foundation for further improvements ahead.

This upcoming few months will bring even more changes. Over the next couple of months, we will be moving our branch from its current stand-alone site at 1038 S. Fair Oaks Avenue to a new Pasadena location at the southwest corner of Lake Avenue and Washington Avenue, although we will keep our upgraded ATM at its current location.

This new branch office will be in the North Lake Square shopping center that is anchored by Food 4 Less and also offers a variety of restaurants and other services. Along with being located in a center that has other retailers for greater one-stop convenience, the new location is also closer to a much higher percentage of our members' homes.

Please watch for a letter later this month with more information about the transition to the new branch location.

This is a major step in building Pasadena FCU's future and providing best-in-class services to our members. We will continue to look aggressively for additional opportunities to provide convenient locations and improved digital services to serve our growing membership.

Thank you again for your valued membership, and we wish you an outstanding finish to 2021!

Gratefully, Your Team at Pasadena FCU



Skip the Dealers: Call Auto Expert!

A shortage of computer chips has affected new car inventory, and even used cars are hard to find. Instead of going from dealer to dealer, save time: call Auto Expert for our personalized auto-buying service that will find the car you're looking for without the hassle.

Auto Expert serves credit unions to save members like you a lot of time and money.

No-haggle, personalized auto buying service

- On average members have saved up to \$1,600 off MSRP
- Buy new and receive any available manufacturer rebates
- Have it delivered conveniently to Pasadena FCU

To learn more, or to apply for an auto loan, contact a Member Representative at (626) 799-0882.

Important Dates

- Monday, October 11
Indigenous People's Day/Columbus Day
- Thursday, November 11
Veterans Day
- Thursday-Friday, November 25 & 26
Thanksgiving Holiday
- Friday, December 24
Christmas Eve
- Friday, December 31
New Year's Eve



For more information, contact PFCU at (626) 799-0882 or visit www.pfcu.org



FRAUD

ID Theft Prevention Check List!

- ✓ Sign up for free fraud alerts from credit bureaus.
- ✓ Secure home computers, tablets, and mobile devices with a firewall and antivirus software before performing an online transaction.
- ✓ Avoid free downloadable applications for mobile devices since they may be infected with viruses and/or malware.
- ✓ Take extra time to monitor accounts closely for any type of unauthorized activity.
- ✓ When shopping online, remember to exit the site.
- ✓ Only use a private network when shopping or performing account activity online.
- ✓ Cover your hand when entering your PIN at a store or ATM.
- ✓ Review card account transactions daily to uncover any unauthorized activity.
- ✓ Inform financial institution(s) of any travel activity.
- ✓ Consider requesting lower daily dollar limits on account transactions.
- ✓ Be extremely cautious when making any online purchases.

If contacted about account fraud, call your financial institution directly to confirm the fraud's validity – DON'T EVER provide financial information to those that call by phone or send emails or texts.

Fraud Tips for Busy Holiday Shoppers.

Cybercriminals are gearing up to scam holiday shoppers. Pasadena FCU wants to make sure you aren't putting your personal information at risk. Read our tips!

Scammers love online shoppers. Here's how you can help protect yourself. When shopping online, make sure you look closely at the URL. An "s" at the end of http in your browser's window is one indicator that the site is likely to be trustworthy. Before you start adding items to your cart, look up to see if the URL still has the https.

At check out, limit how often you key in your credit card number by making Pasadena FCU's Visa your default payment card at all of your favorite online merchants. Now would be a great time to set that up, well ahead of the shopping season.

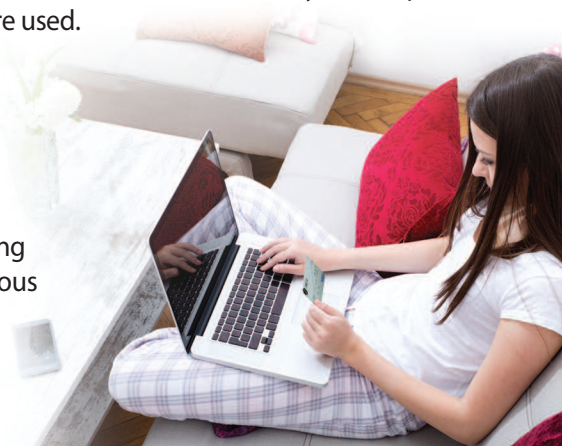
Keep an eye out for email phishing scams. Last year, cyber thieves were sending emails with subject lines such as "USPS Failed Delivery", "Your Account has been Closed" and similar deceptive statements. Be wary of all such emails, and be on the lookout for new versions of this fraud. The best way to track your orders is to sign in directly to your merchant's website, rather than clicking on links embedded in these emails.

When shopping in person at a store, using our contactless payment credit card will provide additional protection from your information from getting stolen in a data breach. And in this age of Covid, contactless cards offer the added benefit of hands-free safety.

Enjoy greater control of your Pasadena FCU credit card and debit card by setting up alerts that will help you to monitor activity on unauthorized transactions. It's easy to set up and manage whenever and wherever your cards are used.

Download the SecurLOCK mobile app for complete card control. It's free and another great benefit for our Pasadena FCU members. Happy Shopping!

Scammers also target victims via texts appearing to be from your financial institution. Be suspicious of any communication requesting personal information. Pasadena FCU will never contact you in this way. When in doubt, call us at (626) 799-0882.



Deposit Yields on Liquid Accounts

At the September 2021 Board Meeting, Pasadena FCU's Board of Directors declared the following rates effective October 1, 2021.

Super Variable and IRA Variable	
Minimum Balance	APY*
\$2,500 to \$9,999.99	0.10%
\$10,000 to \$49,999.99	0.15%
\$50,000 or more	0.20%
Money Market Advantage	
Minimum Balance	APY*
\$75,000	0.30%

Savings Accounts	
Account Type	APY*
Primary Savings	0.05%
Other Savings	0.05%
Club Accounts	0.05%
Advantage Checking	
Minimum Balance	APY*
\$100	0.05%

*APY = Annual Percentage Yield. All yields effective as of October 1, 2021. The APY is a variable rate and is subject to change. Fees could reduce earnings on these accounts; please see the Truth-In-Savings Agreement and the Fee Schedule for details.

Join Our Governing Volunteers and Make an Impact!

Pasadena FCU is looking for members who would like to share their time and talents to shape the future of our credit union. As a volunteer, you'll have a direct impact on Pasadena FCU.

To be a credit union volunteer requires a desire to serve, a commitment of time, a willingness to learn, integrity, and the discipline to carry out the specific duties through service on our Supervisory Committee or Board of Directors.

Some basic expectations of a credit union volunteer are:

- Attending monthly Board of Directors meetings or quarterly Supervisory Committee meetings.
- Having an understanding and/or willingness to learn about the Credit Union's operations and member service initiatives.
- Monitoring Pasadena FCU's financial soundness.
- Planning for the future needs of Pasadena FCU's membership.
- Continually learning about industry trends, opportunities, regulations, and challenges to help guide Pasadena FCU's future.

If you are excited about charting the credit union's future, contact us at (626) 799-0882 or email us at Board@pfcu.org.

Time is Running Out! Don't Wait!

If you've been on the fence about purchasing a home or refinancing the one you already own, know that rates this low won't last forever. With California's rising home prices, every dollar saved on financing now can help you get into your dream home.

Through our partner, [CU Partners / Stearns Lending](#), we offer low, competitive mortgage rates and a variety of mortgage loan options to meet your needs:

- Jumbo fixed-rate and adjustable-rate mortgages
- Conventional or FHA mortgages
- Refinancing options that help get cash out for home improvements, to consolidate high-interest debt, or for a variety of life's needs
- Document preparation assistance
- 24/7 online assistance

Learn how you can take advantage of Pasadena FCU's lowest rates in 50 years. For immediate, personalized assistance, talk directly with Apryll Held of [CU Partners / Stearns Lending](#) at (714) 513-7251.

How is Your Financial Knowledge?

We know that knowledge is power. And more importantly, we know that financial knowledge can provide the stability to get through the ups and downs of life. That's why Pasadena FCU offers free tools to provide you a lifetime of financial wellness through our partner, EVERFI, a leading digital education provider.

Visit our Financial Education Center under the Resources tab of our website, pfcu.org. You'll find a wide variety of money-oriented topics presented in short, easy-to-enjoy modules. Each Playlist has an array of topics from which to choose: ID theft prevention, tax basics, credit scores and debt management, owning a home, reverse mortgages, preparing for retirement, and more. That's just a small sample of what you can learn in increments of 5 to 7 minutes.

These modules are easy to access and easy to follow, with clear outlines of how to manage your money better. Try it!

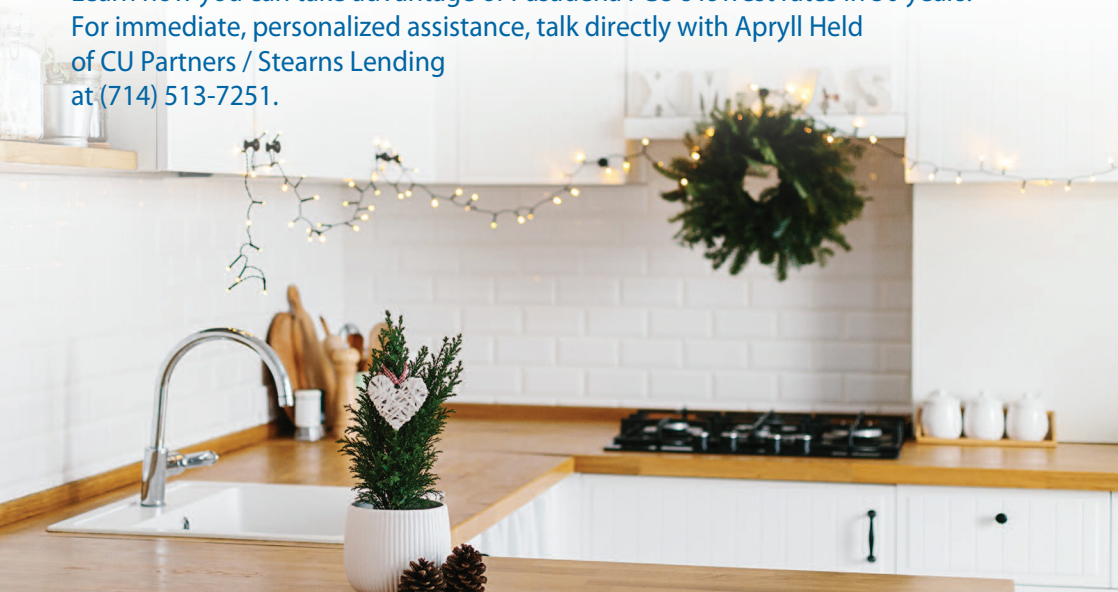
Unlock the Cash in Your Home

Catch up on home improvements before the weather turns. If your roof was leaking last year, or your rain gutters were clogged, now is the perfect time to set your to-do list in motion. Your home's equity can help to make projects happen.

We have several affordable Home Equity options. Call our lending department at (626) 799-0882: they would love to answer any questions you may have.



PFCU NMLS # 493794





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MEMBERS' RESOURCE

PASADENA FEDERAL CREDIT UNION

1038 South Fair Oaks Avenue
Pasadena, CA 91105

Mailing Address: P.O. Box 7132
Pasadena, CA 91109-7132

Hours:

Monday - Friday 9:00 am - 5:00 pm
Saturday & Sunday Closed

Find one of 4,500+ Shared Branch locations at
www.allco-op.org (many open on Saturday)

ATM Locations

Pasadena Federal Credit Union
1038 South Fair Oaks Avenue (24/7 access)
Deposits accepted at this machine

Pasadena Police Department
207 North Garfield Avenue (24/7 access)

Pasadena City Hall
100 North Garfield Avenue (business hours only)

Pasadena Public Works, 2nd Floor
233 West Mountain Street (business hours only)

Art Center College of Design—Hillside Campus
1700 Lida Street (business hours only)

Art Center College of Design—South Campus
1111 South Arroyo Parkway, 3rd Floor
(business hours only)

Fee-Free ATM access at CO-OP ATMs
www.allco-op.org

Text your zip code or current address to 91989
for surcharge-free ATMs near you.

Free Mobile Banking

Pasadena FCU App available from Apple's
App Store & Google Play

Call us at our Contact Center:

(626) 799-0882 (800) 445-PFCU (7328) Toll-Free
Mon-Wed 8:00am-5:00pm; Thu 9:00am-5:00pm;
Fri 9:00am-6:00pm; Closed Sat & Sun

Website www.pfcu.org
VISA® Credit Cards www.ezcardinfo.com
Facebook [Pasadena FCU](https://www.facebook.com/PasadenaFCU)
Instagram [pasadena.fcu](https://www.instagram.com/pasadena.fcu)

BOARD OF DIRECTORS

D. Duong, Chair
V. Jones, Vice Chair
L. Hammond, Secretary
J. McDermott, Treasurer
R. Derderian, Director
B. Weitkamp, Director Emeritus
R. Bicker, Director Emeritus

SUPERVISORY COMMITTEE

V. Jones, Chair
R. Haluschak
K. Law
A. Trashian

PRESIDENT/CEO

Gary Skraba

Your savings federally insured to at least \$250,000 and backed by the full
faith and credit of the United States Government. National Credit Union
Administration (NCUA), a U.S. Government Agency.



Shop with the Credit Card that Offers You the Best Rate in Town



Spark of Love Toy Drive

Share a little holiday spirit for those less fortunate. In December, we will be collecting new, unwrapped toys, games and sporting equipment in our Spark of Love Toy Box, located in our branch lobby.

Financial Planning Help to Meet Your Goals

From Tiffany Yee of CFS

One of the most rewarding things about creating financial plans and giving ongoing advice is that I get to work with members until they achieve their goals—and most times even beyond that! Over the last year, our program was able to help many members become first-time homeowners. Through our services, we created plans that included recommendations such as how much to save and the most suitable investments that met the members' goals; along with other advice on budgeting, debt strategies, increasing credit scores, and other important aspects when obtaining a mortgage.



Tiffany Yee, CFS Financial Advisor

I believe everyone should have a financial advocate acting in their best interest. If you have a plan with me, and you'd like to catch up, schedule a call.

If you'd like to talk with someone about your financial future (including investment strategy, debt management, retirement, your family's legacy, and insurance), please reach out for a complimentary consultation.

Please call CFS Financial Advisor Tiffany Yee at (626) 441-7141 or email tiffany.yee@cusonet.com to learn more about our services, and thank you for the confidence you place in our team to assist you with your Retirement, Investment, and Financial Planning needs.

*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 for investment services. Atria Wealth Solutions, Inc.

