

# FIRST FORUM

*Your Source for Financial Solutions*

## 10 Tips for a Financially Safe Spring

As we spring forward this season, on the hunt for healthy changes to not only our physical surroundings, but our financial outlook, don't forget to revisit those all-important checklists we tend to make for ourselves at the beginning of each new year.

If your list didn't include the following, you might want to grab a pen and begin checking off these financial safety tips:

- When shopping or banking online, make sure your wi-fi connection is secure and verify the web address begins with 'https'. You can also look for a padlock symbol in the browser bar. This will ensure your information is kept private.
- Review your PINs and passwords. Avoid using personal information to create your PINs and passwords, like the last four digits of a Social Security number, a family birth date, your mother's maiden name or your telephone number.
- Never share usernames or passwords, especially for online banking, for any reason. Sharing this information allows the recipient to gain access to your personal and account information, which could leave you liable for any resulting fraudulent account activity.
- Keep a record of your account numbers and the contact information for each card issuer or creditor in case something happens. Keep this information stored in a secure, password-protected mobile app or location in your home.
- Never sign and distribute a blank check. These can be misplaced and used for unintended purposes or amounts.
- Destroy old cards by shredding or cutting them up, making sure to destroy the account number before disposing of them.
- Look up and compare your monthly statements to your old receipts and go over each purchase to make sure there is no fraudulent activity. Sign up for e-Statements for quick access to your monthly statements.

➤ Did you know you can set up eAlerts to notify you via text or email of account activity like low balance notifications, transaction activity and when loan payments or deposits are made? Log in to online banking on your phone or computer and navigate to Menu > eAlerts or stop by for help setting up this function.

➤ Check your account activity periodically, especially if you frequently shop online or have used your account or card information to pay over the phone, to ensure no fraudulent activity is happening.

➤ Report any discrepancies or mistakes on your account as soon as possible.

And, most importantly, be a skeptic! If someone calls or emails asking for personal or account information, contact the company or person they might be claiming to be through their official channels and check the information.

Remember, your credit union will never contact you for your personal or account information, including account and card numbers. If you receive a call of this nature, hang up and call your credit union immediately at (404) 978-0080 or (912) 352-2902.

Follow these tips to remain financially safe all year round.



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Reminder: ↩  
Update my contact  
information at the  
credit union.

➔ Set an annual reminder to verify your contact information is up to date with your credit union! It's important we have the best contact information for you and any joint account holders in the event we need to notify you of important or fraudulent account activity.

Log in to online banking at [membersfirstga.com](http://membersfirstga.com) or use the app to verify your name, address, email and phone numbers are correct. You can modify your mailing address, email address and phone numbers online or in person at any branch location. Thank you for helping us keep your account protected!

# ALL YOU NEED TO KNOW ABOUT PEER-TO-PEER (P2P) PAYMENT SYSTEMS

Peer-to-peer (P2P) payment systems, like PayPal's Venmo, Square's Cash App and Zelle®, are forever changing the way we handle our money and our social finances. Dining out and splitting the tab is now easy and convenient. Paying back borrowed money can be done anywhere, at any time.

But, are P2P payments really living up to the hype? Read on for answers to all of your questions about P2P payment systems.

## HOW DO P2P PAYMENTS WORK?

Say you are out to dinner with friends and your pal, Meghan, offers to cover the tab and have everyone pay her back. She hands her card to the server while you and your friends pull out your phones. You open the cash-transfer app or website of your choice, find Meghan in your contact list and key in the amount to send. You are likely required to input your PIN or prove your identity in another way before the transaction is finalized. Within seconds, Meghan receives a notification that the money has been sent, and the transfer from the account tied to the payment app of your choosing begins. Once the funds actually transfer, Meghan can leave them in the P2P account or move the money to an account at the financial institution of her choice.

## WILL IT COST ME TO TRANSFER MONEY?

Most P2P systems allow you to make a payment from a linked financial account or directly into the P2P account at no cost. However, several providers will take two to three percent of any payment made with a debit or credit card. Also, if you want your transfer to happen immediately, you may have to pay a fee.

## HOW LONG WILL IT TAKE FOR THE MONEY TRANSFER TO CLEAR?

Though your friend may receive a notification the transfer has been made, the money transfer usually takes one to three business days to clear.

## ARE P2P PAYMENTS SAFE?

All P2P systems are careful to encrypt your financial information and to use security measures for protecting your funds. However, these measures aren't foolproof. Many P2P systems have been targeted by hackers and scammers.

Protect yourself from P2P scams by taking the following steps:

1. Use two-factor identification and a PIN before completing a transaction.
2. Ask to be notified about every transaction.

3. Never use a P2P service for business purposes or for a money transfer with someone you don't personally know.
4. Triple-check your recipient's information before you send a payment; transposed letters or numbers in an email address or phone number could send your money to the wrong person.
5. Only install a payment app on a device with a password, passcode or PIN.

## IF SOMETHING GOES WRONG WITH A P2P PAYMENT, WHO IS RESPONSIBLE FOR COVERING THE LOSS?

Unfortunately, if you've been scammed or have another issue with a P2P payment, it's up to you to recover the funds, goods or services. Most P2P services will offer their assistance to law enforcement agencies and notify users if they've been scammed, but that's usually the extent of their fraud protection.

If you choose to use your P2P payment service for a business-related transfer, fraud protection is limited even further. Most P2P services clearly state in their policies that their platforms should not be used in business transactions. Many consumers, though, choose to ignore these warnings and use Venmo and Square Cash to pay for goods they've bought on Craigslist, to sell a used item or even to accept funds for a service they've provided.

If you disregard these rules, the service will likely offer no fraud protection or assistance in reclaiming lost funds. Many of them will not even honor a business transaction at all. It's best to only use P2P payment services among friends and people you know and trust.

Many users mistakenly think their financial institution will be able to reconcile and recover lost funds if a P2P payment goes awry. However, financial institutions like MembersFirst are never responsible for a P2P payment transfer. While we never want to see you lose money for a simple mistake or because you have been victimized by a scam, there isn't much we can do about it once the transaction has been initiated. For this very reason, we strongly advocate practicing caution when transferring money online or by app and following the suggestions outlined above.

When used responsibly, P2P payment transfers can be a very convenient way for friends to share expenses or pay back borrowed funds, but exercise caution before hitting "send."



**Receive 3.99% APR\* for 12 months on transferred balances and earn one ScoreCard® Rewards point<sup>1</sup> for every dollar transferred to a MembersFirst Visa® Credit Card between March 20 and May 31, 2019.**

**Plus, pay no balance transfer fees!**

**» Apply now at [membersfirstga.com](http://membersfirstga.com) or any branch location.**

\*APR=Annual Percentage Rate. 3.99% APR promotional rate applies to balances transferred between 03/20/19 and 05/31/19. Offer expires 05/31/19. The standard interest rate as of 03/20/19 on Platinum and Classic Unsecured cards ranges from 8.99% – 13.88% APR, depending on type of card and individual creditworthiness at the time of application and the Credit Union's underwriting standards. Rates, terms and conditions are subject to change without notice. Your balance transfers will revert to your standard APR as referenced above after 12 billing cycles from the date of your first balance transfer. This promotion and the promotional rate of 3.99% APR do not apply to existing MembersFirst Visa balances, cash advances or convenience checks, or any transaction involving any payment to an existing MembersFirst Credit Union loan. <sup>1</sup>ScoreCard Rewards points on balance transfers earned only during promotional period of 3/20/19 to 5/31/19.



# Attention, Fidelity Federal Credit Union Members:

If you joined the MembersFirst family as a result of the partnership with Fidelity Federal Credit Union, you may have received a letter notifying you the routing and transit number previously used by Fidelity Federal Credit Union members **[261171273]** will soon be retired and replaced. If you were previously a member of Fidelity FCU and are unsure whether your checks display this number, locate the numbers at the bottom of your check(s) and compare the first nine digits with the number soon to be retired **[261171273]**. If you currently own checks which display this routing number, **please collect all unused checks and checkbooks that you have in your possession and bring them to a branch near you.** A branch manager will assist you in reordering new, standard checks at no cost to you.

It is important any checks which display **261171273** are replaced with the current routing number to protect your account and avoid potential check payment issues. You may also call (404) 978-0080 or (912) 352-2902 to schedule an appointment at a branch convenient for you to reorder standard checks at the credit union's expense.

We understand this may be an inconvenience; however, we believe the benefit of replacing your checks at no charge is well worth the investment for MembersFirst Credit Union.

If you have any questions, please give us a call at (404) 978-0080 or (912) 352-2902 or stop by any branch for assistance.

## SIGN UP FOR FREE E-STATEMENTS!

Reduce the clutter and make the switch from printed statements to e-Statements. Sign up through online banking, stop by or give us a call today!

Log in at **membersfirstga.com** or download the app! Just search "membersfirstga" in your app store.



## YOUR PRIVACY NOTICE

MembersFirst Credit Union is committed to the privacy of our members. Under Federal law, we are required to provide you with a privacy notice. It describes our credit union's privacy policy and practices regarding the personal information we collect and disclose about our members. It also includes information about the parties who receive personal and sometimes nonpublic information from us as we conduct the business of the credit union. We do not sell your personal information to anyone.

If after reading this notice you still have questions, please contact us at:

### Member Services

**MembersFirst Credit Union**

**P. O. Box 33189**

**Decatur, GA 30033-0189**

OR **(404) 978-0080**

### Information We Collect and Disclose About You

We collect nonpublic information about you from the following sources:

- Information we receive from you on applications and other forms;
- Information about your transactions with us or others;
- Information we receive from a consumer reporting agency;
- Information obtained when verifying the information you provide on an application or other forms. This may be obtained from your current or past employers, or from other financial institutions where you conduct financial transactions.

### Disclosure of Information to Parties That Provide Services to Us

In order for us to conduct the business of the credit union, we may disclose all the information we collect, as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements so that we may provide competitive products and services. We may also disclose nonpublic personal information about you as permitted by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union, follow your instructions as you authorize or protect the security of our financial records.

To protect our members' privacy, we only work with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not permit these companies to sell the information we provide to other third parties.

### Disclosure of Information About Former Members

If you terminate your membership with MembersFirst Credit Union, we will not share information we have collected about you, except as may be permitted by law.

### How We Protect Your Information

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards to guard your nonpublic personal information.

### What You Can Do to Help Protect Your Privacy

The Credit Union is committed to protecting the privacy of members. Members can help by following these simple guidelines:

- Protect your account numbers, card numbers, personal identification numbers (PINs) and passwords. Never keep your PIN with your debit or credit card, as it can provide free access to your accounts if your card is lost or stolen.
- Use caution when disclosing your account numbers, Social Security numbers and other personal information to other persons. If someone calls you, explains the call is on behalf of the Credit Union and asks you for your account number, you should beware. Official Credit Union staff will have access to your information and will not need to ask for it.
- Keep your information with us current. It is important that we have current information on how to reach you. If we detect potentially fraudulent or unauthorized activity or use of an account, we will attempt to contact you immediately. If your address or phone number at home or work changes, please let us know.

*If you have questions concerning this notice, please do not hesitate to call us at (404) 978-0080. We are here to serve you.*

# CU HAPPENINGS!

## HOLIDAY CLOSINGS

**Memorial Day**  
Saturday, May 25, 2019,  
and Monday, May 27, 2019

**Independence Day**  
Thursday, July 4, 2019



## Locations and Contact Information

### Call Center

**METRO ATLANTA**  
Phone (404) 978-0080  
Fax (404) 978-0095

**SAVANNAH**  
Phone (912) 352-2902  
Fax (912) 352-0838

### Branch Locations

Visit a branch near you.

Atlanta, Austell, Decatur, Douglasville, Fayetteville, Hiram,  
Marietta, Newnan, Sandy Springs and Savannah.

**Main Office**  
DeKalb County  
2476 Lawrenceville Hwy.  
Decatur, GA 30033-3226

**Mortgages**  
(404) 978-0080

**Phone Banking**  
**Metro Atlanta**  
(404) 978-0089  
**Savannah**  
(912) 352-0059

**Mailing Address**  
PO Box 33189  
Decatur, GA 30033-0189

**24-Hour Lending  
Service**  
membersfirstga.com

**Website**  
membersfirstga.com

This credit union is federally  
insured by the National Credit  
Union Administration.



**NCUA**



Download our Free Mobile Banking App  
on Google Play™ or the Apple® App Store.  
Just search 'membersfirstga'.

**EPHS Career Fair** Like Alan Mulally said, "Leadership is having a compelling vision, a comprehensive plan, relentless implementation and talented people working together," and we couldn't be more proud to serve the leadership and talented staff of the Paulding County School District. Mrs. Angie Holland ran into Superintendent Dr. Brian Otott during his visit to the East Paulding High School Career Fair, where students had the opportunity to learn more about future career opportunities.



**Dropping In On WellStar WGMC** During her visit to WellStar West Georgia Medical Center, Mrs. LeeAnn Sims visited with member Delphine Tucker (center), who stopped by just to say hello, see what's new and refer potential member Stephanie Cato (left). Thank you for your membership, Ms. Tucker, and for letting us know how much you love your credit union! We're happy to serve you and all WellStar Team Members as you serve others!



**SCCPSS Counselor Appreciation Week** We hope school counselors everywhere felt the love and appreciation they deserved during National School Counseling Week! We recently had the opportunity to celebrate the Savannah-Chatham County Public School District's Counselors at a district-wide meeting at the Coastal Georgia Center. Each attendee received a MembersFirst goodie bag and learned how we can help them as they help others. Here's Mrs. Ashley DuBois (second from the right) with a few of the district's finest! Thank you to each and every counselor for providing lessons for life!



## CU Succeed Scholarship Winners

Congratulations to our CU Succeed Scholarship winners, **Blake Lindsey** and **Maya Darville**! Our next drawing will be held **August 2019**! Learn more about this student account benefit at [membersfirstga.com](http://membersfirstga.com).

## SEND YOUR SAVINGS INTO OVERDRIVE!

### YOU'LL ENJOY:

- RATES AS LOW AS 3.25% APR\*
- AFFORDABLE GAP AND WARRANTY COVERAGE
- DISCOUNTS ON AUTO INSURANCE!

### SWAP YOUR LOAN TO MEMBERSFIRST FOR GREAT RATES ON RVs AND MOTORCYCLES, TOO!

- RVs AS LOW AS 4.25% APR
- MOTORCYCLES AS LOW AS 5.25% APR

## SWAP YOUR AUTO LOAN TO MEMBERSFIRST & DROP YOUR RATE BY 2%.



**OFFER ENDS 5/31/19.**

» GET STARTED TODAY. Apply at  
**membersfirstga.com** or at any  
branch location.

\*APR=Annual Percentage Rate. Qualifications are based on an assessment of individual creditworthiness and our underwriting standards. Floor rate of 3.25% is as of 3/1/19. Maximum loan term on auto, motorcycle and RV loans is 84 months. MembersFirst Credit Union will match the remaining term of the transferred loan provided the loan is financed under the SWAP & DROP Promotion guidelines. To receive the 2% reduction on your existing rate, loan must be transferred from a lender other than MembersFirst Credit Union. Finance charge begins from date of funding and is repaid over the term. First payment due date may vary based on repayment terms. Offer not available on existing MembersFirst auto loans. Loan amount must be a new MembersFirst CU auto, motorcycle or RV loan of \$5,000 or more. Offer available April 1 through May 31, 2019. All loans are subject to credit approval. Program, terms and conditions are subject to change without notice. Visit [MembersFirstGA.com](http://MembersFirstGA.com) for all available rates and terms. \*GAP, warranty and insurance services are available and provided through credit union partners. Separate terms and conditions apply.