

America's Credit Union

# news wave

americascu.org

## Just IMAGINE!

### Imagine all the great things you could do with an ACU Home Equity Loan...

such as pay off high interest credit cards, reface the front of your home, upgrade to a chef's kitchen or remodel your master bed and bath fit for royalty.

Whatever you imagine, an ACU Home Equity Loan can help you achieve your dreams with these benefits:

- 🏠 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 20 years

### Stop dreaming. Start making it a reality.

See us for a Home Equity Loan with personal service.

You can also apply online at [www.americascu.org](http://www.americascu.org).

## Annual Business Meeting and Elections Set for March 24

Attend to meet staff and your Board of Directors,  
participate in elections and find out what's new at ACU.

**When:** Tuesday, March 24, 2020

**Time:** 6:00 p.m to 6:30 p.m (doors open at 5:30 p.m.)

**Where:** Home Office Lobby  
2154 Forest Lane in Garland, TX

*Refreshments will be served. See page 4 for more information.*

January 2020

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## President's Message

### Your FULL SERVICE credit union

As with all financial institutions, ACU offers auto loans and other lending products to members, presenting them to you through this newsletter, our website, and several additional online methods. Loans are typically a credit union's "bread and butter" service, and though it is important for ACU to maintain a certain level of loan volume, it's also important that you know the loans are available when you need them.

While we are always here when you need traditional loan services, we are also very much a full-service financial institution. Checking Accounts, Visa, and online services such as Bill Pay and Mobile Banking are definitely a big part of our member service to you. Plus, with the beginning of a new year comes thoughts of tax time, so an IRA from

ACU may fit the bill for your situation.

Even other investment vehicles such as Certificates of Deposit and Money Market Accounts are available; you can always check with one of our Member Service Representatives to see what may work for you.

Think of ACU first for everything from loans to investments and all services in between. We're here to be your primary financial institution and handle all your financial needs.




Rebecca McCoy  
President & CEO



## Welcome to America's Credit Union!

If you recently became a new member/owner of America's CU, we would like to proudly welcome you to the ACU family. Please take advantage of all the services and benefits that are offered to you by logging onto [www.americascu.org](http://www.americascu.org). You'll see that we offer seasonal discounted tickets to local attractions, convenient free services and many loan products.

Please do not hesitate to contact us at 972-494-5328 or email our team at [info@americascu.org](mailto:info@americascu.org). We're happy to help you.



## INCLEMENT WEATHER CLOSURES & DELAY BULLETINS



As we head into the winter months, please check out our Facebook page or visit our website for the most current branch delays or closures. Be sure to "Like" us so that you receive the latest updates on your Facebook newsfeed.

## Mark Your CALENDAR

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

Monday,  
January 20  
**Martin Luther King Jr. Day**

Monday,  
February 17  
**Presidents' Day**



# Loan Rates

As of January 1, 2020

Loan rates are subject to change.

Pre-approved promotional rates can change daily. Please call for current rates.

## LOAN TYPE

### Vehicles\*

#### 2020- 2016 Models

##### Pre-Approved Rate APR\*

Up to 24 mos.	as low as 2.49% APR
25 to 36 mos.	as low as 3.29% APR
37 to 60 mos.	as low as 3.49% APR
61 to 72 mos.	as low as 3.89% APR
73 to 84 mos.	as low as 4.69% APR

#### 2015 Models and Older

Up to 48 mos.	as low as 3.99% APR
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### Motorcycles

New — Up to 60 mos.	as low as 4.99% APR
Used — Up to 48 mos.	as low as 4.99% APR

Visa Classic	14.90% APR
Visa Gold	11.90% APR

### Signature

Up to 24 mos.	as low as 9.00% APR
25 to 48 mos.	as low as 9.50% APR
49 to 60 mos.	as low as 10.00% APR

Line of Credit	as low as 10.99% APR
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### Mortgage

We offer a range of mortgage terms available to meet your needs. Please call our Mortgage Department at the Home Office 972-494-5328 or Springfield Office at 417-881-0482.

**Online Loan Application and DocuSign® eSignature Available.**

\*Actual rate is based on loan term and credit rating of the member. All rates and yields are subject to change. Rate and term based on year and mileage of the vehicle. 73 to 84-month terms are for vehicles \$50k & above, max 100% financing (NADA Retail or MSRP), new vehicles only 10,000 miles or less.

## 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.

# Annual Business Meeting and Election of Directors

**Tuesday, March 24, 2020**

**6:00-6:30 p.m.**

**Home Office**

**2154 Forest Lane**

**Garland, TX**

*Refreshments will be served.*

**This is a  
Business  
Meeting  
Only.**

Members of the Nominating Committee are: John Willis, Chairman; Renee Bartlett, Chris English.

Directors are responsible for the general direction and control of the Credit Union, as well as for its fiscal integrity and for compliance with applicable laws. After careful review, the Nominating Committee, appointed by the Chairman of the Board of Directors, has nominated one member for each of the two openings to be filled:

**Eddie Moore**, incumbent, is nominated for a 3-year term. He has served on credit union boards since 1983. He was Chairman of 1st Garland Community FCU prior to their merger with ACU and has been Chairman of ACU since February 2016. A native of Oklahoma, Eddie holds a B.S. in Aeronautical Science and an M.S. in Business and Human Relations. He retired from his career in the Army as a lieutenant colonel and followed with a second career in management at Raytheon. Eddie is now retired a second time, but very active in his community and church.

**Dena Smith**, incumbent, is nominated for 3-year term. Dena served as a board member for 1st Garland Community FCU and America's Credit Union from 2003 to 2013 and returned to the board of ACU in 2017. She holds a B.A. in Computer Science from Southern Illinois University and a Master's in Project Management from UT Dallas. Her 27 years in the defense industry started at E-Systems and continued at Raytheon. Thirteen years in program management included responsibility for a \$1B, multi-year program that provided software development and software system maintenance for a mission critical 24x7 system. Dena retired from Raytheon in 2013 to enjoy time with family and friends and to pursue her hobbies.

*Pursuant to Section 3.06 of the Credit Union's Bylaws, those not chosen by the Nominating Committee may seek nomination by submitting a petition signed by two (2%) percent of members who are eligible to vote. Petitioners must gather signatures in an official petition book, which may be obtained at the Credit Union Home Office at 2154 Forest Lane in Garland beginning January 7, 2020. The petition book must be completed in accordance with the CU's bylaws and policies and returned to the Home Office by February 11, 2020, at 3:00 pm. There will be no nominations from the floor and the election will not be conducted by ballot when there is only one nominee for each position to be filled.*

# ACU Tax Season Information

**Dividend Reporting** You are not required to report any dividends less than \$10. If you earned \$10 or more in dividends for year 2019, you will receive a 1099 Form postmarked by 1/31/2020.

**Real Estate Loans** If you paid \$600 or less in mortgage interest in 2019, you will not receive a 1098 form. Please refer to your ACU real estate statement as your record of mortgage interest paid, should you need one for tax purposes.

## **IRA Catch-Up Contribution Deadline Is April 15**

For tax year 2019, the maximum IRA (Individual Retirement Account) annual contribution limit is \$6,000. If you are age 50 or older at the end of the calendar year, you have until midnight April 15, 2020 to take advantage of an IRS catch-up provision by contributing an extra \$1,000.

**IRA Withholding Notice** 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 financial organization. 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.

**Get Your Tax Refund Faster** Avoid "instant refund" fees this tax season and have your refund deposited into your ACU Savings or Checking account for FREE! You can call ACU to confirm your account information BEFORE you file your taxes.

Please remember, a taxpayer's refund can only be deposited directly into accounts that are in the taxpayer's own name, the taxpayer's spouse's name or both if it's a joint account. In other words, if filing jointly, both parties need to be on the account(s).

## **I haven't received my refund. Should I contact the IRS?**

The IRS issues most refunds in less than 21 days, although some require additional time.

You should only call if:

- It has been 21 days or more since you e-filed
- 6 weeks or more have passed since you mailed your return, or
- The "Where's My Refund" tab instructs you to contact the IRS.

## **Filing Taxes is Easy with Online Turbo Tax!**

As a valued Member/Owner, you are invited to discover just how easy doing your taxes can be with Turbo Tax®.



# Time For an Annual Review



## **Who Are Your Account Beneficiaries?**

It is essential to review and update the beneficiary designations on a regular basis and whenever you have a major life change (marriage, birth of a child, adoption, death of a spouse or divorce). If you neglect to change the beneficiaries on your accounts, your assets could pass to beneficiaries who are no longer appropriate, like an ex-spouse.

By making sure the information on your accounts is current and correct, you can have peace of mind for the well-being of your loved ones. Questions? Let one of our New Accounts/Member Services staff assist you. Call, email, or visit them at any ACU Office.




## **Your wallet... without the wallet.**

### **Check out the convenience of an ACU Mobile Wallet.**

No more wallets. Everything you need to pay is right on your phone or smartwatch when you set up your ACU Visa debit and credit cards with the following:



Just look for retailers displaying this symbol  or that accept digital pay in store and online. Simply download your favorite digital pay app. It's that easy!

For more information about this service, call ACU Visa Dept.

## Identity Theft: *What Do Thieves Do With Your Information?*



Though you may be protective of your personal info, it can still be confiscated one way or another. Therefore, always be observant of all your statements – both financial and medical.

When identity thieves have your personal information, they can drain your bank account, run up charges on your credit cards, open new utility accounts, or get medical treatment on your health insurance. They can even file a tax return in your name and get your refund. In some extreme cases, a thief might even give your name to the police during an arrest.

### Clues That Someone Has Stolen Your Information

- You see withdrawals from your bank account that you can't explain.
- You don't get your bills or other mail.
- Merchants refuse your checks.
- Debt collectors call you about debts that aren't yours.
- You find unfamiliar accounts or charges on your credit report.
- Medical providers bill you for services you didn't use.
- Your health plan rejects your legitimate medical claim because the records show you've reached your benefits limit.
- A health plan won't cover you because your medical records show a condition you don't have.
- The IRS notifies you that more than one tax return was filed in your name, or that you have income from an employer you don't work for.
- You get notice that your information was compromised by a data breach at a company where you do not do business or have an account.

If your wallet and other personal information is lost or stolen, take these steps to help protect yourself from identity theft:

- Visit [www.identitytheft.gov/Steps](http://www.identitytheft.gov/Steps) for a detailed list of what to do right away.
- If any of your ACU accounts are involved, contact the Credit Union immediately.
- File a Police Report and complete an ID Theft Complaint Form to initiate the investigation.
- Ask us to add an alert to your account to let ACU employees know that you are a victim of identity theft and to use caution.
- You can also add a password to be required for account changes and transactions.

Source: Federal Trade Commission/Identifytheft.gov

## The Convenience You Want on the Loans You Need

Choosing where to get a loan is nearly as important as the decision to get one. A loan is the beginning of a years-long relationship with a financial institution, so it's important to choose your lender wisely.

### At America's CU, you get:

- Ability to apply in person, over the phone, fax or online
- Easy, secure online loan applications via DocuSign®
- Great rates and flexible terms to meet your budget
- Personalized service
- Multiple online repayment options such as direct deposit, auto transfer from your account, or debit from another financial institution
- Local decision-making



Also, if you choose to repay your loan early, you have the option to do so with no penalty. As a member/owner, take advantage of our low rates and great service. Give us a call or stop by a branch to see how we can serve all your lending needs. ***We are here to serve you – our member/owners.***





Love My  
Credit Union®  
rewards

**America's Credit Union  
Members Get Whole  
Home Protection for Less!**

# SimpliSafe®

Save on the #1 expert  
pick for home security



ACU Members get a free home security camera plus 2 free months of 24/7 professional monitoring (\$150 value) with the purchase of a new SimpliSafe security system.

- » **SimpliSafe** offers reliable whole home protection, with 24/7 professional monitoring and police dispatch that's up to 3.5x faster, all at fair prices and no contract. Ever. SimpliSafe got rid of all the hassles of home security.
- » **SimpliSafe** covers every room, every window, every door. Every minute of the day.
- » Monitoring starts at just \$14.99/mo for total protection, a fraction of traditional companies. With no contract or hidden fees.

SimpliSafe was named CNET Editors' Choice and "the best home security system" by Wirecutter. Over 3 million people already rely on SimpliSafe. Now's a great chance to join them. Visit [lovemycreditunion.org](http://lovemycreditunion.org) to get your member discount and start saving today!

## Please Update Your Contact Information



*phone*

If you've moved, changed your email address or cell phone number, please be sure we have your current contact information on file. This information is critical so we can contact you quickly in the event of suspected fraudulent activity or to provide you other important information about your account.



*address*

To provide us your updated information, please complete a "Change of Address" form which can be found online at [www.americascu.org](http://www.americascu.org). You may also submit any changes in writing on a piece of paper and include your signature, date, member number, name and address, and bring or mail it to any ACU office.



*email*

## Save for the Holidays All Year Long!

Start saving now for next Christmas with an ACU Christmas Club Account. You decide how much you want to save via direct deposit, by mail or in person. An initial \$5 opens this special account.

In mid-October, your funds are transferred to your savings. To help you save, there is a \$5 withdrawal fee from January 1 to October 31 if you initiate the withdrawal.

Right now is the perfect time to start saving for next Christmas. Talk to our New Accounts Department or apply online.

News Wave is published quarterly for our Members by the Marketing Department of America's Credit Union in Garland, Texas. Direct your questions, letters, or article ideas to America's Credit Union, P.O. Box 469046, Garland, TX 75046-9046.

**Editor:** David Graf

**Assistant Editor:** Estella Guerra-Muniz

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

**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

  
[www.americascu.org](http://www.americascu.org) email: [info@americascu.org](mailto:info@americascu.org)



**Federally Insured  
by NCUA**



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