



March 2022

# Newsletter

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## Important Notices

Bye Bye 2021!

2021 was a difficult year for many of us in some way or another. My Credit Union has made adjustments to operations to make sure that members had access to their accounts. Members can sign up for free home banking and do most transactions. Debit Cards make store purchases and online purchases easy. Fewer members write checks anymore. Through our Home Banking app, members freely can make check deposits and need not travel to a branch. We have a CO-OP network of over 30,000 ATMs all over the country for members access at home or on the road.

### **Let us help you stay FEE FREE!**

We continue to provide as many free or low cost(minimal fee)services as possible. We offer free E-statement service. We offer bill pay at a minimal fee and free home banking. We have lowered our minimum savings balance to **\$5** and our basic checking balance minimum is **\$0**. To avoid future statement mailing fees, sign up for free e-statements. We have some exemptions built in, so check with your local branch.

We rely on members who are our only customers. We ask for your support when you buy new vehicles or need a home equity loan. Loans are our primary source of income/business. We are very competitive on rates and terms. We will do our best within our means to match or beat any other offer on your auto or home. **Keeping your loan local even at a comparable rate helps our local economy, our employees and neighbors and helps us to keep our prices down on other products and services.**

### SWAP & DROP

**Reduce your auto interest rate to as low as 2.25% A.P.R.**

& SAVE every month.

One of the greatest advantages of membership in My Credit Union has been our auto refinance program.

We understand members may purchase new or used autos over the weekend when the credit union is closed.

No problem! We offer the chance to refinance at My Credit Union.

Our employees are happy to help and do all the paperwork.

For your added safety from Covid, you can easily apply on line at [mycutx.com](https://mycutx.com), follow the links to auto loans. We will contact you for your auto account number and 10 day payoff. We can help you get the payoff if needed. We get your loan approved and send a check to the finance company and you are saving next month. Give us a call on any vehicle you have financed somewhere else.

Home Equity and MYCU Mortgage Loans are Quick & Easy at My Credit Union

\*Local personal service & your loans are kept at the credit union \*All in one statements--see your loan on line and on your account statement with your checking, savings or escrow account. \*In most cases, you can escrow yourself and earn interest at MYCU. \* Our fees are low and we get the paperwork done at low costs. Personal attention means your loan closes as fast as possible. Pay online, in person at a branch or auto transfer from your checking or savings. Convenient, safe and very easy, no mailing delays or postage . Call us for Home Equity, new or refinancing! MYCU is an equal opportunity lender. \*NMLS member #401285. Short term H.E. loans as low as 4.99% apr

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## ANNUAL MEETING OF MEMBERS

The annual meeting of Membership will be held May 23, 2022 at 1p.m. VIA ZOOM. Please join and learn about the credit union and help us elect our volunteer/member directors. Applications to serve as a Board of Director may be obtained by emailing [rsmith@mycutx.com](mailto:rsmith@mycutx.com). There is one position up for renewal this year. The zoom link will be available in May prior to the meeting by emailing [promos@mycutx.com](mailto:promos@mycutx.com). We also will post it in all branches.

### Complaint Notice Disclosure

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 the dispute is not resolved to your satisfaction, you may file a complaint against the credit union by contacting the Texas Credit Union Department at 914 East Anderson Lane Austin, Texas 78752-1699  
Phone (512) 837-9236  
Fax (512) 832-0278  
Website: [www.cud.texas.gov](http://www.cud.texas.gov)  
Email: [complaints@cud.texas.gov](mailto:complaints@cud.texas.gov)

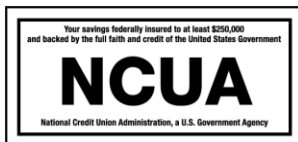
There are certain credit union documents available upon request from members.

### Home Banking Security

**We upgraded to multi-factor authentication to further secure the safety of your account. Our data processor has safe guards and reports to us regularly about any threats they have monitored or stopped.**

### Bank Statements

If you receive e-statements, then please check the home banking statement area where we attach newsletters and also check for other information you may not see on your e-statements by checking our web site landing page "Important news and information." and check out our Facebook pages for My Credit Union news and events.



## Annual Notification of My CU Fee

### MY CREDIT UNION FEE SCHEDULE

Fees: Fees are used to pass the costs of special services directly to those members who use them and ensures maximum financial advantage for the greatest number of members. Fees are subject to change at any time by the Board of Directors. (Rev. Jan 2021)

24 Hour Telephone Access.....	Free
P/C Access-on Line Banking.....	No Monthly Service Fee
Online Bill Pay.....	\$2.00 per month
Fee Notary Service (members only).....	FREE
Photocopy per page.....	\$1.00
Fax per page.....	\$1.00
Official checks made payable to member only - free	
Official Checks payable to another party \$2 per thousand \$ amount	
Temporary Checks.....	Start up kit is free, additional.....\$60
Overdraft Transfer from Savings.....	\$2.00
Photocopy of Checks.....(2 free per month) additional	\$2.00
Address Correction (returned mail/statement).....	\$2.00
Reversal of NSF Check on Loan Payment.....	\$7.50
Returned Credit Card Payment.....	\$25.00
IRA Account One Time Set-up Fee.....	\$10.00
Membership Account Fee (non refundable).....	\$10.00
Closing Account within 60 days of Opening.....	\$10.00
Non-Electronic Payment of Authorized Draft for You.....	\$10.00
Manual Posting of Any Debit or Credit to Your Account.....	\$10.00
Return of Item You Deposited.....	\$5.00
Insufficient Funds to Pay Authorized Draft/ACH Debit.....	\$30.00
Stop Payment Order.....	\$20.00
Forgery Affidavit.....	\$2.00
Check Returned or Honored for Non-Sufficient Funds.....	\$30.00
Interim Statements (Account Print-Outs).....	\$1.00 per 30 days
E-Statements -no statement mailed.....	FREE
Statement Mailing fee-(without exemptions).....	\$1.00 per month
Statement Photocopies.....	\$1.00 per page
Account Reconciliation.....(\$5.00 minimum) \$20.00 per hour	
Subpoena, IRS Levy, etc.....	\$30.00
Letter to take collateral out of US (need proof of insurance).....	\$20.00
Wire Transfer (incoming).....	\$2.00
Wire Transfer (Outgoing Domestic).....	\$15.00
Western Union Wire Transfers.....	\$15.00
Gap.....	\$400.00
Refinance Existing MYCU Loan/Skip Payment.....	\$35.00/\$35.00
Late Charge - Past Due Loan Payment (over 10 days).....	5% of payment
Late Charge on Credit Card Payment 5%.....	\$5.00 to \$25.00
ATM or Debit Card Cash Withdrawal.....	\$1.00
ATM Terminal Xfer Fee or Overdraft Xfer Protection Fee.....	\$2.00
ATM Balance Inquiry.....	\$1.00
ATM Point-of-Sale Purchase/Withdrawal.....	\$0.25
Research for Debit Card/ACH.....	\$5.00
Return authorized ACH.....	\$10.00
Overdraft by ATM or Debit Card.....	\$30.00
Monthly ATM/ Debit Card Fee.....	\$1.00
Debit Card First One.....	Free
Replacement of lost, stolen or damaged Debit Card.....	\$5.00
Reissue Debit Card PIN.....	\$5.00
Below Min. \$5 min for savings.....	\$5.00
Below Min. \$500 balance on NOW Checking.....	\$7.50 for month
Below Min. \$2,500 balance on Ultra Checking.....	\$7.50 for month
Check Cashing Fee.....	Minimum \$5.00 or 3% of Check
*With no direct deposit or payroll deduction, nor equal amount of funds on deposit in members account, or with no MYCU loan.	
Excess Withdrawals from Share Savings (2 free within each month, then each time over the two free).....	
Early Withdraw from Christmas Club (before Nov 1st).....	
Excess Withdrawal from Vacation Club (4 free within a calendar year, then each time over the four free) .....	
You must maintain a \$5 frozen minimum balance in your Share Savings Membership account at all times.*The \$5 minimum balance isn't available to cover overdrafts.	

## FACTS

### WHAT DOES MY CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?

#### Why?

My Credit Union, your member owned financial institution, is committed to providing you with competitive products and services to meet your financial needs and help you reach your goals. We are equally committed to protecting the privacy of our members. **Under federal law, we are required to give you this privacy notice.** It describes our credit union's privacy policy and practices concerning 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.

If after reading this notice you have questions, please contact us at: (817) 428-2463 or write to: Privacy Notice Officer My Credit Union, 13016 Highway 287 Haslet Texas 76052

#### What?

##### **Information We Collect About You**

We collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications and other forms
- Information about your transactions with us
- 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 institutions where you conduct financial transactions

We may disclose all of the information we collect, as described above, as permitted by law.

#### How?

##### **Parties Who Receive Information From Us**

We may disclose nonpublic personal information about you to the following types of third parties:

- **Financial service providers**, such as insurance companies, mortgage service companies, and securities broker-dealers
- **Non-financial companies**, such as consumer reporting agencies, data processors, check/share draft printers, financial statement publishers, plastic card processors, and government agencies

##### **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 of the information we collect, as described above, to companies that perform marketing or other services on our behalf or to other financial institutions with whom we have joint marketing agreements so that we may provide members competitive products and services. We may also disclose nonpublic personal information about you under circumstances as permitted or required by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union, and 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.

Reasons we can share your personal information	Does My Credit Union share?	Can you limit this sharing?
<b>For our everyday business purposes –</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or to report to credit bureaus	Yes	No
<b>For our marketing purposes –</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes –</b> information about your transactions and experiences	No	We don't share
<b>For our affiliates' everyday business purposes –</b> information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	No	We don't share
<b>For non-affiliates to market to you</b>	No	We don't share
<b>What we do</b>		
<b>How to Opt Out or Stop Certain Disclosures About You</b>	<p>If you prefer that we do not disclose nonpublic personal information about you to nonaffiliated third parties, you may opt out of those disclosures – you may direct us not to make those disclosures (other than disclosures permitted by law). If you wish to opt out of the disclosures to nonaffiliated third parties, you may select one of the following:</p> <ul style="list-style-type: none"> <li>• Call the following number: local (817) 428-2463</li> <li>• Ask to be mailed a privacy disclosure and opt out form and return it to: Privacy Notice Officer My Credit Union, 13016 Highway 287 Haslet Texas 76052</li> </ul> <p>You may opt out of these disclosures at any time. This opt out, by law, will not apply to disclosures that are legally permitted or disclosure we make to companies that perform services on our behalf or to other financial institutions that have joint marketing agreements with us.</p> <p>Once we receive your request, we have a reasonable amount of time to stop the disclosures. You may always contact us for assistance if you wish to later revoke your opt out election.</p>	
<b>Note to joint account holders</b>	<p>If you and someone else (or others) who is/are not member(s) of our credit union has/have obtained a financial product from us, the nonmember(s) is/are eligible to exercise the right to opt out. If any one of you exercises the right to opt out, we will treat it as if all of you directed us to not make disclosures to non-affiliated third parties (except those that are permitted by law).</p>	
<b>Disclosure of Information About Former Members</b>	<p>If you terminate your membership with My Credit Union, we will not share information we have collected about you, except as may be permitted or required by law.</p>	
<b>How We Protect Your Information</b>	<p>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, or procedural safeguards that comply with federal regulations to guard your nonpublic personal information.</p>	
<b>What Members Can Do to Help</b>	<p>My Credit Union is committed to protecting the privacy of its members. Members can help by following these simple guidelines:</p> <ul style="list-style-type: none"> <li>• Protect your account numbers, plastic card numbers, PINs (personal identification numbers) or passwords. Never keep your PIN with your card, which can provide free access to your accounts if your card is lost or stolen.</li> <li>• Use caution when disclosing your account numbers, social security numbers, etc. to other persons. If someone calls you explaining the call is on behalf of the credit union and asks 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.</li> </ul>	