

CU Connection

A Publication for Members of Credit Union of Southern California
Summer 2020



Mike of La Habra
Member Since 2012

INSIDE:

- Message From Our President/CEO
- Digital Banking Enhancement
- Financial Solutions During COVID-19
- 0% APR Visa® Balance Transfer Offer
- Identity Theft Protection & Restoration
- Estate Planning Services
- Financial Education Webinars



Credit Union of
Southern California

866.287.6225 | CUSoCal.org

Strong. Secure. Ready to Serve.

Credit Union of Southern California (CU SoCal) has been, and continues to be, here for you. Your financial cooperative remains financially strong. Your deposits remain federally insured. And, your committed staff and knowledgeable advisors remain ready to serve you with the financial assistance you need and the account access you want—in good times and bad.

Credit unions were founded during the Great Depression specifically to help people build better lives. We don't exist to return lofty profits to stockholders. Our purpose is to serve those in our financial cooperative, you, to ensure you not only survive, but thrive. In a time when other financial institutions are restricting services to much needed cash, such as Home Equity Lines of Credit (HELOC), CU SoCal remains firm in its commitment to serve you. We stand ready to help with a full-line of products and services at great rates. Whether you're looking to reduce your expenses or grow your savings, we have the solutions you need for greater peace of mind. I encourage you to visit our website at CUSoCal.org/Thrive to learn more about our Knock Down Your Rate auto loan rate reduction program, CU SoCal Topaz Credit Card 0% balance transfer offer, and Soar Money Market Account that pays a higher dividend than offered on a savings account and keeps your money accessible.

I'm also pleased to share that by early August CU SoCal will introduce a new, more robust online banking platform and mobile banking app. The ability to bank when and where you want has always been convenient; however, the importance of having robust tools at your fingertips has never been more important. More than 60% of basic transactions performed by our Members are already done through online or mobile banking. And, with our new platforms, Members will have even more functionality such as the ability to make loan payments and person-to-person transfers—allowing you to virtually do all of your banking from home.

Working to serve you is what we do. Making a positive difference in your life is why we do it. Your credit union remains safe, sound, and insured and stands ready to serve you so you can focus on what matters most—your health, safety, and welfare.

Sincerely,



Dave Gunderson
President/CEO



Digital Banking: Fast, Capable, and Convenient

The COVID-19 pandemic has sharply increased Member usage of CU SoCal's Online Banking and Mobile App, our digital banking platform. Online Banking offers significant transactional power from your home computer, and the Mobile App on your phone delivers the same convenience away from home. It's no surprise the majority of basic Member transactions today are conducted through online or mobile banking.

Through digital banking, you can view and search transactions, pay bills, access statements, move funds between CU SoCal accounts and external accounts, create budgets, deposit a check with your phone (Mobile App only), set debit card controls and more. Once a Member starts using digital banking, the usual reaction is, "Why didn't I do this sooner?"

This summer, CU SoCal is enhancing digital banking with significant upgrades to Online Banking and our Mobile App. Members have let us know that accessing credit card transaction detail and making credit card payments were key functions they wanted on our digital banking platform, so that's exactly what we did as part of our enhancement project.

Members also asked for Zelle^{®1}, the hugely popular fast, safe, and easy way to send money to, or receive money from, people you trust with a bank account in the U.S. Zelle will be available to CU SoCal Members soon after our digital banking enhancements go live this summer.

To learn more about digital banking, visit the "Access" section of our website. There you can sign up for Online Banking and download our Mobile App. Now is a great time to bring greater banking convenience into your life through digital banking at CU SoCal. We're confident you'll be glad you did!

¹ Zelle and the Zelle related marks are wholly owned by Early Warning Services, LLC and are used herein under license.



ASK CU SoCal



Dear CU SoCal:
My wife was laid off due to COVID-19. Paying bills next month will be tough, and even harder going forward. What should we do?

—Anxious in Anaheim

Dear Anxious:

We're very sorry that your family, and hundreds of thousands more in Southern California, are going through a very difficult and stressful time. We care about you, and we have a plan to help.

CU SoCal gives families the powerful ability to defend and improve their financial wellness during the COVID-19 crisis.

Your key goal right now is to reduce costs and preserve cash to pay bills and increase savings. Lowering your cost of credit creates additional savings that will improve cash flow. The following CU SoCal products can help you achieve these goals.

Emergency Signature Loan.¹
3.25% fixed APR. No payments for 90 days.

Home Equity Line of Credit.²
2.99% APR for 12 months. Low fees.

Auto Loan Refinance.³
Drop your rate by at least 2% APR.

CU SoCal Topaz Visa[®] Credit Card.⁴
0% APR for 9 months on balance transfers.

For more information about these helpful products, please visit CUSoCal.org/Thrive or call us toll-free at 866 CU SoCal (866.287.6225), Monday through Friday: 9 a.m.-6 p.m. or Saturday: 9 a.m.-1 p.m.

—Your friends at CU SoCal

¹ APR=Annual Percentage Rate. Rate shown is for 60-months and subject to change. All loans are subject to approval. ² 2.99% rate applies for first 365 days on new HELOCs. ³ CU SoCal loans are ineligible. \$5,000 minimum amount financed. Member must credit qualify. APR, financing terms, and/or loan to value of vehicle will vary based on model and/or applicant's credit worthiness. Vehicle model must be 10 years old or newer. The lowest promotion rate must not fall below our current floor rate. ⁴ APR is Annual Percentage Rate. APR is based on your creditworthiness at the time you establish your account. APR is market-driven and based on Prime Rate.



Digital Convenience & Excellent Service

Mike opened an account after he was referred by a friend who highly recommended CU SoCal. He's enjoyed Member benefits since 2012 and wished he had known about CU SoCal earlier.

"The service I've received here far exceeds what I had at other financial institutions. I'm not treated like another number but feel like a valued Member every time I walk into the branch or call on the phone. Growing up in a

small town, I appreciate the same consistent, personal service and helpful financial guidance that I receive at CU SoCal that I came to expect from an early age.

I also enjoy the great convenience of Online and Mobile Banking. It allows me more time to travel and spend with family. I continue to share with family and friends about CU SoCal's many benefits."

—Mike of La Habra



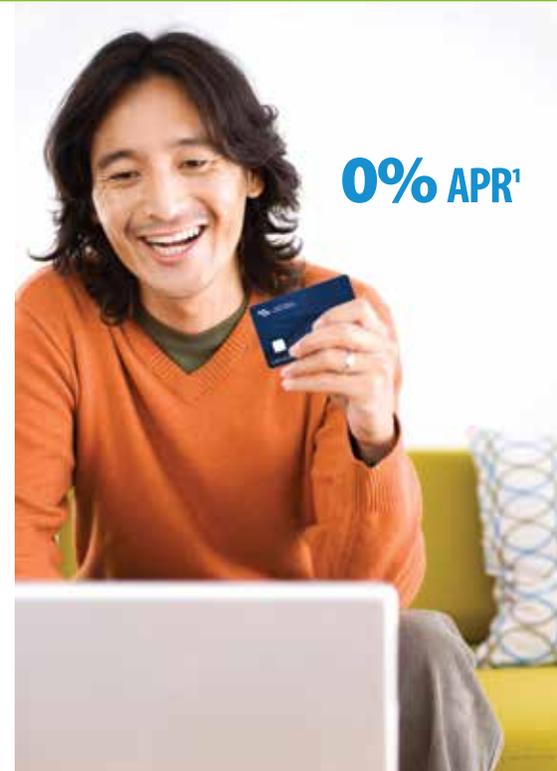
Reduce costs & save cash with a CU SoCal Topaz Visa[®] Credit Card



- 0% APR on balance transfers for 9 months¹
- Low APR¹
- Credit limits up to \$50,000²
- Low 2% balance transfer fee³
- No annual fee

Learn more at CUSoCal.org/CreditCard

¹ APR=Annual Percentage Rate. Offer valid on non-CU SoCal balances. Amount is limited to your approved credit line. CU SoCal Topaz Visa Credit Card: 0.00% Introductory APR for 9 months from the date of each balance transfer. After that, the APR applicable to the transferred balance existing at that time and in the future, will immediately increase to the non-introductory variable rate that would otherwise apply and based on your creditworthiness at the time you established your account. The non-introductory APR may vary with the market based on the Prime Rate. ² Aggregate maximum unsecured loan limits (credit card and personal loans, not to exceed \$50,000). ³ A 2% balance transfer fee will apply to each balance transfer. Loss of promotional APR: We may end your promotional APR for balance transfers and apply the penalty APR if you make a late payment. Offer expires 12/31/20 and is subject to change.



0% APR¹

Identity Theft Protection and Restoration

Did you know that Rewards Checking Members get powerful, identity theft protection?



With Rewards Checking identity theft monitoring and restoration services, your personal information is monitored on the dark web for things like password resets, funds transfers, compromised credentials, address changes, and unauthorized accounts access. In addition, you receive three-bureau credit monitoring, a monthly credit score, and annual credit report.

The service offers recovery for all types of identity theft. There are more than 30 different types of identity theft (financial and non-financial). You'll be covered for all of them. Protection services extend to qualified members in your household to ensure partners, children, and dependent relatives keep their identities safe.

Full-service identity restoration gives you access to a dedicated, experienced privacy advocate to fully manage and restore your identity in the event it's compromised. Restoration is one of the most difficult parts of identity theft survival. Best of all, you receive \$25,000 worth of insurance to cover the costs of restoration.¹

If you are a Rewards Checking Member and have not registered for identity protection service, go to the "Protect" section of our website and click "Identity." Please have the unique Member ID (not your actual Member number) provided in your welcome email or letter ready. For assistance with obtaining your unique Member ID, please call the CU SoCal Member Care Center at 866.287.6225, Monday-Friday 9 a.m.–6 p.m. and Saturday 9 a.m.–1 p.m.

¹ Identity theft insurance is underwritten by Lyndon Southern Insurance Company, a member of the Fortegra family of companies. The information provided is a program summary. Please refer to the IDENTITY THEFT EXPENSE REIMBURSEMENT EVIDENCE OF COVERAGE forms at CUSoCal.nxgstrategies.com for additional information including details of benefits, specific exclusions, terms, conditions, and limitations of coverage.

New Branch Location

Look for CU SoCal's new branch location to open by early fall at 15175 Whittier Blvd. in Whittier.

Contact Us

Phone Center	866 CU SoCal (866.287.6225)
Monday-Friday	9 a.m.–6 p.m.
Saturday	9 a.m.–1 p.m.
Phone Banking	562.945.2214
	800.249.2328 toll-free
Website	CUSoCal.org
Email	info@CUSoCal.org
Find ATMs	Text location to 91989



Saturday Seminars

Our complimentary seminars are temporarily canceled due to COVID-19 health and safety concerns.

Webinars

THE PSYCHOLOGY OF SPENDING

Tuesday, July 14 | 10:30-11:30 a.m.

Thursday, July 23 | 5:30-6:30 p.m.

FEDERAL STUDENT AID WITH FAFSA

Tuesday, August 11 | 10:30-11:30 a.m.

Thursday, August 20 | 5:30-6:30 p.m..

YOUR CREDIT SCORE

Tuesday, September 8 | 10:30-11:30 a.m.

Thursday, September 17 | 5:30-6:30 p.m.

REGISTER:

CUSoCal.org/Webinars

FOR MORE INFORMATION & RESOURCES:

CUSoCal.org/Learn/Financial-Guidance

Estate Planning Services

Help ensure your family is protected with an estate plan. Vanguard Legal Group, one of California's premier estate planning law firms, is available to CU SoCal Members.

Contact an experienced professional for your estate planning needs at 888.392.1973, CUSoCal@VanguardLegalGroup.com, or visit VanguardLegalGroup.com/CUSoCal.

COVID-19 Relief Programs

If you have been financially impacted and would like to speak to a team member regarding special loan programs or other ways we might help, visit CUSoCal.org/Thrive or call us toll-free at 866.287.6225, Monday-Friday 9 a.m.–6 p.m., and Saturday 9 a.m.–1 p.m.



HOLIDAY CLOSURES

Independence Day Observed July 3-4
Labor Day September 7

GROWING TO SERVE YOU BETTER

Members.....	121,564
Loans.....	\$1,108,106,858
Assets.....	\$1,851,549,122

FINANCIAL HIGHLIGHTS as of May 31, 2020

