

# Limestone Federal CU

April 2017

A Limestone Federal Credit Union Member Newsletter

## GROWTH. PROGRESS. CHANGE. OPPORTUNITY.

**E**very great undertaking has its ups and downs, but in the end it's well worth the effort. As our members are no doubt aware, Limestone FCU underwent a core processor change the weekend of March 31<sup>st</sup>. For the most part, with the exception of having to close our doors for three days, the transition was seamless for our membership. However, due to a few glitches a small contingent of members experienced issues with their debit cards. A quick call to Limestone, and we were able to fix it in moments over the telephone.

Other issues that arose were internal system problems that were identified and quickly rectified with our provider.

"It really is quite a remarkable undertaking," said Jennifer Watson, CEO. "It's a real testament to the months of preparation going into this project prior to the switch. The unwavering dedication of our staff and the expertise of our new provider, CUProdigy, was outstanding."

"Our members are exceptional. We cannot thank them enough for their patience during this time of exciting change. We apologize for the inconvenience of our three-day closure," said Watson.

Limestone staff have quickly become experts with the new system and even broke their own record of most transactions processed in a single day on April 4th. Boasting 1,900 hundred transactions

while handling in excess of 434 calls totaling 14 hours and 38 minutes was beyond exceptional! Additionally, LFCU staff fielded 1,341 calls during conversion week which totaled a staggering 43 hours and 13 minutes of telephone calls in one week!

The new system is already helping us reach an even greater level of efficiency by allowing us to handle the increased volume of member requests and growth.

The next phase will be the availability of new services and products such as:

- Instant issue debit cards. Soon, there will be no need to wait for your new debit card to arrive in the mail. A quick trip to LFCU and we'll be able to issue

you one instantly.

- Card Nav. A product which allows members to turn their debit card on and off from an app.
- Round Up. A product which allows members to round up their debit card transactions and transfer to their savings.

More services and features will be announced in the coming months.

Access to your accounts and use of your debit cards should now be back to normal. Please contact us right away if you are experiencing any difficulties so we may rectify the situation for you.



### Get Ready for the Next College Semester!

It's still spring but before you know it the next college semester will be upon us! Do you need help financing your tuition? If you do, Limestone Federal Credit Union may be able to help. Interest rates have changed and it could be even lower than before. Applications for fall academic periods will be accepted starting on June 1st. To Learn more, contact Mary Ann Pawley at 341-0429 or log on to <https://limestonefederal.lendkey.com/>



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up-to-date will minimize chances of being hacked. Remember to password-protect all of your devices, so if stolen, logging in will be more challenging for the perpetrators.

6. Shred! Yes, some of the easiest targets for identity theft are home trash bins. Shred invoices, financial statements, or any other personal type of documents. Don't just toss them, shred them.

7. Check your online accounts and credit reports regularly. There are three credit-reporting bureaus, a trifecta-for analyzing your activity. Check a different bureau every four months at annual-creditreports.com. If you see anything suspicious, report it.

Every two seconds an American becomes a victim of identity theft. If the thought of having to clean up your credit report frightens you because someone stole your identity, and you don't want to become another statistic; here are some tips to stack the odds in your favor.

1. A winning night can turn into a nightmare really fast if your wallet is lost or stolen, especially if personal information like your social security card is in there. Do not carry your social security card and, make copies of all your cards. That way, if they're stolen you can report it fast and accurately.
2. You can bet that if you use easy to guess passwords and PIN'S like your house number or birth date, some hacker will figure it out. Use a mix of symbols and numbers, with upper and lower case letters.
3. Use your instinct. If an overly generic e-mail address doesn't look legit, don't reply or click on any links. Go to your account log-ins manually using a bookmark, or type in the URL.
4. Know your credit union will never call or e-mail asking for your social security number or birth date. If a business or individual asks for personal information, passwords, or credit card numbers do not reveal them. Instead, call any financial institution requesting information directly at a number you know is legitimate
5. Make sure all your electronic devices are as secure as possible by updating your operating systems, software, and browsers. Being

### NOTICE OF FEE UPDATE - NSF RETURNS

Please note, effective immediately, all Non-Sufficient Fund (NSF) Return Items will be charged a single fee of \$32.00.

Previously, members were assessed two fees, \$16.00 for the overdrawn items and an additional \$16.00 if the item was returned NSF. This is not an increase in fee but rather a change in processing.



#### Rates of Dividends

	APR <sup>†</sup>	APY <sup>†</sup>
Shares	.10%	.10%
IRA's	1.50%	1.50%
6 month CD	.25%	.25%
12 month CD	.65%	.65%
18 month CD	.85%	.85%
24 month CD	.90%	.90%
30 month CD	.95%	.95%

#### JUMBO CERTIFICATE RATES

12 month \$50,000	Min.	.80%	.80%
12 month \$100,000	Min.	.90%	.90%
18 month \$50,000	Min.	1.00%	1.00%
18 month \$100,000	Min.	1.10%	1.10%
24 month \$50,000	Min.	1.20%	1.20%
24 month \$100,000	Min.	1.30%	1.30%

†APR - Annual Percentage Rate APY - Annual Percentage Yield **NOTE:** Rates are subject to change without notice. Call for current rates and terms. Effective December 1, 2016

