



transaction

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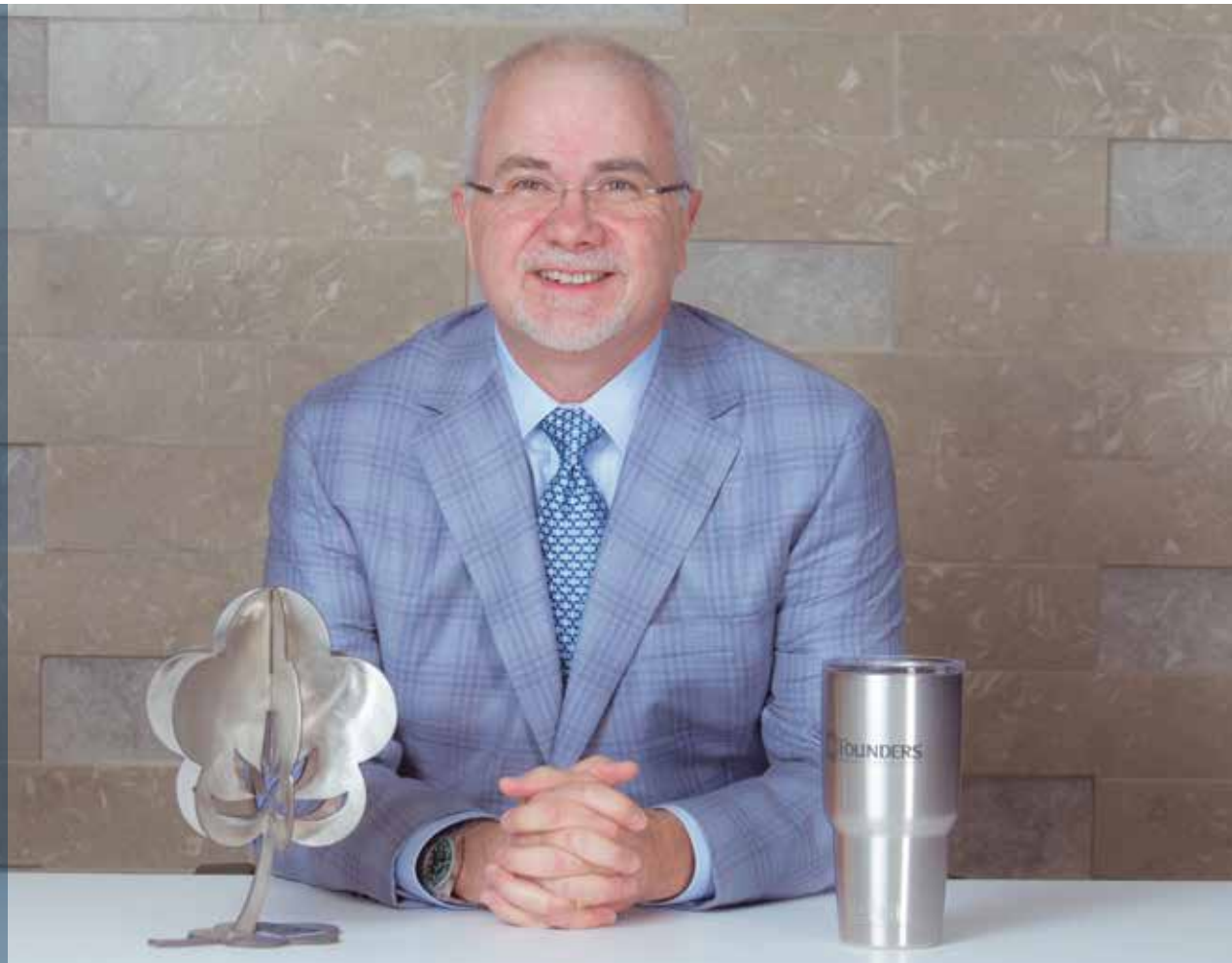
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FOUNDERS
FEDERAL CREDIT UNION

foundersfcu.com • 1-800-845-1614

from bruce...



Just like that, 2020 is here! And what a great year 2019 was for Founders and to be a Founders member. Founders is stronger than ever and we prove that to you every day by offering products with low rates, low fees and high returns.

Our deposit rates continue to be competitive and some of the highest in the nation. Our newest high yield Savings Account - Loyalty Select - is growing in popularity and in ways to fund it. Check out the back page of this issue for ways you can open and fund Loyalty Select.

We also continue to stay on top of fraud trends and notify you of ways to stay safe online. We know you work hard for your money, and we want to make sure you have the tools and education you need to keep your money and account information safe.

If you have questions regarding any of our products and services, call 1-800-845-1614, visit foundersfcu.com or an office near you for more information.

Thank you for being a member!

Bruce A. Brumfield
Founders President & CEO

fraud watch

ONLINE FRAUD FOUNDERS WILL NEVER ASK

by Bob Bender, Chief Technology Officer, Founders Federal Credit Union

Fraudsters assume you don't know how we work with our members, especially over the phone or email. Fraudsters also operate under the impression you do not understand they can make their caller ID appear the call is coming from your financial institution. I want you to protect your privacy and keep your online services safe. Never reply to emails, phone calls or text messages requesting your personal information. We already have your personal information securely protected so we will never ask for your Founders Online username and password, Secure Access Codes, ATM PIN, Audio Response PIN or other password protected services.

Activating your online accounts through multi-factor authentication for online services also adds another layer of protection to your account. With our Secure Access Codes in Founders Online, if your password is discovered you'll receive alerts if someone is attempting to log in and access your online services. It's also a good idea to sign up for security alerts on all your Debit and Credit Cards so you are immediately alerted when transactions occur on your accounts.

What should you do if you feel the caller is asking for information which would give them access to your personal accounts? Immediately ask the caller why this information is being requested. Ask for their direct callback contact number, their manager's name and number, and a case reference number. If the caller has not hung up at this point, tell them you will contact them directly with the phone number you have for Founders and hang up, then contact us at 1-800-845-1614 and know we can disable your Founders Online access quickly and securely if your personal information has been compromised.

Never request a phone call back from a fraudster. Often fraudsters configure caller ID to show they are someone they are not. The faster you respond to a possible identity

fraud concern, the faster a Founders representative can safely shut down access which could expose your financial information.

Remember, Founders will never:

- Ask for a prepaid credit card or fund a prepaid credit card.
- Ask for personal information such as your Founders Online username, password or Secure Access Code.
- Ask for your full PIN or any other online services password.
- Ask you to authorize the transfer of funds to a new account or try to test a transaction.
- Ask you to respond to an email with an unsecured link embedded in the email.
- Ask you to text personal or banking information from your phone.
- Ask you to download an app other than our official Founders Mobile App.

At times, Founders WILL call, email or text you to verify transaction activity on your Debit or Credit Card, but only if we are suspicious of your card activity. We will also only ask you verify your transactions by stating YES or NO. We will never ask you to give more information than a confirmation as to whether or not you initiated a transaction.

Founders Federal Credit Union has extensive resources to protect your personal identifiable information. You must protect your online services as well which requires your diligence in, not only maintaining strong passwords and updating virus software on your personal devices, but also calling us when you suspect your financial services are under attack. Early notification allows Founders Federal Credit Union to activate additional security to go after these criminals and protect other account holders that fraudsters may continue to exploit if left unchecked.

protecting

investing



RELAX ... YOU CAN SEE CLEARLY NOW.

SEE HEALTHY AND LIVE HAPPY WITH VSP® VISION CARE.

With VSP® Vision Care you'll receive personalized care from a VSP® network doctor at low out-of-pocket costs.

VALUE AND SAVINGS YOU LOVE

Save on eyewear and eye care with a VSP® network doctor.

PROVIDER CHOICES YOU WANT

It's easy to find a nearby in-network doctor or retail chain. Or shop online with Eyeconic® - the VSP® preferred online retailer.

QUALITY VISION CARE YOU NEED

Your VSP® network doctor will give you great care and conduct a WellVision Exam® - designed to detect eye and health conditions.

Visit foundersfcuinsurance.com to enroll in VSP® through Founders Insurance Services today!

GETTING TO KNOW...

ASHLEY MCKINNEY



Ashley is a member of our Property & Casualty Team. While new to Founders Insurance Services, Ashley has over six years of experience in the insurance industry. Ashley works out of our Spartanburg East Office in Spartanburg. To contact Ashley, call 864-342-4456 or by email her at ashley.mckinney@foundersfcu.com.



WHEN IS THE RIGHT TIME TO RETIRE?

Retirement is inevitable, but knowing exactly when to do so is often unclear. No matter when you actually begin your retirement, you'll benefit from planning your post-work life as early as possible.

According to Gallup, the percentage of Americans who expect to retire at age 66 or older has risen dramatically, from 21% in 2002 to 41% in 2018. People expect to live and work longer than ever, so it's never been more important to know when to stop working and how to carefully plan for the big event.

The Social Security full retirement age. For persons born in 1960 or later, the Social Security full retirement age is 67. You will receive 70% of your monthly benefit if you retire at age 62, and 86.7% at age 65. However, you'll get the maximum monthly benefit if you wait till age 70. These milestones might be an important consideration if your Social Security benefit will be a sizable portion of your retirement income.

Separate financial considerations from emotional ones. If you've successfully executed your long-term investment plan, you might be financially prepared to retire well before you are emotionally ready. Facing lifestyle changes at retirement might cause anxiety about how your life will evolve and how you'll spend your time. It's important to objectively evaluate your financial condition to support your decision-making, even as you contend with your feelings about retirement.

Many folks need more money than they think. It's virtually certain that life will offer you one or more surprises along the way. You might find you will need more money than anticipated to fund a comfortable retirement. Creating

a post-retirement budget can give you a general idea if your retirement savings alone can sustain you. As you near retirement age, it's important to regularly review your savings plan to manage risk and help put yourself in a position to save the maximum amount possible.

Retirement impacts small-business owners. It's not time to retire until you've worked out what to do with your business. If you plan to keep it in the family, retirement means executing a succession plan involving relatives or partners who have the knowledge and interest to keep your business going after you retire. Alternatively, you might want to sell the business, which requires extensive planning and preparation. Once sold, your planning should spell out how you'll deploy your sale proceeds to support your retirement in the most efficient manner.

The common theme is planning. Whether you want to retire at 55, 85, or any time in between, planning is the key to a happy life in your golden years. A financial advisor's job is to help you periodically review your retirement options. Call Founders Investment Services today at 1-866-739-7064 for a meeting to evaluate whether the time has arrived to wrap up your work life and start enjoying your retirement years.

Source/Disclaimer:

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Relax ...

Founders offers a variety of Individual Retirement Accounts and investment options.

by Lisa McManus, IRA Coordinator, Founders Federal Credit Union

Founders offers both Traditional and Roth Individual Retirement (IRA) accounts. Both IRA options come with a unique set of tax advantages which we encourage you to explore in detail with a trusted tax advisor.

With several different investment options to choose from, members can select an investment strategy that advances them toward their particular financial goals.

Keeping our members' best interests in mind, Founders now maximizes your earnings by withdrawing automated distributions beginning with your lowest paid dividend rate investment.

For more information, see a Financial Services Representative at a Founders Office near you.

Relax ... Founders makes it easy to build the future you have always envisioned!



KEEPING YOU SAFE ONLINE SAFETY

by Kelly Potts, Creative Director

Keeping you and your information safe is always a top priority at Founders. Founders Online has important security features built-in, to help keep your financial information safe and secure. Below are some important things to remember regarding accessing your account and suspicious activity to be on the lookout for.

SECURE ACCESS CODES

Even with this layer of protection, fraudsters could still attempt to get past the Secure Access Code and into your account. It is very important you NEVER give out a Secure Access Code you have received to anyone. The Secure Access Code you receive is for your use only to get in your account. If someone has contacted you asking for a Secure Access Code it is likely a scam and you should notify Founders immediately.

ALERT NOTIFICATIONS

You have access to Alert Notifications in Founders Online which notify when certain parameters are met. Several Alerts within Founders Online will always be active. These include when your address is changed, when your password is changed, and more, however, you do have the ability to toggle other types of notifications on at your preference. Simply login to Founders Online, click Services, then Alerts and set your preferences. In this same section you have the ability to change your Account Alert, History Alerts and Online Transaction Alerts.

TRANSACTION ALERTS

One of the best ways to monitor what is happening with your account is to set up Transaction Alerts for your Founders Debit and Credit Cards. These alerts are real-time and can be configured to notify you by text or email anytime a purchase is made with your card. To register your card in Founders Online, simply login, select Card Services then Card Alerts.

Please remember, Founders will NEVER contact you requesting your personal information or account information. We also remind you to NEVER share your Founders Online username or password with anyone, regardless of who they are or what their intentions may be. If you receive suspicious communication regarding your Founders Online account, please contact us immediately.





Relax...SM

LET YOUR MONEY WORK.

Whether your goal is to save money for a future expense or simply give your savings a boost, our high-rate Certificates are the perfect way to save.

84 MONTH CERTIFICATE^{1,3} - 3.29% APY

84 MONTH LOYALTY CERTIFICATE^{1,2} - 4.58% APY

84 MONTH IRA^{1,3} - 3.39% APY

84 MONTH LOYALTY IRA^{1,2} - 4.68% APY

OPEN YOUR CERTIFICATE TODAY!

Annual percentage yield is accurate as of December 1, 2019. Minimum balance required to open and earn the APY is \$500.
¹ Allowed a one-time dividend rate upgrade request during the original term. At the time of request, the dividend rate will be increased to the dividend rate offered at that time for the same product and term and will be fixed until the original certificate maturity date.
² To qualify, you must have a checking account opened at least six (6) months with a minimum of ten (10) member-initiated transactions within the past sixty (60) days and must already have one of the following FFCU products: a credit card, loan, certificate or IRA.
³ When qualifications are met², you may use the one-time upgrade request to convert your 84-month certificate product into an 84-month Loyalty certificate product, which will follow the same upgrade terms listed above.



TOO MUCH HOLIDAY SPENDING?

CONSOLIDATE YOUR HIGH-INTEREST DEBT TO A LOW RATE PERSONAL LOAN TODAY!

APPLY IN FOUNDERS ONLINE!



HAPPY NEW YEAR, HAPPY NEW HOME!

VISIT FOUNDERSFCU.COM/MORTGAGE FOR MORE INFORMATION ON OUR MORTGAGE PRODUCTS.



WINTER HOLIDAY CLOSINGS

Martin Luther King Day
Monday, January 20

Presidents' Day
Monday, February 17

HOW TO CONTACT US

Corporate Headquarters
737 Plantation Road
Lancaster, SC 29720

All Member Inquiries
foundersfcu.com
1-800-845-1614

Call 24
1-800-762-8758

Founders Investment Services
1-866-739-7064

Founders Insurance Services
1-855-385-7977



Federally insured by NCUA.

Transaction is produced quarterly in the Marketing Department of Founders Federal Credit Union. For all questions and comments please contact ffcumarketing@foundersfcu.com.



FOUNDERS LOYALTY SELECT

HIGHEST YIELD SAVINGS ACCOUNT EARNING

5.38% APY¹

WAYS TO FUND

EDGE UP²

Use your Founders Debit Card and we'll round up your purchase to the next whole dollar amount and transfer it into Loyalty Select.

DIVIDEND AMP³

With one click, have all your dividends earned from eligible interest bearing accounts deposited to your Loyalty Select.

CASH IN⁴

Cash in your CURewards[®] points from your qualifying Founders Credit Cards as a deposit to your Loyalty Select.

¹ Annual Percentage Yield of 5.38% is accurate as of January 1, 2020. The APY may change after the account is opened. No minimum balance is required to open the account or earn the advertised APY. Fees may reduce earnings. Deposits can only be made by FFCU through qualifying or enrolling in a Loyalty Account Program, and members may receive a 1099-MISC for qualifying Loyalty Select deposits.

² Only Checking Accounts that have the option to receive a Debit Card qualify for the Edge Up program and all account types may not be eligible. ATM or cash back purchases, Debit Card credits, checks, ACH, disputed transactions and other non-Debit Card transactions may not qualify. The Credit Union reserves the right to cancel or modify the Edge Up program at any time. For a complete list of terms, conditions and qualifications, please call 1-800-845-1614, visit an office or log in to Founders Online.

³ All account types may not be eligible for the Dividend Amp program. By enrolling, all suffixes under the selected account number are enrolled, except for IRA Share Certificates which are not eligible. The Credit Union reserves the right to cancel or modify the Dividend Amp program at any time. For a complete list of terms, conditions and qualifications, please call 1-800-845-1614, visit an office or go to Founders Online.

⁴ Not all Credit Card types are eligible for the Cash In program. Only members with a Founders Credit Card that accrues points are eligible. The minimum redemption amount is \$25. Point requirements assigned to any award are subject to change without notice, and awards may be discontinued or substituted at any time. Points redeemed are non-refundable. The Credit Union reserves the right to cancel or modify the Cash In program at any time. For a complete list of terms, conditions and qualifications, please log in to Founders Online.