

If you have driven by the AV Mall, Sam's Club, or Walmart recently, there's little doubt you missed seeing something special being built at the corner of 10th West and Ave. O-8.... A new home for Edwards Federal Credit Union.

Sprint to the Finish!

First conceived more than 15 years ago, this has truly been an epic project in the making. Since January, construction has made steady progress on all levels. The next 90 days will see significant activity moving us ever closer to opening doors and our big reveal.

CONVENIENT ACCESS, AMPLE PARKING AND MORE SAFE DEPOSIT BOXES

There will be two convenient entrances, one on 10th West and another on O-8. Our new location will feature two drive through ATMs and ample parking for when you want to come into the branch. For many years we have had a waiting list for Safe Deposit Boxes so we have added even more than we currently have today and in a variety of sizes. The front portion of the building (facing 10th West) was originally planned for a coffee retailer, but to better serve our membership, we re-imagined the area for new accounts, lending and member services. This will help us provide plenty of extra elbow room (aka social distancing) for both members and staff. Plus, we have a few fun surprises planned for this area that you'll just have to stop in to see for yourself.

RACING TOWARDS COMPLETION

While we don't have an exact opening date as of the time we went to press in late September, we are currently on track to move by or before mid-January. Of course, as we get closer to our move we will communicate regularly about the exact date of our opening. Upon moving, we will close our Lancaster location.

EXTENDED SATURDAY HOURS COMING IN JANUARY

We get it, life will still be hectic even once the holidays have passed. In fact, most of us run errands, shop and do all the other things over the weekend we couldn't get done during the work week. And taking care of your banking needs is no exception. We've heard from members that longer hours on Saturday would be a big help so beginning in late January our new location will be open from 9 AM to 5 PM on Saturdays. Stay tuned for more details about that and our big move coming soon.



PRESIDENT'S MESSAGE



2020 – A CHALLENGING YEAR ON MANY LEVELS

It seems like not a day has gone by in 2020 without a new challenge being presented. Of course, for all us, our normal daily routines have been turned upside down by the worldwide COVID pandemic, but that doesn't mean the hard work at your credit union has stopped and in fact, we have redoubled our efforts to better serve our members

In addition to dealing with the changing business conditions at your credit union brought on by COVID, we have also been working on our upcoming move to Palmdale. And one other project has kept us very busy. A couple of years ago we made a change to our computer systems that did not go as well as we had planned. Since that time in 2018, while some might have just stuck their head in the sand and ignored the problem, we have worked tirelessly on improving our system correcting the problems we encountered.

After two years of work we will launch our system upgrade over the weekend of December 5th and 6th. Our new system will be live on Monday, December 7th.

Members will have access to our new virtual telephone assistant Joy, who can provide natural voice recognition member account information when you ask for it. For those that prefer to use touch keys, you will still be able to do so.

OUR HOME AND MOBILE BANKING, MOBILE DEPOSIT AND BILLPAY SYSTEMS WILL NOT CHANGE.

However, due to the encryption of personal passwords, you will have to re-enroll for home banking once our new system is live (for more information see *BankJoy* in this issue).

Our other system enhancements are mostly behind the scenes but our new system will provide a direct connection to the Federal Reserve for timely ACH deposits (pension, social security, etc.). Our card services, for both debit and credit cards will have a real time connection that provides members with information about payments and debits virtually instantaneously, including Visa® card payments which, because it was lacking after our last upgrade was frustrating for many members. If you are a joint account holder, please contact us so we can make sure we have the most up-to-date info for you, especially if you have an email address or phone number that differs from the primary member on the account.

Beginning in January of 2021, our statements will look a little different too with an improved format and easier readability. Lastly, this upgrade will allow us to finally begin to offer long anticipated member business accounts, teen checking and other innovating products later in the new year.

Thank you for your continued credit union support.

Roy MacKinnon
President/CEO



System Upgrade

DECEMBER 7TH 2020

On **Monday, December 7th**, we will launch a major system upgrade to the credit union's computer system. This upgrade will improve and replace the current system and enable the credit union to offer new products and services in 2021. To complete the upgrade, we will have required system downtime that could affect members just prior to December 7th.

The most significant impact to members will affect home banking. While we are NOT changing our home and mobile banking platform or Billpay and Mobile Deposit, beginning Friday, December 4th at 12:01 AM

these services will not be available for any transactions. Our telephone teller will also be unavailable during this period.

We expect all systems to be live on the morning of Monday, December 7th. ATM and Debit cards will continue to work during this period, however some transactional functionality may be limited. Both POS transactions and ATM accessibility will be available.

All members are encouraged to plan accordingly regarding their accounts for the period December 4th through December 7th

to avoid any account access inconvenience. **Please keep in mind that our Lancaster Branch will be closed Saturday, December 5th and Sunday December 6th during our upgrade. If you use online Billpay, please make billpay payments prior to December 4th or after December 7th.**

During the week of December 7th, we will have additional staff at both branches and for our Call Center to help ensure we handle all member business as quickly and efficiently as possible. The following provides additional information about our system upgrade.

MORE IMPORTANT INFORMATION ABOUT THIS CHANGE

WHAT IS A SYSTEM UPGRADE?

The computer database that Edwards FCU uses to conduct transactions and maintain member information as well as host all other operational and accounting functions is called our processing system. Our system upgrade changes the processing system to offer better service and to support current and future electronic banking products and services.

WHAT WILL CHANGE AND HOW DO I BENEFIT?

From a member's immediate perspective, little will change with the exception of our statements which will have a cleaner format and be easier to read. Otherwise, the system changes will be transparent to members. Staff will be able to help members quicker and in the near future we will be able to offer new and/or improved products like business checking accounts, business loans, and checking, home loans with impound accounts for first time buyers and much more.

WHAT IF I HAVE TWO ACCOUNTS WITH DIFFERENT MAILING ADDRESSES?

If you have two accounts on which you are the primary member but the accounts have different mailing addresses, our system upgrade may not be able to support both mailing addresses. Contact the credit union to discuss your options.

IS HOME/MOBILE BANKING AND OTHER ONLINE SERVICES AFFECTED?

Our home banking program as well as other online services ARE NOT changing, however all members who currently use Bankjoy, our online home and mobile banking program, will need to reenroll for this service. **Members can use their current user name and password however, because your existing password is encrypted, it will not migrate with the upgrade and as such, members need to reenroll. (We also suggest that since members are required to reenroll it's the perfect time to change your password.)**

This is the only step members will need to take to continue using our online services. All other online services will be ready for members to use once reenrollment is completed. A video tutorial for how to enroll/reenroll (the process is the same) will be emailed to all members in October and November. Here are some of the great new features for home banking that will be available immediately once we go live.

- Joint account holders can now have their own username and password to log in.
- Members can open additional savings accounts like Money Market or Certificates online.
- Joint account holders can be added.
- Changes to email, phone or address can be made.
- Members can make payments directly to other financial institutions
- Check account balances, makes transfers confirm deposits, etc. by TEXT msg.

Plus, while "officially" our home banking will not be available for the reenroll process until Monday, there is a high likelihood we will have our home banking back online sometime Sunday afternoon, December 6th. If possible, once home banking is live we will send an email to all members so they can reenroll prior to Monday morning.

WHAT IS NOT CHANGING AFTER THE SYSTEM UPGRADE?

- Your Account Number
- Routing Number and Transit Number
- Edwards FCU VISA Cards and PIN Numbers
- Edwards FCU Debit cards and PIN Numbers
- Pre-authorized Payments
- Direct Deposits

IS MY PERSONAL DATA SAFE DURING THE SYSTEM UPGRADE?

Yes, your personal data is safe and secure.

ARE MY FUNDS SAFE AND SECURE?

Yes, your funds remain safe and secure. Accounts are fully insured by National Credit Union Share Insurance Fund (NCUSIF) up to \$250,000.

WILL I NEED NEW DEPOSIT SLIPS?

No, you will not need new deposit slips.

WILL I STILL BE ABLE TO USE MY CHECKS?

Yes, you will be able to use your checks after the system upgrade.

WILL I NOTICE ANY CHANGES ON MY STATEMENTS?

Yes, the look of your statements will be updated, but your account information will remain the same.

WILL I BE ABLE TO VIEW MY PREVIOUS STATEMENTS IN ONLINE BANKING AFTER THE SYSTEM UPGRADE?

Yes. Your previous statements will be available but we recommend you download your previous two months as back up. Previous account history will not be available in the new online banking platform.

TO DOWNLOAD YOUR STATEMENTS:

1. Log into Online Banking
2. Select the **MORE** dropdown menu and then **STATEMENTS**
3. Select the statements you want to save and/or print

WHAT WILL HAPPEN TO MY DIRECT DEPOSIT OR ACH DEBITS ON CONVERSION WEEKEND?

Direct Deposits and ACH debits that would normally post on Friday December 4th will do so as usual, however direct deposits and ACH debits received after 12:01 AM on Saturday, December 5th will not post until Monday, December 7th.

WILL MY AUTOMATIC PAYMENTS CONTINUE TO WORK?

Yes, all Automatic Payments and Direct Deposits will continue to post as usual after the system upgrade.

WILL MY DEBIT CARD CONTINUE TO WORK DURING THE SYSTEM UPGRADE?

Your debit card will work but some transactions might be limited, and balance inquiries will not be available.

WILL I RECEIVE A NEW CREDIT OR DEBIT CARD?

No. You will not need a new credit or debit card as all information will remain the same.

WILL MY EDWARDS FCU VISA CARD WORK?

Yes, your Edwards FCU VISA Card and JetHawks Card will work as usual during the system upgrade.

BANKJOY

HOME & MOBILE BANKING

Our home and mobile banking platforms including Billpay and mobile deposit will not change in 2020 as part of our system upgrade.

However, because all member account passwords are encrypted they will not transfer when we complete our December system upgrade and this means all current users will have to reenroll for home and mobile banking.

It's Simple to Reenroll

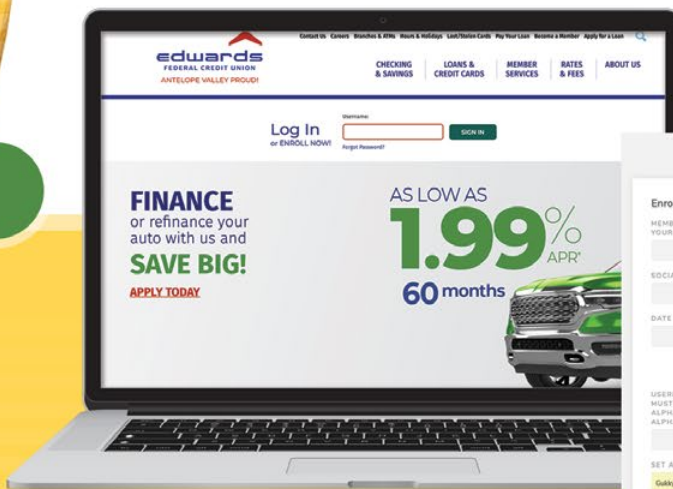
The good news is reenrolling is super simple and you can still use your current username and password when you reenroll.

Just go to our home page and click **ENROLL NOW**.

Enter the information and click **SUBMIT**.
You'll see a pop-up window asking for a temporary access code.

A temporary code will be emailed to your email on file with the credit union.
(Your email address is the first active email on our computer system.)

Enter the temporary access code sent to you in the pop-up window and click **OK**.
You have now successfully reenrolled for both home and mobile banking.



INTRODUCING JOY

Joy is one of the new features we are most excited about. Using Joy, you can in natural language request account balances, make transfers, find out what checks have cleared and much more. Joy replaces our old telephone teller system but if you prefer to use touch tone button entries from your phone you can still do so. A menu of options is available on our web site.

See Member Services dropdown menu and select Joy Telephone Banking.

A FACELIFT FOR STATEMENTS IN 2020

Beginning with your December 2020 statement which should arrive in the first few days of the new year, member statements will take on a whole new look. All the information you need is still there but our system upgrade allows us to organize your monthly credit union business in an easier to read format. An Account Summary at the top provides immediate end of month or quarterly balances. Deposits and Withdrawals are clearly itemized in their own columns plus checking and any loans you may have each have their own section.



Checking FREE of Monthly Fees

Monthly service fees from for-profit banks can range anywhere from \$10 to as high as \$15 per month.

Why pay any monthly fee when it's easy to enjoy checking Free of monthly fees with Edwards Federal Credit Union?

Just have any one of these credit union relationships and your account is free.

- Be an active member of the military.
 - Under 18 years of age or over 65.
 - Have any loan with a balance.
 - Complete at least 25 electronic transactions per month (transactions include each use of your Edwards debit card, including use at POS terminals and ATMs; each bill paid through Edwards online bill payment program; and each ACH direct deposit or withdrawal).
 - Maintain a minimum daily average checking balance of \$1,000 or greater
- or**
- Maintaining a minimum daily average checking balance of \$4,000 or greater total in checking plus all savings accounts combined.

One Cool Card!

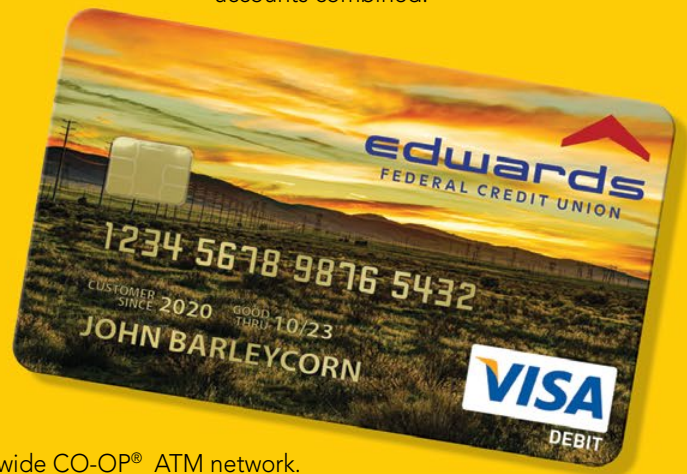
And a checking account with Edwards features the coolest Debit card offered by any financial institution.

Using your Edwards FCU Debit card makes the statement you are Antelope Valley Proud!

BUT WAIT THERE IS MORE!

All Edwards checking accounts feature:

- Free Online Banking, Bill Pay and Mobile Deposit.
- No fee for Visa® Debit Card purchases.
- Access to nearly 30,000 surcharge-free ATMs through the nationwide CO-OP® ATM network.
- Convenient ATM access through STAR®, Armed Forces Financial Network, and Plus Networks.
- Deposits and withdrawals are posted in the order that they are presented.
- Overdraft Protection available for qualified members.
- Free Debit Card with worldwide acceptance.
- Federally insured by the National Credit Union Administration.



Stunningly Irresistible!

What's the best, most beautiful plastic companion to our new Antelope Valley Sunset Debit Card?

That's easy, it's our new Starry Night Sky Visa card of course! But this card is more than beautiful, just check out all the great features it offers.

- Low monthly payments
- Rates starting as low as 8.99% APR*
- Convenient 25-day payment grace-period
- No interest for balances paid in full by the date due
- No annual fees
- No cash advance fee and no transaction fee for purchases
- No transfer fee when transferring balances from other cards
- The prestige of Platinum and purchasing power everywhere VISA® and VISA® Credit Cards are accepted
- Travel Assistance and Travel Accident Insurance
- Concierge Service
- Emergency cash and lost or stolen card replacement
- Auto Rental Insurance
- Warranty Manager

We think you will agree, plastic from Edwards Federal Credit Union is beautiful.

*APR = Annual Percentage Rate. Rate starts as low as 8.99% APR and not all members will qualify for this rate. Other rates and terms are available. There is no cash advance fee. APR for cash advances is the same as for purchases. Late payment fee \$25. For complete information contact the credit union. All credit decisions based on credit worthiness. Call or visit our website for more information or to apply.

Don't Miss the Opportunity!

OCTOBER MORTGAGE SPECIALS

With rates at historic lows for both home and auto loans, members have a unique opportunity to lock in low rates – your credit union has millions to lend!



Adjustable Mortgage Rate

5/1 ARM } **1.99%**
2.14% APR*

30 year Fixed Mortgage Rate

2.75%
2.81% APR*

NO POINTS!

*30-year fixed home loan has a fixed rate of 2.75%/2.81% APR. 5/1 ARM with a 30-year term has an Initial Start Rate of 1.99%/2.14% APR. The ARM Index is based on the 1-Year US Treasury Bill rate with a Minimum and Maximum Rate of 2.29% and 7.29%, respectively. The ARM Margin is 2% to 5% depending on creditworthiness. This ARM will first adjust at the beginning of the 61st month of the loan and will thereafter subsequently adjust every 12 months; Maximum limits on interest rate changes are 2% on the first-rate change and 2% on subsequent changes. This ARM has floor rate of 1.99% and a cap rate of 7.29%. Rates shown are for 45-day locks on purchase or refinance of a single-family primary residence; 75% LTV, full doc, with FICO score(s) of 730 plus. Conforming APR based on a \$400,000 loan amount with a monthly principal and interest payment of \$1,476.48 for a 5/1 (30-year) ARM or \$1,632.96 for a 30-year fixed rate loan. Possible rate adjustments for loan amounts exceeding \$625,000. All loans are subject to approval; and rates, terms, and conditions subject to change. APR = Annual Percentage Rate. ARM = Adjustable Rate Mortgage. LTV = Loan to Value. 1.99% 5/1 rate and 2.75% 30-year fixed rate is for loans with 75% LTV or below. Rates listed above are subject to change at any time and is our preferred rate for FICO's 730 and above. Contact Edwards FCU Lending Department for current rates. All loans made subject to credit worthiness and income and property verification. Additional rates and terms are available. Edwards Federal Credit Union is an Equal Housing Opportunity Lender.

edwards
FEDERAL CREDIT UNION
44288 10th Street West
Lancaster, CA 93534

Presorted STD
U.S. Postage
PAID
WC



**Finance or Refinance
Any New or Used Auto and
SAVE BIG!**

AS LOW AS
1.99%
60 months APR*

*APR = Annual Percentage Rate. 1.99% APR, for 60-months is our preferred member rate for new or used but not all members will qualify. We have also lowered all other auto loan rates and these rates and terms may apply based on qualifications, credit worthiness and collateral conditions. Other restrictions may apply. Our rates have been reduced to put more money in your pocket, see us today to see how much you can save on your next purchase or by refinancing an existing auto loan from another lender. Unlike other financial institutions, there is no fee to apply and no refinance fee.

BRANCHES

➤ **EDWARDS AFB** 10 South Muroc Drive

LOBBY HOURS **M-F, 9 am-5 pm**

FAX **661.258.7244**

➤ **LANCASTER** 44288 10th Street West

LOBBY HOURS **M-F, 9 am-6 pm**

SATURDAY, 9 am-2 pm

DRIVE-UP HOURS **M-F, 8:30 am-6 pm**

SATURDAY, 9 am-2 pm

FAX **661.942.3573**

CONTACT INFO

661.952.5945 | 877.256.3300 toll-free | ememberservice@edwardsfcu.org | www.edwardsfcu.org

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HOLIDAYS THE CREDIT UNION WILL BE CLOSED ON THE FOLLOWING HOLIDAYS:

• **INDIGENOUS PEOPLES' DAY** MONDAY, October 12th, 2020

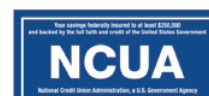
• **VETERAN'S DAY** WEDNESDAY, November 11th, 2020

• **THANKSGIVING** THURSDAY, November 26th, 2020

• **CHRISTMAS** FRIDAY, December 25th, 2020*

• **NEW YEAR'S DAY** FRIDAY, January 1st, 2021*

* Both branches will close on Christmas Eve and New Year's Eve at 2:00 PM to allow our staff to spend time with family.



Insured by NCUA