



hartford
firefighters'
federal
credit union

Newsletter February

FROM YOUR CEO



Welcome to 2021!. Since our last newsletter, we saw the ball drop to an empty Time Square, elected a new President and began rolling out a vaccine to combat this horrible pandemic. I choose to be optimistic that this year will be a "return to normalcy". We hope to be a part of your rebound to a prosperous New Year.

We have remained hard at work during 2020 to provide service excellence and though it was a difficult year, we continued to enhance our ability to serve you. Our year end numbers dipped a bit but remained in line with all other Financial Institutions that also saw a drop in member activity, specifically loan requests and credit card usage. The good news is that our members began to save instead of borrow and our assets grew over \$2 million dollars. Our Capital is still one of the highest when compared to our Credit Union peers. We also received a 5-Star rating from Bauer Financial as a Superior and Recommended financial institution to do business with. Our staff chose not to sit back and let the pandemic stop our push to improve and compete with banks for your loyalty. We continued to investigate and deploy innovation that added to our menu of services. We rolled out "Person to Person" transfers (P2P), added additional security to Home Banking to protect your personal information, started an Auto Lease Program as an alternative to purchasing, and we plan a migration to a new debit/credit processor that will offer superior options when using your plastics (please read article on PSCU). We hope that we have bigger and brighter things to look forward to this coming year. All have been affected, all have suffered, all have struggled...we hope to be able to help in any way we can. Just ask. We will always be here to serve.

Quick Facts: (as of 01/31/2021)

- 1,698** Members
- 3,443** accounts (shares, checking, loans)
- 64%** of all members have checking accounts
- \$23,011,307** in Assets
- \$7,886,971** in Loan Balances
- 11.82%** Capital (Very Strong)



PSCU

The contract with our debit/credit card processor came up for renewal and when we evaluated what we were/were not getting, and we decided to make a move to a Credit Union only processor - PSCU, based out of St. Petersburg, FL. We wanted our debit and credit programs to mimic what the best cards on the market provided to their customers.

Debit cards - the first to change is our debit cards. In March, all current debit card holders will get a new card. These cards will require you to activate the card by phone and also ask you to select a PIN of your choice. At that point, it will be LIVE and you can destroy your old card. All old cards will stop working on April 7th. All debit card transactions will be real-time and reflect on your balance immediately.

Credit Cards- New Credit cards will be issued some time in May and go LIVE by June 20th. Some of the new features of the credit card will be a mobile app (to manage both the credit and debit card), ability to turn off the card if necessary, ability to add the card in the mobile wallet of your choice, ability to make payments via Home Banking, "Tap and Go" functionality, and finally, we intend to roll out a Rewards Program. We will have a 24/7 customer service hot-line that will also handle inbound fraud claims. These new cards will also have new images that will continue to reflect our field of membership..



SKIP-A-PAY

Don't forget that we offer a Skip-A-Pay service. We understand that during these tough times, there are sometimes a need for additional cash flow. HFFCU offers a Skip-A-Pay option (\$35 fee) that allows you to skip your loan payment once every 6 months as necessary. This option will not affect your payment history with the credit union, we will simply bump your due date to the following month. Simply contact the Credit Union to request this option. Easy as that!

Does not apply to delinquent loans

1ST MORTGAGE FINANCING

With rates for mortgages dropping, have you considered purchasing or even refinancing your loan with HFFCU. Many of your peers have already taken advantage of these incredibly low rates. Our partnership with Norcom mortgage means you will receive personalized service throughout the entire mortgage process, and then have us service your loan until you pay it off. Call Virginia today to get more information.



BALANCE TRANSFERS

Payoff your Holiday shopping with a balance transfer from your HFFCU Visa. Stop paying high interest rates and consolidate your debts. We can tap into your unused line of credit and issue a check to payoff your other credit card(s). If you need a higher line, please contact Judy for a quick review. With lower interest rates, you can almost certainly save on your monthly cash-flow with one single payment.

CALENDAR

Important Dates to Remember:

February	15th	CLOSED - Presidents Day
April	2nd	CLOSED - Good Friday
April	7th	LIVE - New Debit Cards
April	27th	ANNUAL MEETING - Virtual

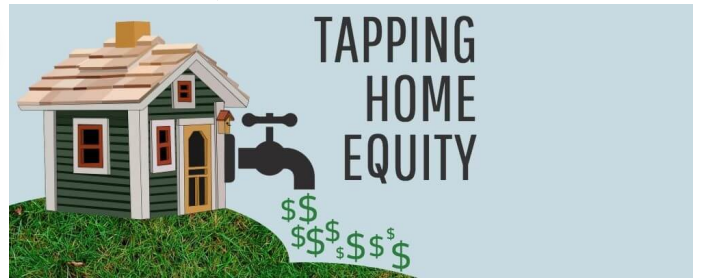
Hartford Firefighters Federal Credit Union
776 Maple Avenue
Hartford, CT 06114
(860) 246-5236 main
(860) 247-5357 fax

2% HOME EQUITY

Our "2" loan

We will be offering a **\$20,000** loan at **2%** for **20** days (February 1st through February 20).

- *New Money Only*
- *10 Year Term*
- *Payroll Deduction Required*
- *Application must be received before deadline*
.25% for each additional \$10,000



SURCHARGE FREE



We are a part of the Allpoint **Surcharge free** ATM's **ACROSS THE U.S.**

Search from over 55,000 fee-free ATMs providing convenient and free access to your money 24/7.

To find a Allpoint ATM's near you, our website under *"Info & Resources"*

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