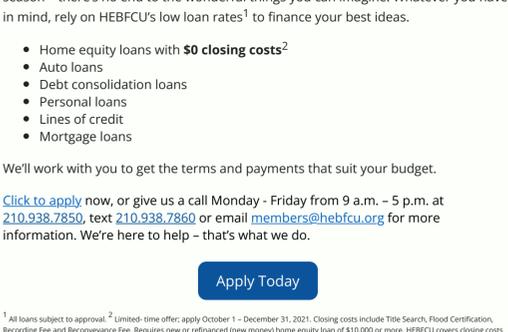




Imagine the possibilities...



We Have Solutions to Finance Your Best Ideas

A remodeled kitchen, a new car, tuition expenses, gifts for the upcoming holiday season – there's no end to the wonderful things you can imagine. Whatever you have in mind, rely on HEBFCU's low loan rates¹ to finance your best ideas.

- Home equity loans with **\$0 closing costs**²
- Auto loans
- Debt consolidation loans
- Personal loans
- Lines of credit
- Mortgage loans

We'll work with you to get the terms and payments that suit your budget.

[Click to apply now](#), or give us a call Monday - Friday from 9 a.m. – 5 p.m. at [210.938.7850](tel:210.938.7850), text [210.938.7860](tel:210.938.7860) or email members@hebfcu.org for more information. We're here to help – that's what we do.

Apply Today

¹ All loans subject to approval. ² Limited-time offer: apply October 1 - December 31, 2021. Closing costs include Title Search, Flood Certification, Recording Fee and Reconveyance Fee. Requires new or refinanced (new money) home equity loan of \$10,000 or more. HEBFCU covers closing costs on home equity loans under \$100,000.

Letter From the Chief

Dear Members,

As technology advances, so do scams and cybersecurity challenges. From imposter scams and identity theft to elder abuse and ransomware attacks, fraudsters are becoming more and more creative and adept at finding opportunities in our high-tech world.

New data indicates that fraudsters have bilked Americans out of \$545 million in COVID-related fraud since the beginning of 2020. The theft has taken place across a range of schemes from online shopping to travel, according to the Federal Trade Commission.

From January 1, 2020, to August 30, 2021, the FTC received almost 589,000 consumer complaints associated with the pandemic. Roughly 61% of the reports concerned fraud, and the median loss was \$380.

Clearly, it's critical to be vigilant when it comes to financial scams and to heighten your online security to protect your sensitive information.

For NetBranch users, one best practice to adopt is changing your account credentials frequently.

- Create a new password **every 90 days**.
- Make the password unique for NetBranch; do not duplicate it for any other site.
- Keep the password private and do not share it with anyone.
- A strong password will be memorable and **not** written down.
- Passwords should be at least 12 characters long, include numbers as well as uppercase/lowercase letters and special characters.
- Using an acronym for a phrase makes the password easy to remember. For example, "I think a strong password is easy 2 create 4 security!" translates to the password "ltaspie2c4s!"

Another excellent tool for safeguarding digital transactions is multi-factor authentication (MFA), which often uses a one-time passcode to confirm your identity and authorizes access to information or to complete a transaction.

- Log in to NetBranch and go to "My Settings" to ensure the phone number and email address you provided are accurate and up to date.
- You can choose to receive a passcode by text or a phone call.
- To protect yourself, **never give out a passcode** if you did not initiate the call or other form of contact.

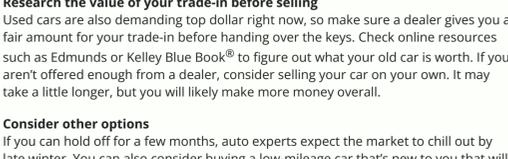
If someone calls, texts or emails you claiming to be from the credit union and asks for private information, do not respond. You might be asked to verify or provide an account number, your date of birth, the last four digits of your Social Security number, a PIN, password or passcode or some other sensitive data. Instead, contact us directly at our published number, [210.938.7850](tel:210.938.7850), to inquire about your account.

H-E-B Federal Credit Union is committed to helping you keep your information safe and secure. You can help us by using these best practices and staying informed.

Stay safe and healthy.

Lynn M. Kincaid

Chief Executive Officer



5 Money-Saving Tips for Buying a Car in a Seller's Market

As vehicle prices rise, do these things to avoid paying too much for a new car.

After houses, new cars are typically the second most expensive purchase most people will ever make. And like so many other things turned upside down by COVID, vehicle prices – on everything from minivans to mid-sized sedans – are reaching record highs. Microchip shortages are partly to blame for a lack of inventory that has auto dealers marking up what they have left on their lots.

With the average cost of new cars rising to \$40,472 in the U.S. in March of 2021, and more than 85% of buyers seeking loans to pay for them, it's wise to negotiate the best deal you can. The Federal Trade Commission (FTC) and consumer advocates offer these tips for ensuring shoppers get a fair deal when it comes to pricing and financing new vehicles.

Secure financing with a credit union or bank first

If you aren't paying cash for your new ride – and fewer than 15% of all buyers do – make sure to seek an auto loan from your credit union or bank before heading to a dealership. Financing obtained by dealers, even if the dealer contacts lenders for you, may not be the best deal you can get, notes the FTC.

Because profit margins on new cars can be tight, some dealers use financing to make extra money on that part of the sale. For example, someone who qualifies for an annual percentage rate (APR) of 3% might be told by a dealer they qualify for 5%, so the dealer can pocket the spread. Before deciding which loan to take, compare the APR and the length of the loans. Typically, the longer the term of the loan, the more you end up paying in interest.

Say no to most dealer-installed add-ons

If the car or truck you want comes loaded with dealer-installed extras, don't assume you have to take them (and pay more) as part of the deal. Does your VIN really need to be etched on the glass? Do your tires need to be infused with nitrogen? Is rustproofing absolutely necessary when most manufacturers coat cars before they leave the factory? While some dealers add options to pad the price of a car, smart shoppers should ask for those extras to be removed or for a discount on the markup.

Skip the extended warranty for now

When it comes to new cars, it's hard to see the value in an extended warranty that won't kick in until the vehicle's regular warranty runs out in three to five years. You are under no obligation to purchase an extended warranty when you buy a new car, so don't be pressured into paying for such a plan years before you may need it.

You would be better served to save some money to purchase an extended warranty just before your regular plan runs out from an insurance company or your trusted bank or credit union. Also consider finding a good mechanic at a locally owned business in your community. Independent repair shops generally guarantee parts and labor and offer warranties on repairs. They typically charge far less for similar repairs made at a dealership.

Research the value of your trade-in before selling

Used cars are also demanding top dollar right now, so make sure a dealer gives you a fair amount for your trade-in before handing over the keys. Check online resources such as Edmunds or Kelley Blue Book[®] to figure out what your old car is worth. If you aren't offered enough from a dealer, consider selling your car on your own. It may take a little longer, but you will likely make more money overall.

Consider other options

If you can hold off for a few months, auto experts expect the market to chill out by late winter. You can also consider buying a low-mileage car that's new to you that will almost certainly cost less than a never-been-driven vehicle. And if a dealer won't budge on the price of your dream car, you have the option of walking away in search of a better deal down the street or online.

From Jean Chatzky at SavvyMoney[®], with reporting by Casandra Andrews. See more helpful articles on saving, spending, borrowing wisely and protecting your assets by registering for the Credit Score Service on NetBranch. HEBFCU has partnered with SavvyMoney[®], a third-party provider, to bring you this valuable service.

¹ All loans subject to approval.

HEBFCU recently lowered auto loan rates for 36-, 48- and 60-month terms.¹

Apply Today



Coming Soon!

Save Time With Text Messaging

We know that many of our Members find it easier and quicker to text the credit union, and we're delighted to announce that we're expanding our texting services.

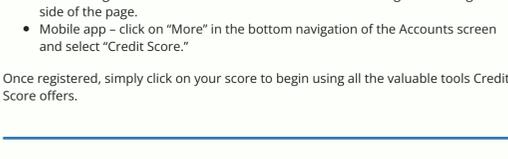
Beginning October 15, you can text your questions and requests from your mobile device to the same HEBFCU number you would call – [210.938.7850](tel:210.938.7850) – and avoid any hold time. A representative will respond to your message during credit union business hours.

You can ask about deposits, payments, digital services, debit and credit cards, loans, rates and much, much more. The answers and information you need are just a text message away.

To streamline the process, add 210.938.7850 to your contacts for future calls and texts to HEBFCU.

You can rely on our text messaging to be safe and secure. It is also a free service, available to all Members with a mobile device; note that message and data rates may apply from your service provider.

If you're new to texting HEBFCU, we encourage you to try it out beginning October 15. We think you'll find that text messaging is the quick and easy way to communicate with us about your finances.



Q & A

What Is Credit Score?

In a nutshell, Credit Score is the smart way to manage your credit. When you sign up for Credit Score with HEBFCU, you'll be able to see your credit score, review your credit report and much more. You'll find Credit Score inside NetBranch online and mobile.

Credit Score gives you your complete credit picture in one place, making it easy to:

- Monitor your credit score.
- Learn the factors that make up your credit score number.
- Guard against identity theft.
- Get personalized money-saving offers.

Your credit affects your financial life in many ways. With Credit Score, you'll always know where you stand and how H-E-B Federal Credit Union can help you get the best rates when you borrow.

Best of all, the Credit Score service is free and gives you:

- Daily credit monitoring with alerts for major changes.
- Insights to identify credit bureau errors.
- Resources to work toward your financial goals.

It's simple to get started.

- Online – log in to NetBranch and select the Credit Score widget on the right side of the page.
- Mobile app – click on "More" in the bottom navigation of the Accounts screen and select "Credit Score."

Once registered, simply click on your score to begin using all the valuable tools Credit Score offers.

Holiday Closings:

Monday, October 11
Columbus Day

Thursday, November 11
Veterans Day

Thursday, November 25
Thanksgiving Day

Saturday, December 25
Christmas Day

Saturday, January 1
New Year's Day

HEBFCU will close at 2:00pm on these dates:

Friday, December 24
Christmas Eve

Friday, December 31
New Year's Eve

Stay Connected:
P.O. Box 782529, San Antonio, TX 78278
Phone 210.938.7850 • Fax 210.938.7869
Text 210.938.7860
Email members@hebfcu.org

Schedule an Appointment
Text and email support available Monday – Friday from 9:00am – 5:00pm
Online, Mobile and Text Message Banking at hebfcu.org
Mobile app available in the App Store[®] and Google Play[™]

Branch Location:
4630 N. Loop 1604 W., Suite 101, San Antonio, TX 78249
Lobby: M – F 10:00am – 3:00pm

CO-OP Shared Branches

Privacy Notice

Federal law requires us to tell you how we collect, share, and protect your personal information. Our privacy policy changed May 2021, and you may review our policy and practices with respect to your personal information [here](#) or we will mail you a free copy upon request if you call us at [210.938.7850](tel:210.938.7850).