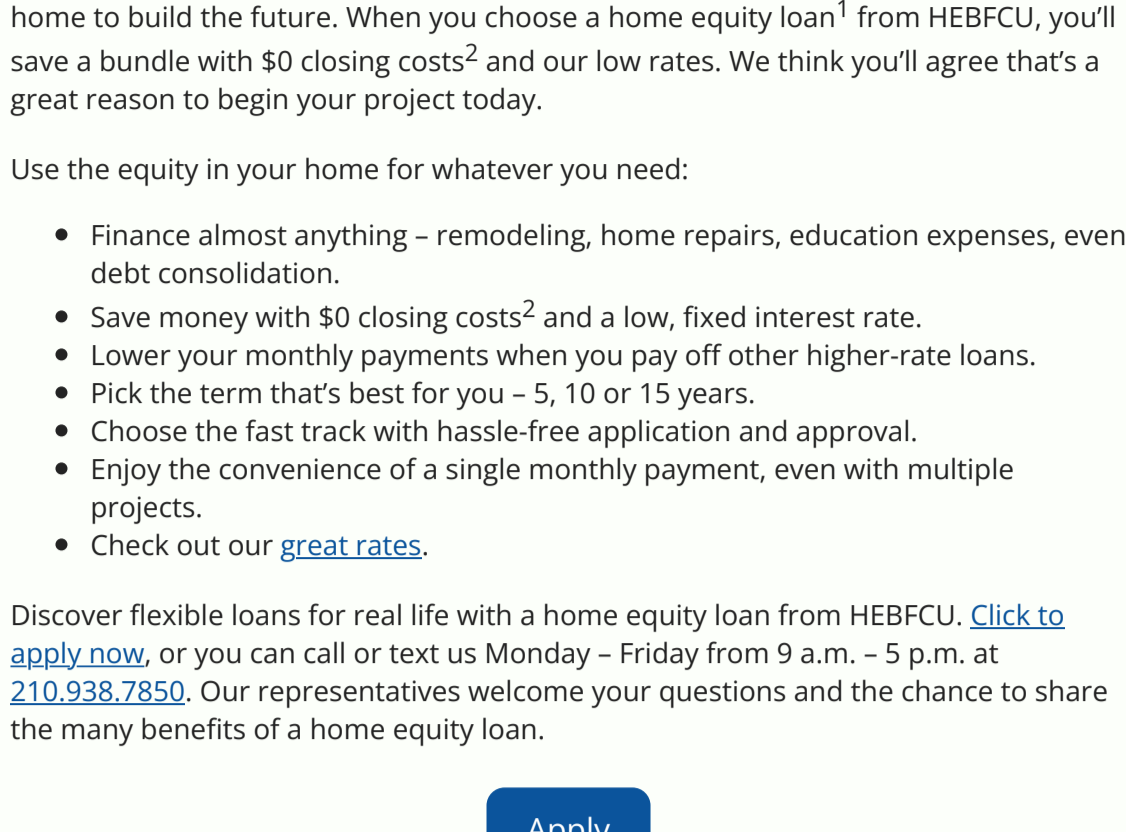




MoneyMatters

VOLUME 31 • NUMBER 2 • SPRING 2022



Use Your Home to Build the Future

If you have a new project on the horizon that comes with a big price tag, use your home to build the future. When you choose a home equity loan¹ from HEBFCU, you'll save a bundle with \$0 closing costs² and our low rates. We think you'll agree that's a great reason to begin your project today.

Use the equity in your home for whatever you need:

- Finance almost anything – remodeling, home repairs, education expenses, even debt consolidation.
- Save money with \$0 closing costs² and a low, fixed interest rate.
- Lower your monthly payments when you pay off other higher-rate loans.
- Pick the term that's best for you – 5, 10 or 15 years.
- Choose the fast track with hassle-free application and approval.
- Enjoy the convenience of a single monthly payment, even with multiple projects.
- Check out our [great rates](#).

Discover flexible loans for real life with a home equity loan from HEBFCU. [Click to apply now](#), or you can call or text us Monday – Friday from 9 a.m. – 5 p.m. at [210.938.7850](tel:210.938.7850). Our representatives welcome your questions and the chance to share the many benefits of a home equity loan.

Apply

¹Home equity loans subject to credit and property approval. Minimum home equity loan is \$10,000. ²Closing costs include Title Search, Flood Certification, Recording Fee and Reconveyance Fee. Limited-time offer: Apply April 1-June 30, 2022. 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. Membership required.

Letter From the Chief

Dear Members,

You've probably heard the phrase, "Knowledge is power" – and when it comes to your finances – the phrase certainly holds true. The key to financial wellness and building wealth isn't about making a mountain of money. Rather, it's about making smart money decisions.

As we celebrate National Financial Literacy Month in April, I want to remind you that HEBFCU is committed to helping you gain the knowledge and skills to make effective, informed money management decisions at every age and stage of life. We're a resource for your financial enlightenment – here to help you go beyond meeting your basic financial needs to gaining wisdom that will help you achieve more.

You have a wide variety of valuable tools at your fingertips within [NetBranch Digital Banking](#). For example, [Money Management](#) is a robust online financial management system that gives you a picture of your relationship at the credit union as well as other financial institutions. Provided free to our Members, Money Management helps you:

- Know how much money you have to spend.
- Create a budget with a single click.
- Set goals for retirement, paying off loans and other long-term initiatives.
- Stay on track with alerts and reminders.
- Monitor your net worth.

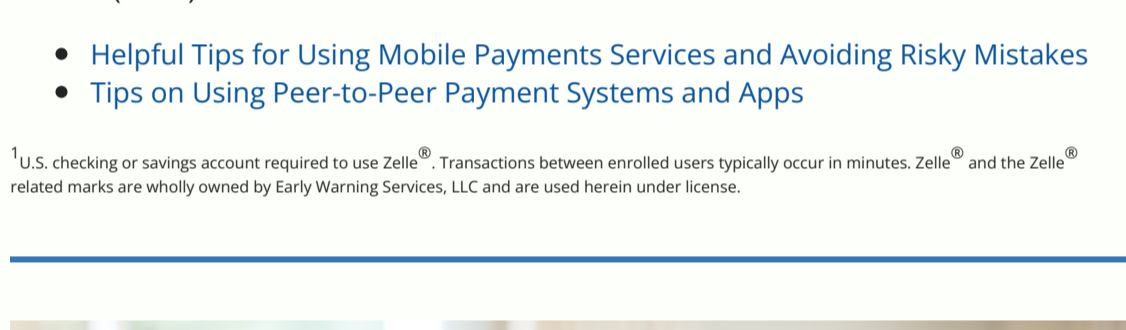
Managing your credit is another important piece of financial wellness, and our [Credit Score service](#) provides valuable information. Available inside NetBranch online and mobile, Credit Score shows your credit score as well as your credit report and provides:

- Daily credit monitoring with alerts for major changes.
- Insights to the factors that make up your credit score number.
- Personalized money-saving offers.

I also want to mention that April is *Youth* Financial Literacy Month. Just as we are here for you, we are here for our youngest Members as well. To help them build good financial habits early on, we offer the [H-E-Buddy Savers Club](#) youth savings account. A Savers Club account teaches children that saving money can be easy, rewarding and fun.

Empowering you with financial resources is an important priority for us all year long. Strong financial know-how among our Members means a stronger HEBFCU family. Remember, along with the resources we provide, we are here to answer your questions, offer guidance and help you make decisions that will save you time and money.

Lynn M. Kincaid
Chief Executive Officer



How to Send Money with Zelle® Safely

Zelle® is a fast, safe and easy way to send and receive money with people you trust, like your babysitter, your fellow PTA mom, your son's soccer coach, or your coworker. Whether you just enrolled with Zelle® or have been an active user for a while, there are a few tips you should always keep in mind to ensure you are being safe when sending money.

Only send money to people you know and trust

Money moves fast with Zelle®, directly from bank account to bank account within minutes¹. So, it's important you know and trust the people you're sending money to.

Why? Because you can't cancel a payment once it's been sent, if the recipient is already enrolled with Zelle®. And if you send money to someone you don't know for a product or service you might not receive (like paying for something in advance), you may not get your money back. Keep in mind that sending money with Zelle® is similar to handing someone cash.

Beware of payment scams

One example of a payment scam is buying event tickets at a price that seems too good to be true from a stranger and never receiving them. If the seller asks you to use Zelle® to purchase the tickets, you should refuse unless the seller is a person you personally know. Also, keep in mind that no one from H-E-B Federal Credit Union will ask you to send them money with Zelle® as a test or to send money to avoid a fraud event.

Neither HEBFCU nor Zelle® offers a protection program for authorized payments made with Zelle®. So, if you aren't sure you will get what you paid for, you should use another payment method with purchase protection, such as a credit card.

Treat Zelle® like cash

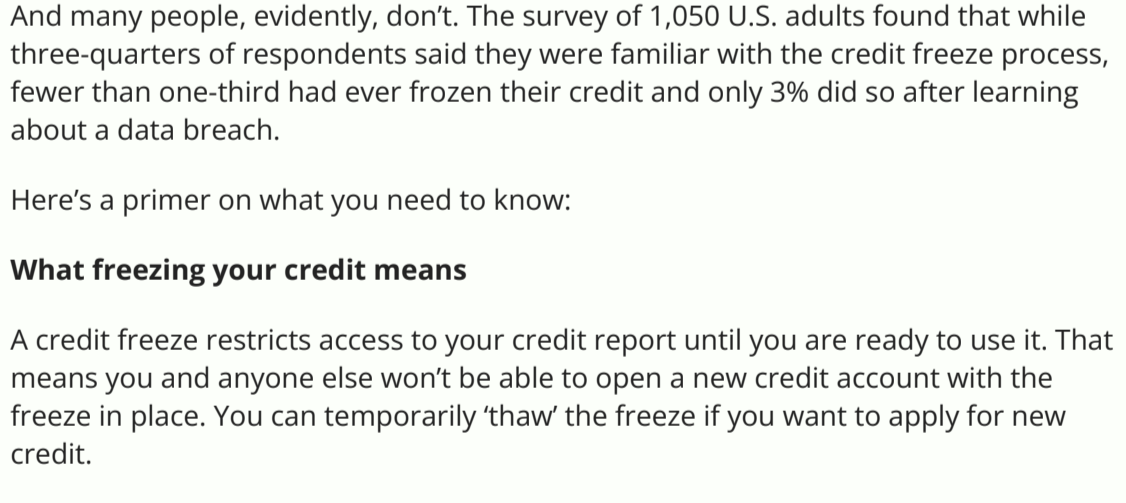
Did your friend change phone numbers recently? It's easy for people to change their phone number or email address. When in doubt, contact your friend to verify the email or U.S. mobile number they used to enroll with Zelle® before you hit "Send." Another good check point for ensuring you're paying the right person is to confirm the first name that is displayed for enrolled emails and U.S. mobile numbers.

If a person has already enrolled a U.S. mobile number or email address with Zelle®, you can't cancel the transaction, so it's important you get it right the first time.

If you'd like more information on safely using peer-to-peer payments, check out these articles from the Federal Trade Commission (FTC) and Consumer Financial Protection Bureau (CFPB).

- [Helpful Tips for Using Mobile Payments Services and Avoiding Risky Mistakes](#)
- [Tips on Using Peer-to-Peer Payment Systems and Apps](#)

¹U.S. checking or savings account required to use Zelle®. Transactions between enrolled users typically occur in minutes. Zelle® and the Zelle® related marks are wholly owned by Early Warning Services, LLC and are used herein under license.



Q & A

Q&A – e-Statements

Q: What's the fastest way to get my account statement?

Without a doubt, the way you will always receive your statement sooner when you choose to receive it electronically. Our e-Statements are available on the first day of the month, while paper statements must be printed, processed, mailed and delivered to your physical mailbox. It's not uncommon for this process to take several days and can be further delayed by weekends and holidays. The best way to ensure your account statement reaches you exactly when you need it is through e-Statements.

Q: What else can I expect with e-Statements?

You can expect to save time, space, trees – and yes, money! Our e-Statements are an environmentally conscious and security-minded option that more and more people are choosing. At HEBFCU, we safely archive up to 13 months of e-Statements that you can choose to view, print and store indefinitely. Best of all, e-Statements are free and enable you to avoid paper statement fees.

Q: Is NetBranch required to receive e-Statements?

If you don't want to utilize NetBranch's digital services but want to take advantage of the speed, safety and convenience of e-Statements, there is a solution! You can choose to receive an electronic statement through our e-Statement Portal, which is separate from NetBranch.

[Click here](#) to learn more about e-Statements and access our e-Statement Portal.

Are you ready to join thousands of other members who have already made this simple switch? Sign up for e-Statements today.



Everything You Need to Know About Free Credit Freezes

Your guide on how to freeze and thaw your credit.

Chances are pretty good that somewhere in the last few years, you heard about something called a credit freeze. It's a way to, essentially, lock up your credit report so that no one can access it. While putting your credit on ice, so to speak, has been free under federal law since 2018, many people have yet to actually do it, according to a December 2021 report from the non-profit Identity Theft Resource Center. It's meant to keep fraudsters away from your important data and it works, but there are other things you should understand before you do it.

And many people, evidently, don't. The survey of 1,050 U.S. adults found that while three-quarters of respondents said they were familiar with the credit freeze process, fewer than one-third had ever frozen their credit and only 3% did so after learning about a data breach.

Here's a primer on what you need to know:

What freezing your credit means

A credit freeze restricts access to your credit report until you are ready to use it. That means you and anyone else won't be able to open a new credit account with the freeze in place. You can temporarily 'thaw' the freeze if you want to apply for new credit.

When the freeze is in place, you will still be able to apply for a job, rent an apartment, or purchase insurance without lifting or removing it, notes the Federal Trade Commission.

How to place the freeze

Get in touch with the three largest credit reporting bureaus: Equifax, TransUnion and Experian. Contacting them online is extremely convenient, but you can also call them. You can reach Equifax at [\(888\) 298-0045](tel:8882980045), TransUnion at [\(888\) 909-8872](tel:8889098872), and Experian at [\(888\) 397-3742](tel:8883973742).

By law, the credit bureaus must put the freeze in place within one business day of a request. When you ask that the freeze be lifted (by phone or online) the credit bureaus must do so within one hour. One caveat: The agencies have three business days to act when requests are made by mail.

Save your PINs

During the process of freezing your credit, you will receive PINs you must have to unfreeze your credit later. Be sure to write them down, put them in a safe place and do whatever you have to do to make sure you can get them when you need to. While all of the major bureaus have procedures to follow to retrieve them, at least one requires a request by mail including proof of identity.

Don't forget the kids

Parents are allowed to freeze credit for children younger than 16. Research shows that in recent years more than 1.3 million children annually have been victims of identity theft. If a child's Social Security number is compromised, the fraud can often go undetected for years.

Check in on your credit reports

While you are freezing your credit – which typically takes only about 30 minutes if you go the online route – use this opportunity to also pull your child's credit report and your own. Under federal law, everyone is entitled to receive a free copy of their credit report from each credit reporting company every 12 months. You can get a free copy of your credit reports at www.annualcreditreport.com. Don't forget, you also have access to your credit score and full credit report for free through SavvyMoney.

When it comes to your children, the existence of a credit report for a child is a red flag that something isn't right. On the bright side, knowing about the problem sooner rather than later is the first step in clearing it up.

From Jean Chatzky at SavvyMoney®, with reporting by Cassandra 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.

HEBFCU Members Invited to the Annual Meeting

All Members of H-E-B Federal Credit Union are invited to attend the Annual Meeting scheduled for Tuesday, April 26, 2022. This year's meeting will be held virtually beginning at 3:00 p.m. We will review the credit union's 2021 financial results and announce the outcome of the election of Directors.

[Additional information](#) is available on our website; please register to attend.

The Nominating Committee consists of the following H-E-B Federal Credit Union members: Gemma Leija, Gabriela De Leon and Barbara Lewis.

HEBFCU has two vacancies to fill on the Board. The Nominating Committee has filed the following nominations with Mark Lewis, Secretary of the Board:

John Carroll - Position: H-E-B, Retired. **Term:** 3 Years.

Walter Dobravolsky - Position: H-E-B, Retired. **Term:** 3 Years.

The Directors represent all the Members of the credit union, and your participation in the election is your right as a shareowner. Please join us for the Annual Meeting April 26, 2022.

Holiday Closings:

Monday, May 30

Memorial Day

Monday, June 20

Juneteenth NID Observed

Monday, July 4

Independence Day

Stay Connected:

P.O. Box 782529, San Antonio, TX 78278

Phone 210.938.7850 • Fax 210.938.7869

Text 210.938.7850

Text Keywords 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).

Federally insured by NCUA.

We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

Important Notice Regarding Credit Insurance: For Members with Credit Insurance, coverage terminates on the last day of the month during which you reach the Maximum Age of 70 for Credit Life and 66 for Credit Disability.

Do not reply to this message.