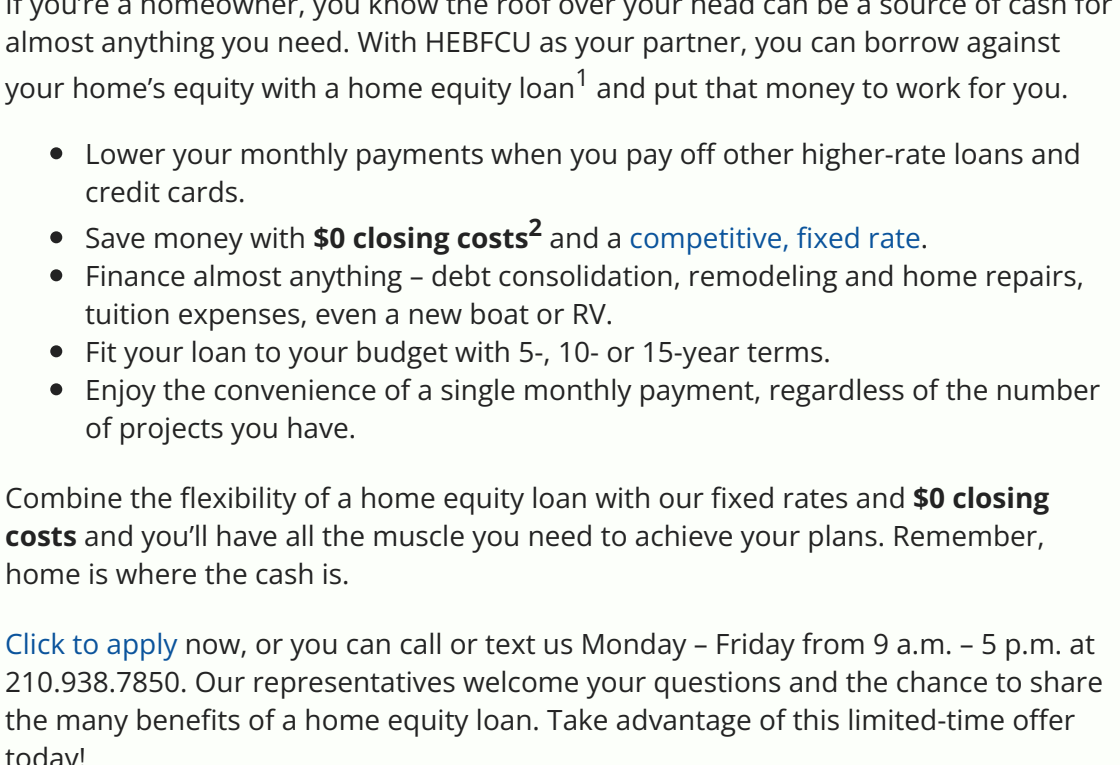
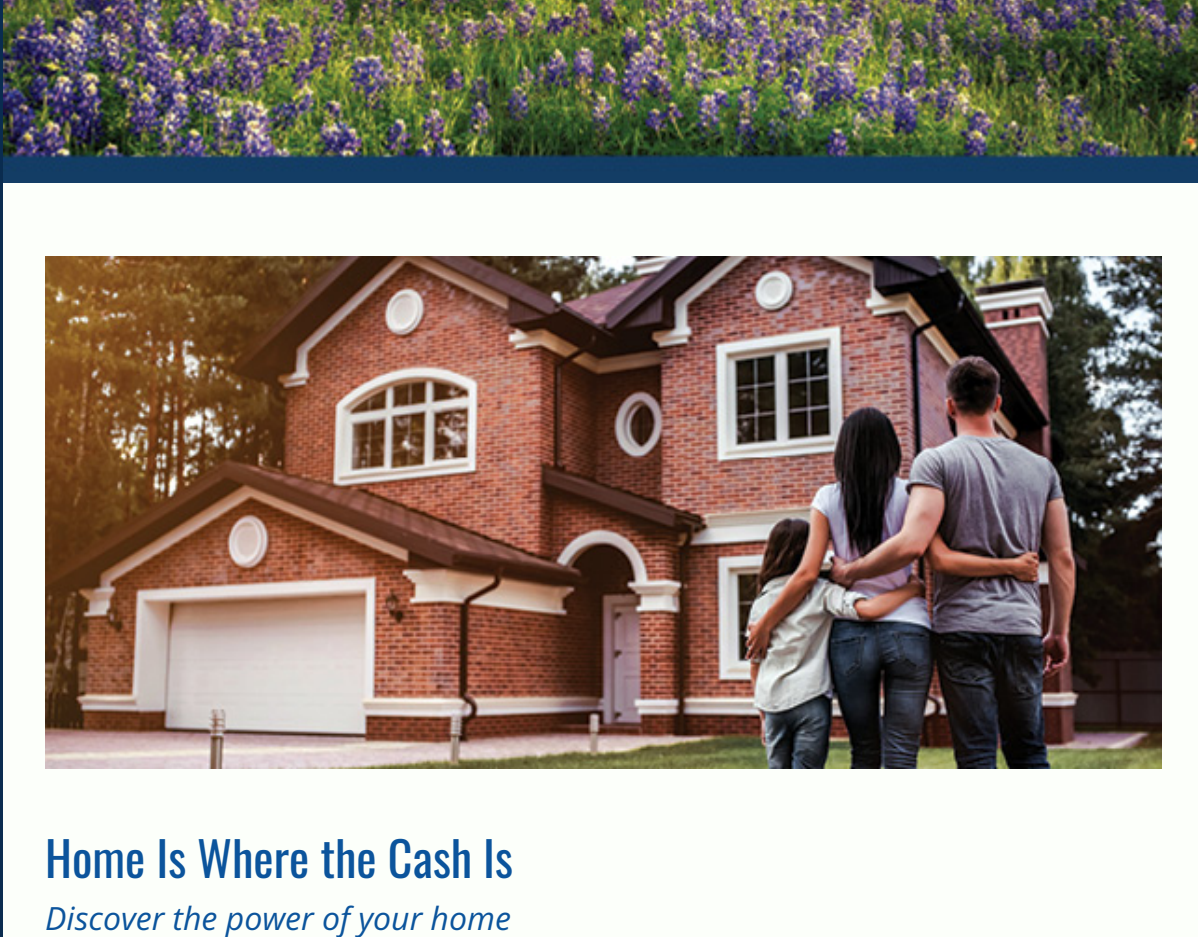




MoneyMatters

VOLUME 32 • NUMBER 2 • SPRING 2023



Home Is Where the Cash Is

Discover the power of your home

If you're a homeowner, you know the roof over your head can be a source of cash for almost anything you need. With HEBFCU as your partner, you can borrow against your home's equity with a home equity loan¹ and put that money to work for you.

- Lower your monthly payments when you pay off other higher-rate loans and credit cards.
- Save money with **\$0 closing costs**² and a **competitive, fixed rate**.
- Finance almost anything – debt consolidation, remodeling and home repairs, tuition expenses, even a new boat or RV.
- Fit your loan to your budget with 5-, 10- or 15-year terms.
- Enjoy the convenience of a single monthly payment, regardless of the number of projects you have.

Combine the flexibility of a home equity loan with our fixed rates and **\$0 closing costs** and you'll have all the muscle you need to achieve your plans. Remember, home is where the cash is.

[Click to apply now](#), or you can call or text us Monday – Friday from 9 a.m. – 5 p.m. at 210.938.7850. Our representatives welcome your questions and the chance to share the many benefits of a home equity loan. Take advantage of this limited-time offer today!

APPLY NOW

¹ Home Equity Loans subject to credit and property approval. Minimum Home Equity Loan is \$10,000. ² Closing costs include Title Search, Flood Certification, Recording Fee and Reconveyance Fee. Limited-time offer: Apply April 1 – June 30, 2023. 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,

Today I'm sharing news of a transition for HEBFCU. On May 1, 2023, I will retire after 27 years as President/Chief Executive Officer and transition to serve the Board of Directors as Strategic Advisor. I'm proud to say that I've been part of the credit union movement since 1983 and am honored to have served H-E-B Federal Credit Union for almost three decades. We've enjoyed good times and weathered challenging times as the credit union has grown to the \$211 million institution it is today.

An important initiative we achieved early on was creating the credit union's Bold Promise. We have used the promise that "Each and Every Person Counts" to guide our decisions for the best ways to serve the needs of our Members. We successfully delivered on our Bold Promise by providing exceptional service, introducing great products for today and tomorrow and ensuring a financially strong and secure institution for our membership.

These things would not be possible without the unified effort of our dedicated Board of Directors and credit union Partners. I want to express my deepest gratitude to the Board, Partners and each HEBFCU Member for giving me the opportunity to serve as President/CEO of this remarkable organization.

Please know that I leave HEBFCU well-positioned and in very capable hands to meet the opportunities and challenges ahead. Don R. Ford, our Chief Operating Officer for 25 years, was promoted to President in January and will assume the role of Chief Executive Officer in May. With more than 26 years of service to the credit union, Don is uniquely qualified to provide continued stability, promote additional growth and foster a culture of excellence for our Partners and our Members.

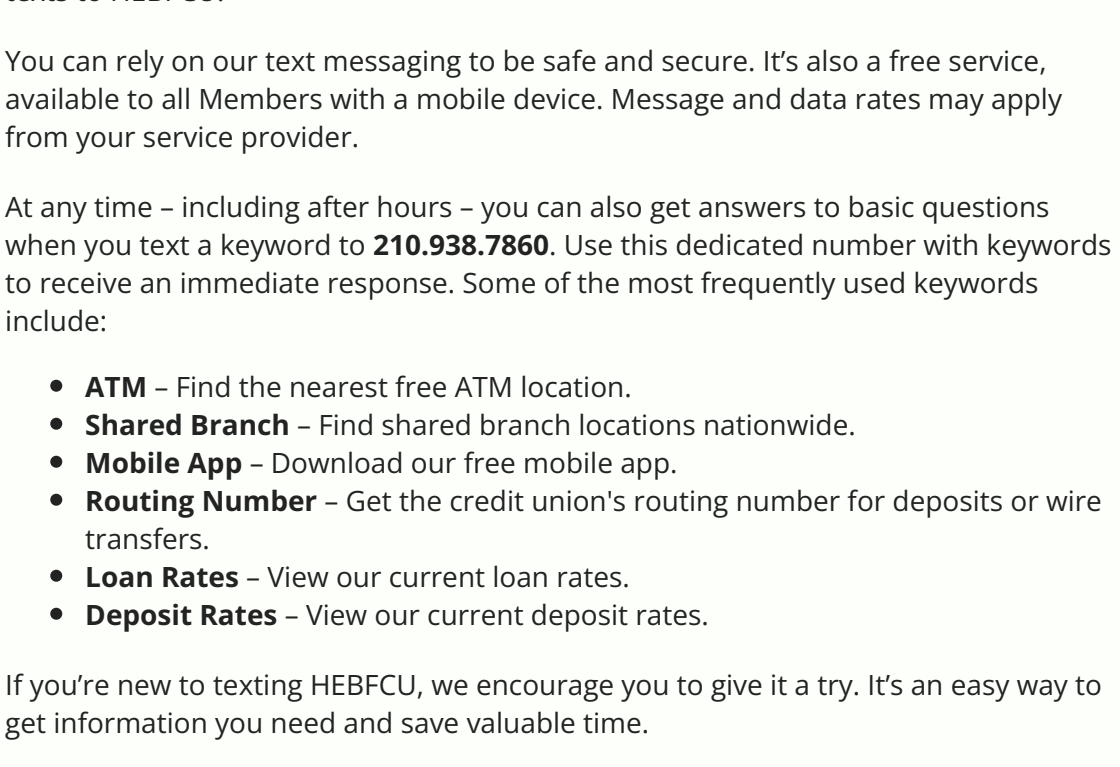
Don's promotion created a vacancy for the COO position. I am delighted to introduce you to Natalie Wood Jones, who joined the credit union in January and assumes the Chief Operating Officer role. Natalie served most recently as Seguin Market President and President of Insurance with First Commercial Bank in Seguin. She brings more than 15 years of financial industry and management experience to the credit union.

Additionally, Dolores M. Huerta, formerly our Vice President of Member Service Support, has been promoted to Chief Administrative Officer. Dolores has served the credit union for more than 28 years. I think you'll agree that with this team in place, some of the best days are still to come for H-E-B Federal Credit Union.

On behalf of our credit union family, thanks to each of you for entrusting us and choosing HEBFCU for your financial needs – in the past, in the present and in the bright future ahead.

With warmest regards,

Lynn M. Kincaid
Chief Executive Officer



Strong Financial Health Creates Security

With the recent coverage of large bank failures in the news, it's important for our Members to know that HEBFCU uses financially sound practices and diligent risk management to keep your credit union strong. You can rest assured that your deposits are safe and secure.

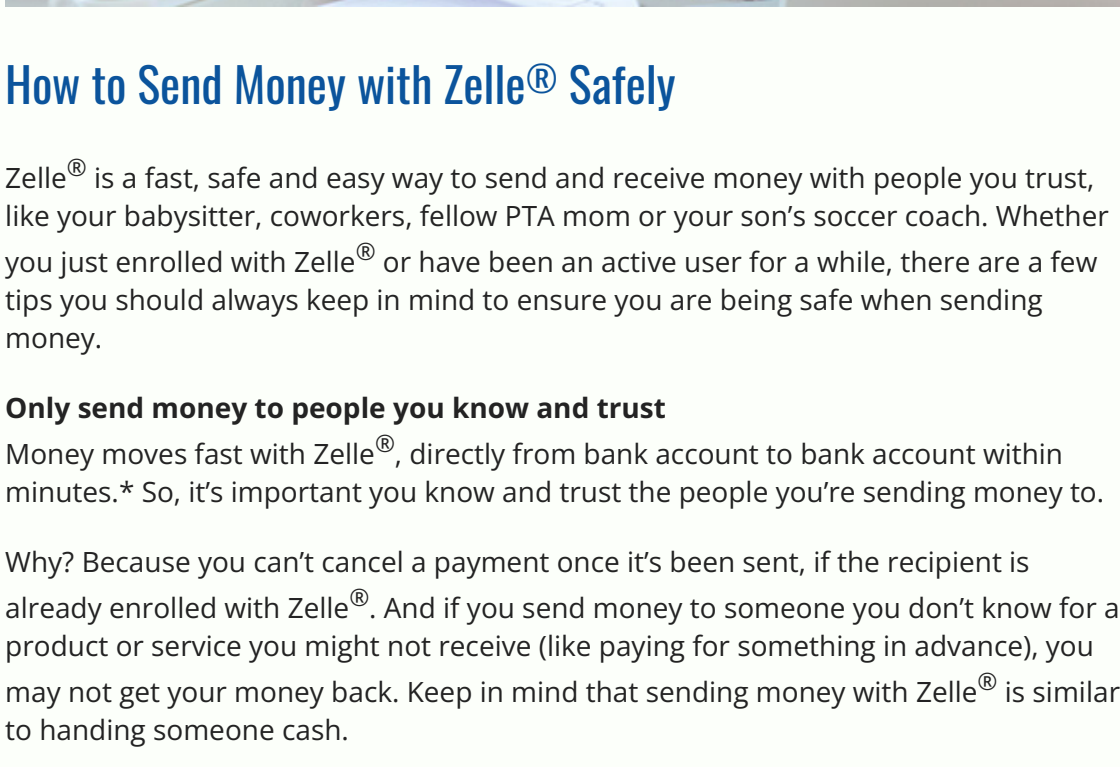
Your deposits are also insured by the National Credit Union Share Insurance Fund (NCUSIF), an arm of NCUA. Deposits are federally insured up to \$250,000, and funds invested in Individual Retirement Accounts (IRAs) are covered separately up to \$250,000 by NCUA. Credit union Members have never lost a penny of insured savings at an insured credit union.

Beyond the limits above, there are many ways to increase your insurance coverage. You can increase your coverage on multiple accounts with different ownership interests (joint accounts, for example) or by utilizing different types of accounts (trust accounts, for example).

Are you interested in even higher coverage for your deposits? HEBFCU provides additional coverage through Excess Share Insurance (ESI), a private deposit insurer. With ESI, Members are insured for an additional \$250,000 for deposit accounts, as well as an additional \$250,000 for IRAs.

Deposit insurance provides excellent security but can be complicated. To guarantee the maximum coverage on your deposits, contact the credit union to ensure your accounts are structured properly and any necessary forms are completed.

You can view additional resources with the [Share Insurance Estimator](#) on MyCreditUnion.gov. An important part of our Bold Promise is to provide our Members a financially strong credit union. This promise, combined with insurance coverage from NCUA and ESI, works to secure and protect all your deposits at HEBFCU.



Q&A – If Money Talks, Can it Also Text?

Stay connected with text messaging at HEBFCU

The next time you need some information or help from the credit union, use **text messaging** for added convenience. You can text your questions and requests from your mobile device to the same HEBFCU number you would call: **210.938.7850**. You won't spend any time on hold, and a representative will respond to your inquiry during credit union business hours.

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

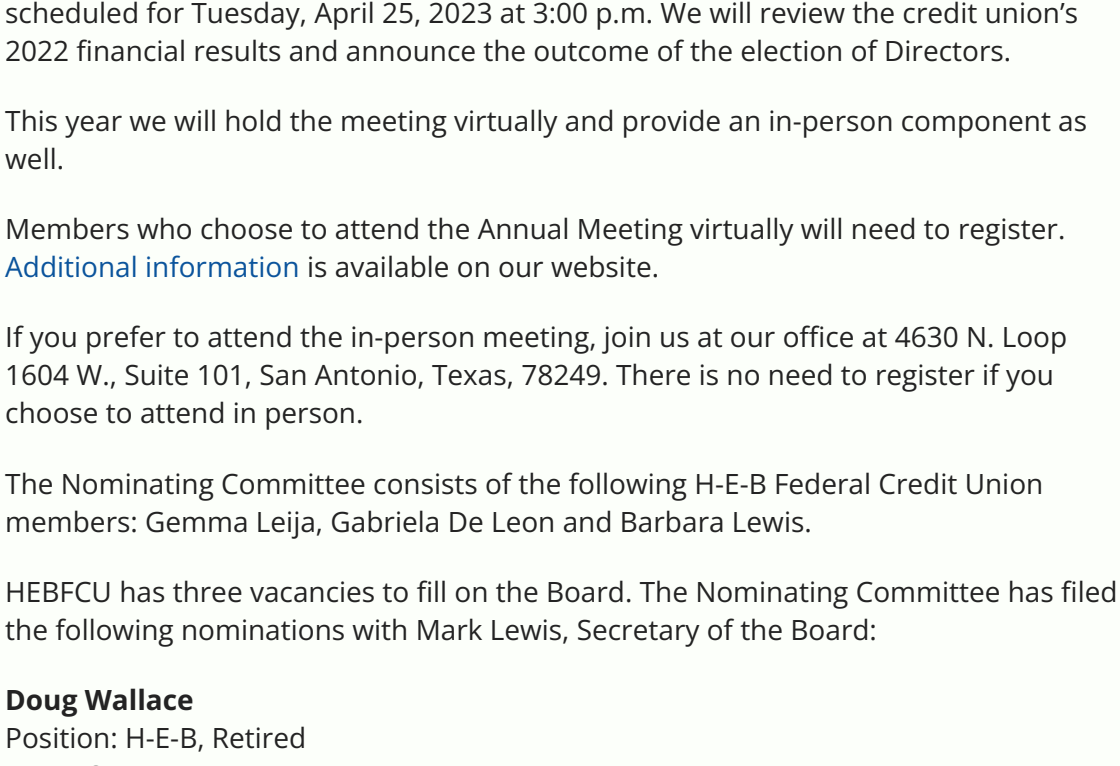
To streamline the process, add 210.938.7850 to your contacts for future calls and texts to HEBFCU.

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

At any time – including after hours – you can also get answers to basic questions when you text a keyword to **210.938.7860**. Use this dedicated number with keywords to receive an immediate response. Some of the most frequently used keywords include:

- **ATM** – Find the nearest free ATM location.
- **Shared Branch** – Find shared branch locations nationwide.
- **Mobile App** – Download our free mobile app.
- **Routing Number** – Get the credit union's routing number for deposits or wire transfers.
- **Loan Rates** – View our current loan rates.
- **Deposit Rates** – View our current deposit rates.

If you're new to texting HEBFCU, we encourage you to give it a try. It's an easy way to get information you need and save valuable time.



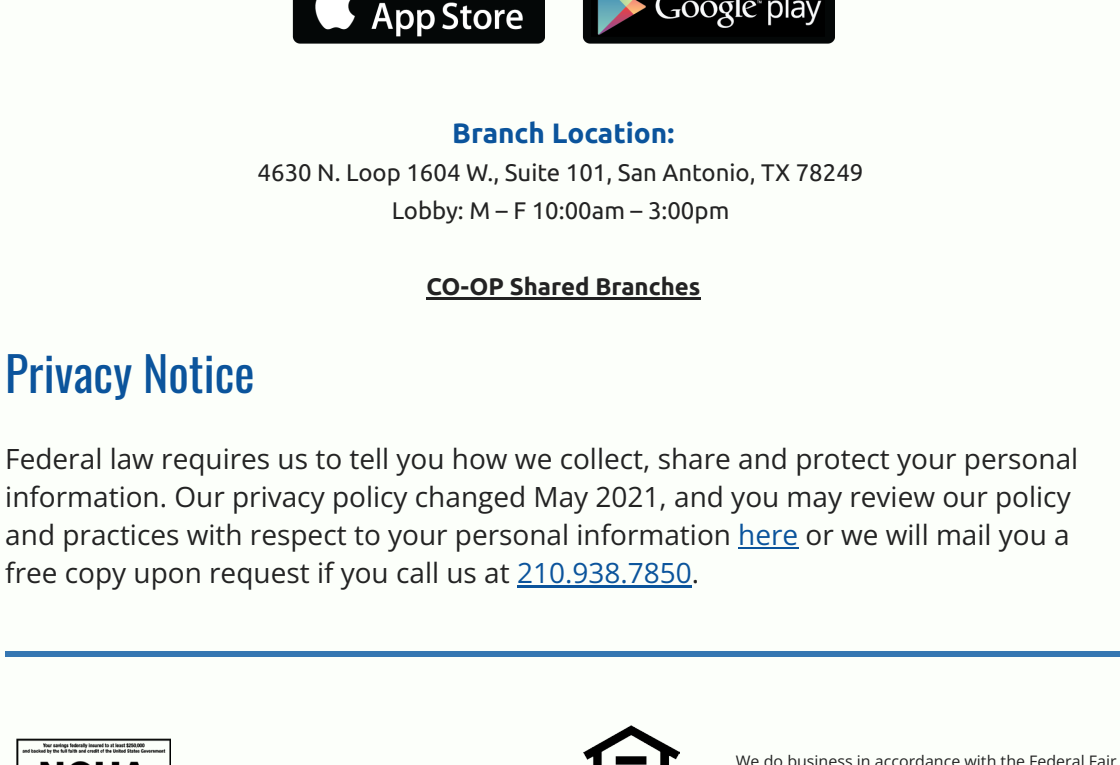
Share Travel Plans with HEBFCU

As you make vacation plans this year, use the following tips to enhance both convenience and safety. A little preparation can help ensure a stress-free getaway.

- **Card access** – Let us know about out-of-state trips so we can add a travel alert to your debit and credit cards. This is the best way to prevent a transaction from being blocked because it doesn't match your normal usage pattern and looks suspicious. Call or text us from 9 a.m. – 5 p.m., Monday – Friday for the quickest service and let us know where you'll be traveling and how long you'll be there.
- **Card safety** – It's smart to take two cards and keep them in separate locations. Tuck one in a different pocket or store it in the hotel safe. Leave cards you won't need to use at home.
- **Monitor your transactions** – Use our mobile app to review your transactions frequently and contact the credit union as soon as possible if you identify any unauthorized activity.
- **Utilize shared branches** – With hundreds of branch locations in Texas and 5,000 nationally, you have an abundance of locations to get cash and conduct credit union business when you travel.

It's easy to find the nearest shared branch location:

- **Text** – Text a ZIP code to 91989 to find ATM and shared Branch locations.
- **Phone** – Call 1.888.748.3266.
- **Mobile** – On our mobile app select More, then Shared Branches or download the CO-OP shared branch app from your mobile device's app store.
- **Website** – Select Shared Service Centers from our home page at [hebfcu.org](#).



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, coworkers, fellow PTA mom or your son's soccer coach. 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 minutes.* 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 checkpoint 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.

For more information and videos on how to use Zelle® safely, visit "[How to Pay it Safe with Zelle®](#)."

*U.S. checking or savings account required to use Zelle®. Transactions between enrolled consumers typically occur in minutes.

Zelle® and the Zelle® marks are property of Early Warning Services, LLC and are used herein under license.

Holiday Closings:

Monday, May 29th
Memorial Day

Monday, June 19th
Juneteenth NID

Tuesday, July 4th
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:2109387850).

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.