

July 2018

# Your Money



## New Online and Mobile Banking Systems

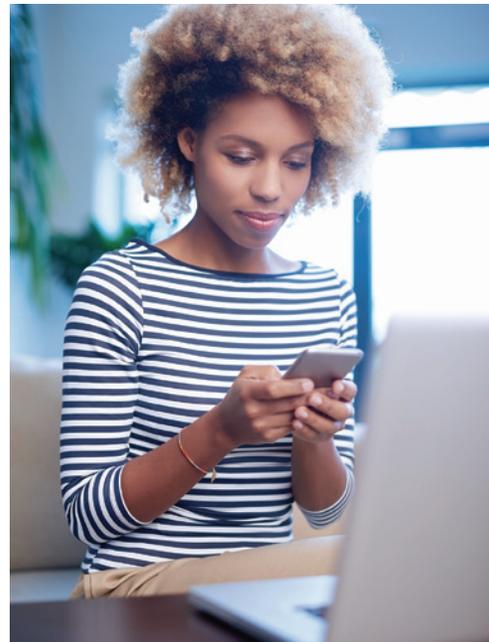
As we have been announcing in the last few months, we are almost ready to reveal the 2018 launch date for our newly redesigned Online and Mobile Banking.

Whether accessing your account online or on your phone, the enhancements will make your experience easier and more convenient. Both services will feature a new design, navigation, and functionality.

### Features of our new Online and Mobile Banking will include:

- Account-to-account transfers between LBS Financial and other financial institutions
- Enhanced biometric authentication capabilities
- Change from Popmoney Person-to-Person Payments to PayPal
- Improved secure messaging
- Easier self-enrollment and password reset process
- Aggregation of all of your LBS Financial accounts under one login
- Expanded alert options
- Responsive eStatements and continued improvements with eDocs
- And more!

All Members will be required to re-register and establish a unique User ID and password upon initial login. We will be upgrading our security to no longer use challenge questions as an additional layer of security. Our new method is to send you a one-time PIN (email or text) for certain changes on your account. All of your scheduled and recurring transfers will be migrated to the new system. There are no changes to Bill Payment. We will be communicating FAQs and additional instructions to Members prior to our launch date on our website and in future email communications.



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[lbsfcu.org](http://lbsfcu.org)



*Together ahead*

**LBS Financial**  
CREDIT UNION

# President's Message



Best wishes and congratulations to the 2018 graduates! It takes hard work, perseverance, dedication, and discipline to reach your educational goals. Some of you are preparing to join the workforce while others are embarking on a new journey to start your college years. As your financial institution, we are here to help you through these milestones with all of your future financial needs.

Your Credit Union is also continuing to evolve and change with the times. This spring we opened our Long Beach State campus branch and are thrilled to offer more conveniences to students, faculty, and staff on campus. Our teams are working hard to unveil a brand new Online and Mobile Banking experience for our Members this year. We hope to make every Member's service experience—whether in person or electronically—fast, easy, and convenient. Our new Online and Mobile Banking will feature a new design, navigation and functionality. A launch date will be announced soon. Please refer to page 1 to learn more about the upcoming enhancements.

Serving the entire local community with their financial needs is truly a pleasure, and we spend time educating employees at local businesses about financial education—as well as students and school employees. With roots in education, we have created programs throughout the year to also give back to the educational community and students in our schools. We support the local schools through volunteer work and charitable donations and also continue to offer our scholarship program. This year we awarded two \$1,000 scholarships to two highly deserving recipients. Congratulations to Cadence Stringer and Joie Le for their outstanding academic performance and community involvement. Thank you to our scholarship committee for devoting so many hours reviewing and judging the scholarship applications submitted. The Credit Union also donated thirty four \$500 scholarships to local schools in the Greater Long Beach area and surrounding cities.

I encourage you to help us make a difference in the schools and support our eighth annual Adopt-a-School program. We are happy to partner once again with ABC Unified School District, Long Beach Unified School District, and Bellflower Unified School District. Please visit our website at [lbsfcu.org/school-supplies](http://lbsfcu.org/school-supplies) to download a wish list or visit any branch conveniently located close to you to make a cash or school supply donation.

Enjoy your time and travels this summer with your loved ones! Be safe, make memories, have fun and contact the Credit Union before you start your vacation.

Lastly, thank you so much for voting LBS Financial Credit Union as the Best Credit Union in Long Beach in the 2018 Press Telegram Reader's Poll. We are truly grateful for your continued loyalty, and we are happy to serve all your financial needs.

Best Regards,

Jeffrey A. Napper  
President & CEO

# 2018 Scholarship Winners

LBS Financial is proud to announce our 2018 Scholarship Winners for our annual \$1,000 scholarship.



For this year, we are awarding two recipients with \$1,000 each in recognition of their dedication, high academic performance, and community involvement. Congratulations to recent Woodrow Wilson High School graduate Cadence Stringer of Long Beach and Joie Le of Cypress from Oxford Academy!

Cadence will be attending Chapman University and will be pursuing a degree in Mathematics. Joie will be attending Massachusetts Institute of Technology (MIT) pursuing a degree in Computer Science.

Any Member who is in good standing and currently enrolled as a high school senior or at an accredited college in his/her freshman through junior year is qualified to apply. Two winners are selected annually by our scholarship committee. Check back with us in the fall when we announce our 2019 program.

# Help Us Support Student Success

Our eighth annual Adopt-a-School Program kicked off this summer.



For 2018, we are adopting Furgeson Elementary School in ABC Unified School District, Lindbergh STEM Academy in Long Beach Unified School District, and Craig Williams Elementary School in Bellflower Unified School District.

Each year, the adopted schools provide us with their wish list for the upcoming school year. We encourage you to help us make a difference by donating school supplies or funds towards one of our selected schools. Wish lists for each school are available online or at our Long Beach, Lakewood, or Cerritos branch locations. School supply or cash donations can be made through

August 24, 2018 at any of the branch locations. You may also visit our website at [lbsfcu.org/school-supplies](http://lbsfcu.org/school-supplies) to download a wish list.

We truly appreciate your support in helping us fulfill our commitment to help local students achieve their educational dreams. We look forward to delivering the supplies to each school in September!

# Tips for Buying a Vehicle

We know that buying a car can be daunting. It's expensive, and there's a lot involved from shopping at the dealer to getting approved for a loan.



LBS Financial offers great auto buying tools and support to make your research easier and help you save money. Below are some tips to consider as you plan your next purchase.

**Timing:** The best time to make your vehicle purchase is during the end of the year. Dealers and automakers will more likely have extra incentives to offer or price deals to move out vehicles before the New Year.

**Budget:** Determine how much money you can afford to spend each month. Armed with this information, you'll be able to decide the monthly loan amount you can afford and whether a longer or shorter term loan best fits your needs. Knowing your budget will also determine if you can afford to purchase a pre-owned or a brand new car. Be aware of gas mileage and what makes sense for your current daily driving. You should also take into consideration the insurance premiums that you will have to pay when you purchase your vehicle.

**Research:** Once you know what you can afford, you can now decide what type of vehicle you are going to buy. You can compare pricing on similar vehicles and different options online or use our auto buying service. Check out our vehicle research tool, LBS AutoSmart on our website, located at [lbsfcu.org/autos](http://lbsfcu.org/autos) to help you find your vehicle.

**Negotiate:** It's always a plus to focus on the dealer's invoice price versus the manufacturer price. You should also be aware of supply and demand on certain vehicles. If a car is very popular and difficult to find, you may not be able to get a great deal on the car. If you hate haggling, consider using our auto buying service and contact the Surrogate Auto Shopper by visiting [lbsfcu.org/autos](http://lbsfcu.org/autos). Click on the form to submit a vehicle request online and let Denise, our auto shopper, go to work for you! Our Surrogate Auto Shopper can do all the leg work for you, no need to even visit the dealership.

## Going Out of Town? Please Let Us Know!

School is out and everyone in your family is looking forward to a great summer vacation. Before going away for your vacation

getaway, don't forget to contact LBS Financial Credit Union before you leave town. Let us know the dates and places where you will be traveling and we will note your account to ensure your LBS Financial ATM/Debit/Credit Card(s) continue to work. LBS Financial has fraud protection services in place that could cause a decline of your purchase or withdrawal if in another country or city outside of your normal transactions. Call us at 800.527.3328 and let us know your travel plans!



## FROM OUR MEMBERS

*I love doing business with my Credit Union. Whenever I have a question and call their call center, I don't have to go through an involved series of instruction just to talk to a live person. Whether you are visiting a branch or calling, everyone is always polite, friendly and helpful. They even called me at one time when there was an issue with my automatic deposit affecting my automatic deductions so I can transfer funds and avoid the overdraft fines while I got the issue straightened out. I wish all businesses ran the way LBS Financial does.*

– Gay L.  
Member since 2012

## LBS Financial Recognized as Best Credit Union in Long Beach



LBS Financial Credit Union continues to be recognized by our community, our Members, and outside organizations for financial strength and top notch

service. Your Credit Union was voted for the 8th year in a row as the Best Credit Union in Long Beach in the 2018 *Press Telegram* Reader's Poll. For the 6th year in a row, Long Beach *Beachcomber* readers also voted LBS Financial the "Best Credit Union" in their 2018 reader's poll.

BauerFinancial, a source for independent credit union and bank ratings continues to list LBS Financial with a 5 star rating, the highest rating possible given to any financial institution. [Depositaccounts.com](http://Depositaccounts.com) also included LBS Financial again this year in their Top 200 financially Healthiest Credit Unions in the nation, out of nearly 6,000 credit unions.

All of us at LBS Financial are thankful for your continued loyalty and vote of confidence! We are truly grateful for these honors. We will continue delivering and providing excellent service and value feedback from Members to ensure we are meeting your financial goals and needs.

# 4 Tips to Help Cut Road Trip Costs

There's no better way to see the country than a road trip, and it's also the way to travel if you're looking to keep costs under control. Here are a few ideas to help ensure you have a good time out there on the road.

## 1. Cut your gas costs.

Planning your route in advance will help you estimate your gas costs for the entire trip. Then, when you're on the road, use the GasBuddy smartphone app to search for the lowest gas prices near you. Of course, you'll also want to stick to the speed limit and keep your tires properly inflated to help improve your gas mileage.

## 2. Cut your food costs.

Think about picnicking and cooking in rather than eating out. Packing healthy snacks in advance won't just save you time and money; it may help save your waistline from the drive-through line, too.



**APOLLO**  
INSURANCE SERVICES

## 3. Cut your lodging costs.

Why not book a "room" outdoors? As long as you have room in the car for your camping gear, that is. Oftentimes you can book campsites in advance online. Look for campgrounds with nice facilities, such as showers and even Wi-Fi, and you won't even sacrifice much in the way of comfort. But, you will save a considerable amount compared to staying in hotels.

## 4. Cut your entertainment costs.

No matter where you're headed, you can likely find some enticing entertainment options that are either free or low-cost. You might come across free concerts, or farmers markets. Whether you're planning a long weekend or a couple of weeks on the road, we wish you happy travels! And remember, our valued partner, Apollo Insurance Services can handle all of your auto insurance needs to help keep you on the go. Give them a call at 800.939.6633, option 2 or visit [www.apolloinsuranceservices.com/lbsfcu](http://www.apolloinsuranceservices.com/lbsfcu).

## Save Money on Your Mobile Service

As a Member of LBS Financial Credit Union, you can save money on your mobile service through Sprint!



Here's how the Sprint Credit Union Member Cash Rewards program works:

- Members get \$100 for every new line activated with Sprint, up to 3 lines\*
- Current Sprint customers will receive \$50 for every line they transfer into the program, up to 3 lines\*
- Current Sprint customers will get a \$50 loyalty reward every year for every line activated or transferred, up to 3 lines\*
- 25% off eligible accessories in Sprint stores and the best Unlimited plan with Hulu

\*3 lines total, includes newly activated and transferred lines. May require up to new 2-yr agreement/activation per line.

It's easy to sign up!

- 1 Become a Sprint customer and mention you are an LBS Financial Credit Union Member
- 2 Register at [LoveMyCreditUnion.org/SprintRewards](http://LoveMyCreditUnion.org/SprintRewards) or in the Love My Credit Union® Rewards app
- 3 You will see your cash rewards directly deposited into your LBS Financial account

## Office Hours & Locations

	MON	TUES	WED	THURS	FRI	SAT	SUN
Call Center Hours	8:30-7:00	8:30-7:00	8:30-7:00	8:30-7:00	8:30-7:00	8:30-5:00	Closed
<b>Branches</b>							
Bixby Knolls* 4436 Atlantic Ave Long Beach, CA 90807	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:00-2:00**	Closed
Cerritos 11239 183rd St Cerritos, CA 90703	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:00-2:00	Closed
East Long Beach* 4341 East 10th St Long Beach, CA 90804	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:00-2:00	Closed
Lakewood* 4916 Bellflower Blvd Lakewood, CA 90713	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:00-2:00	Closed
Long Beach State Campus 49er Bookstore 6049 East 7th Street, Long Beach, CA 90803	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	Closed	Closed**
Los Altos 6417 East Spring St Long Beach, CA 90808	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:30-6:00	9:00-2:00	Closed
Newport-Mesa 1401 Quail St, Ste. 130 Newport Beach, CA 92660	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	Closed	Closed

\*Walk-up windows open Monday - Friday at 8:30 am. \*\*Bixby walk-up window open on Saturdays (branch is closed).

\*\* Campus branch closed during summer session

## Rates

As of July 1, 2018. All rates are subject to change without notice.

SAVINGS	Dividend Rate	APY
<b>SHARE SAVINGS</b>		
Average Daily Balance below \$100	0.10%	0.10%
Average Daily Balance \$100 or above	0.15%	0.15%
<b>MONEY MARKET</b>		
\$100,000 and above	0.50%	0.50%
\$50,000 to \$99,999	0.40%	0.40%
\$25,000 to \$49,999	0.35%	0.35%
\$2,500 to \$24,999	0.25%	0.25%
Below \$2,500	0.15%	0.15%
CLUB/SPECIAL SAVINGS	0.15%	0.15%

## LOANS Rates Quoted as low as APR

SIGNATURE LOAN Unsecured*	11.65%	
AUTO, TRUCK, SUV (Up to 36 months)**	New	Used
100% Financing	2.25%	2.49%
80% Financing	2.00%***	2.25%
BOATS/RVS—New or Used		
80% Financed up to 66 months/New**	6.75%	7.25%
MOTORCYCLES—New or Used		
100% Financing up to 48 months/New**	7.74%	8.25%

## SHARE CERTIFICATES All Rates Quoted in Annual Percentage Yield (APY)

	BRONZE (\$2,500 min.)	SILVER (\$20,000 min.)	GOLD (\$50,000 min.)	JUMBO (Over \$90,000 min.)
3 month (\$1,000 min.)	0.60%	0.65%	0.70%	0.75%
6 month	1.20%	1.25%	1.30%	1.35%
12 month	1.60%	1.65%	1.70%	1.75%

Savings: The dividend rates and APY are anticipated and paid on the entire balance in the account. Fees or other conditions may reduce earnings on the account. Certificate terms available: 3,6,9,12,18,24,30,36,42,48,60 months. IRA: 6,12,18,24,30 months. Loans: Rates are quoted as the lowest rate available, in Annual Percentage Rate (APR).

\*\*\$2.08 per \$1,000 borrowed. \*\*\*Longer terms are available for these products. Rates and terms vary based on Member's credit history and amount financed. Rates and terms are subject to change at any time. Rate reflects a 25% discount for automatic transfer from an LBS Financial Checking or Savings account and a 25% discount for a new or used auto purchase (2015-2017) from the Surrogate Auto Shopper. Contact the Credit Union for details. \*\*\*\*A loan at 2.00% APR for 36 months with a 20% down payment will have a monthly payment of \$28.66 per \$1,000 borrowed.

## LBS Financial's Supervisory Committee

Encourages monthly account statement review to ensure accuracy. They also want to ensure that you are completely satisfied with LBS Financial Credit Union's service and encourages contact with them if an issue arises and is not resolved to your satisfaction. LBS Financial Credit Union Supervisory Committee, P.O. Box 4860, Long Beach, CA 90804



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Your Money is published exclusively for Members of LBS Financial Credit Union. Email: [info@lbsfcu.org](mailto:info@lbsfcu.org)

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