

October 2018

Your Money



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562.598.9007
714.893.5111

lbsfcu.org



We Saved Our Entire Membership \$19,822,341!

We saved our Membership over \$19 million in 2017, according to independent third party research conducted by the Credit Union National Association (CUNA).

Based on the research results, an average LBS Financial Member saves over \$156 a year and the average household saves \$328 a year compared to an average of all California banks.* The Credit Union provided \$19,822,341 in savings by offering lower loan rates, lower or fewer fees and paying higher dividends on deposit accounts to our Members.

Thanks to our Members for continuing to use our products and services and enjoying the overall value we provide every day.

Total LBS Financial Member Benefit:



\$14,635,069

Total Member benefits from lower interest rates on loan products.



\$3,573,316

Total Member benefits from higher interest rates on savings products.



\$1,613,955

Total Member benefits from fewer/lower fees.



\$19,822,341

Total Member benefits from interest rates on loan and savings products and lower fees.



\$156

Total Member benefit/per Member.



\$328

Total Member benefit per household.

*Based on 127,013 Members as of December 31, 2017.

President's Message

We are committed to providing our Members with convenient access to your accounts. As part of that commitment, we made an investment this year in improving our Online and Mobile Banking systems. While a major change like this can be challenging for everyone, the new systems will give us the ability to continue to add enhancements as new technology becomes available. Our previous systems were no longer being updated or enhanced so it was critical for us to make this change to be able to meet your needs in the future.

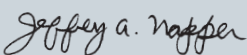
The new systems required re-enrollment by all Members. The re-enrollment was required for two reasons. 1. Most of our Members were still using their account numbers as user IDs and we chose to discontinue this practice to improve overall account security and, 2. Also, for your security, we cannot unencrypt your passwords to be able to use them on a completely new system. Everyone would have had to create new passwords at a minimum.

We have received a lot of great feedback from our Members about our new Online and Mobile Banking. Many Members love the new features and the modern look and feel. Some of our Members are struggling through the change which is entirely normal as our systems were the same for so many years. It will take time to get familiar with these new systems and we hope they do make it easier for you to do your banking remotely.

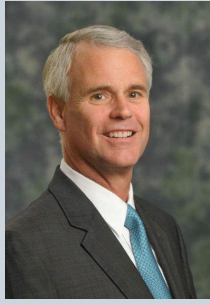
I want to personally thank all of our Members for making this transition with us. We have now re-enrolled over 27,000 Members since our launch in late August.

As the holidays approach, I want to thank all of our Members for your continued loyalty. It's through your support that we continue to thrive and be successful.

Best Regards,



Jeffrey A. Napper
President & CEO



Thousands of School Supplies Donated to Local Schools

The Credit Union's eighth annual Adopt-a-School program was once again, a great success!

LBS Financial donated thousands of school supplies and wish list items to three schools/school districts this year. Thanks to the Members and Credit Union employees who donated supplies and cash! We were pleased to deliver this year's donations to Furgeson Elementary School in Hawaiian Gardens (ABC Unified School District), Lindbergh STEM Academy in Long Beach (Long Beach Unified School District), and Craig Williams Elementary School in Lakewood (Bellflower Unified School District) during the month of September.

In 2019 we will be selecting different schools within each district for our school supply drive.



LBS Financial Credit Union staff donated and delivered school supplies to Craig Williams Elementary School on Thursday, September 13, 2018. Pictured are students from Craig Williams, Principal Stacey Williams, and staff from LBS Financial Credit Union's Marketing Department.



LBS Financial Credit Union's Marketing Department delivered school supplies to Lindbergh STEM Academy in Long Beach on Friday, September 14, 2018. Pictured are students from Lindbergh and Principal Dawn Lomeli with staff from the Credit Union.

LBS Financial Volunteers Prepare Supplies and Backpacks for ABCUSD

LBS Financial's LBS CARES program partnered with the ABC Education Foundation on Thursday, August 23, 2018, sending 13 employee-volunteers to prepare backpacks and supplies for their backpack assembly day on August 24th.



The team sorted school supplies and prepared for a large community event to assemble over 400 backpacks for financially disadvantaged students in ABC Unified School District. The Credit Union also donated funds towards the program to fulfill 50 of the backpacks with supplies.

Join Us to Celebrate the Credit Union Difference



Join us on Thursday, October 18, 2018 to celebrate the 70th platinum anniversary of International Credit Union Day (ICU Day).

This day celebrates the spirit of the global credit union movement, reflecting on the credit union movement's history and promotes its achievements as to recognize the great work credit unions are doing all over the world.

LBS Financial will be celebrating along with almost 6,000 Credit Unions across the country. We will commemorate this special day by celebrating our Members. Visit any of our seven branch locations to enjoy a light snack and special giveaway on October 18th! We look forward to seeing you!

Member Appreciation Day

Where: All seven branch locations

When: October 18th, 9:30 am to 5:00 pm

Notice of Available Offices and Procedures for Nominations

The Board of Directors announces to all Credit Union Members that elections for the following positions will be held at the LBS Financial Credit Union Annual Meeting on March 6, 2019.

Board of Directors:

- (3) Three positions, three-year terms
- (1) One position, 2 year term

Supervisory Committee:

- (1) One position, three-year term

The Nominating Committee will submit its list of nominees to the Board of Directors and the Membership.

Nominations for office may also be made by petition, signed by no less than 100 Members. The petition form must accompany a biographical summary of 125 words or less. The Secretary of the Board must receive all petitions by midnight January 2, 2019. Members may obtain a form and further information by contacting Nancy Bloh, Executive Assistant, at 562.598.9007, ext. 5102.

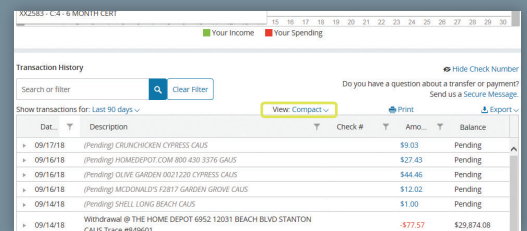
LBS Financial Credit Union Nominating Committee

New Online Banking - Quick Tips

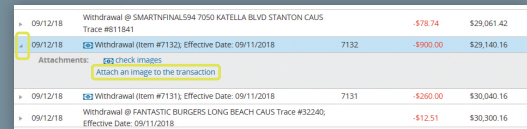
Did you know that you can now add images and comments to your transaction history within our new Online Banking? Whether you are transferring money to someone, paying a bill or just simply want to attach an image to a transaction, you can now customize your transaction history.

Log on your account, click on History, and select one of the accounts listed in the drop down at the top.

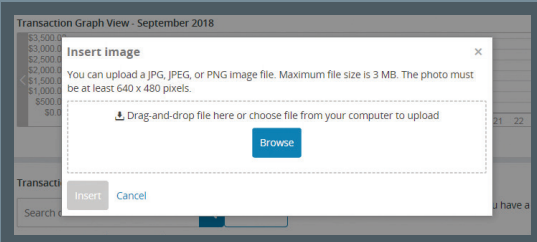
To add a note to your transaction, change the view from "Compact" to "Expanded" then click on the notepad and pencil icon on the right side. Enter your note and click the checkmark to save.



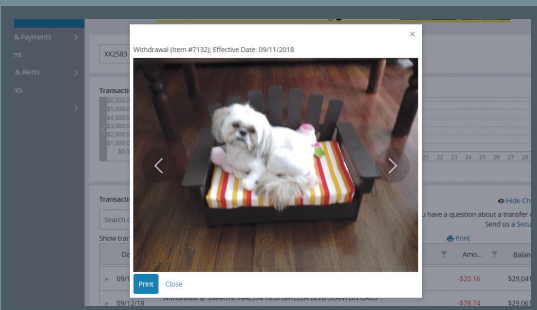
To upload an image, click the little arrow on the left hand side, then click "Attach an image to the transaction."



Upload a JPG or PNG image file. Please note maximum file size is 3 MB and the photo must at least be 640 x 480 pixels.



You can click on the image you uploaded at anytime!



Three Great Ways Membership Pays with Sprint®

It's Sprint's best Credit Union Member Cash Rewards offer ever!



Looking for a great plan and a little extra cash? LBS Financial Credit Union can tap into the Sprint Unlimited Plan and these amazing cash rewards.

1. Members can get a \$100 CASH REWARD for each new line you activate with Sprint.*
2. Current Sprint customers get a \$50 cash reward for each new line transferred into Sprint Credit Union Member Cash Rewards.*
3. You'll get a \$50 loyalty cash reward every year for each line.*

4. Credit Union Members are eligible for 25% off accessories with the Sprint Credit Union Member Cash Rewards program.

Plus, enjoy Sprint's reliability, which now beats T-Mobile and performs within 1% of AT&T & Verizon.* You can also enjoy a great price for fully featured Unlimited.

Get started today!

1. Become a Sprint customer and mention you're a Credit Union Member
2. Register at LoveMyCreditUnion.org/SprintRewards
3. Allow up to six to eight weeks to see cash rewards directly deposited into your Credit Union account

Get all the benefits of Credit Union Membership. Sign up today!

*Limited time offer. Activation Fee: Up to \$30/line. Credit approval required. Cash Reward Offers: Available for eligible Credit Union Members & employees. \$100 Cash Reward for new smartphone line, activate up to 3 lines. Required activation at point of sale. Excludes CL, MBB devices, tablets, Sprint Phone Connect, upgrades, replacements & ports made between Sprint entities or providers associated with Sprint. No additional discounts apply. Loyalty Reward: \$50/line/yr. Cash Reward up to 3 lines when Sprint account remains active and in good standing each year. Transfer Reward: Members participating in another discount program are eligible for a \$50 Cash Reward for up to 3 smartphone lines transferred to Cash Reward program. Deposit: Cash Reward issued by CU Solutions Group. Sprint account must remain active and in good standing for 31 days to receive Cash Reward. Allow 6-8 weeks for Cash Reward to be deposited to your Credit Union account. If the Cash Reward does not appear after 8 weeks, visit lovemycreditunion.org/sprintrewards and click on "Cash Rewards Tracker." Other Terms: Offer/coverage not available everywhere or for all phones/networks. May not be combined with other offers. Offer, terms, restrictions, & options subject to change & may be modified, discontinued, or terminated at any time without notice. Restrictions apply. © 2018 Sprint. Claim based on Sprint's analysis of latest Nielsen drive test data for average network reliability (voice and data) in top 106 markets.

Protect Your Assets



Did you know that LBS Financial offers home and auto insurance through our trusted partner, Apollo Insurance Services? Simply

call **800.939.6633 option 2** to speak with a licensed insurance consultant. They'll compare prices from over 20 premium insurance companies to get you the right coverage at a great price. They may even be able to save you money! Visit www.apolloinsuranceservices.com/lbsfcu to get a comparison quote.

Insurance products offered through Apollo Insurance Services, Inc., California Insurance License # 0394033 Insurance products 1) are not NCUA insured, 2) are not obligations of or guaranteed by the credit union or any affiliated entities; Insurance products not available in all states.

Rates

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

SAVINGS	Dividend Rate	APY
SHARE SAVINGS		
Average Daily Balance below \$100	0.10%	0.10%
Average Daily Balance \$100 or above	0.15%	0.15%
MONEY MARKET		
\$100,000 and above	0.60%	0.60%
\$50,000 to \$99,999	0.50%	0.50%
\$25,000 to \$49,999	0.40%	0.40%
\$2,500 to \$24,999	0.30%	0.30%
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	2.49%	3.00%
80% Financing	2.25%***	2.74%
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.)	0.75%	0.80%	0.85%	0.90%
6 month	1.35%	1.40%	1.45%	1.50%
12 month	1.90%	1.95%	2.00%	2.05%

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).

\$22.08 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 new auto loan rates also include a .25% discount for a new auto purchase (2013-2017) from the Sunrrogate Auto Shopper. Contact the Credit Union for details. ****A loan at 2.25% APR for 36 months with a 20% down payment will have a monthly payment of \$28.76 per \$1,000 borrowed.

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
Branches							
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 90840	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

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

Your Money is published exclusively for Members of LBS Financial Credit Union. Email: info@lbsfcu.org

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