

Providing Quality Member Service Since 1949

## SPRING 2017

### IN THIS ISSUE:

- 1** EMV Chip Cards
  - Getting a Loan Without Visiting The Office
  - Select Loan Rates
- 2** Credit Union Difference
  - April Is Youth Month!
- 3** 2017 Annual Membership Meeting
  - Have You Signed Up For CardNav?
  - We Finance Boats & RV's
- 4** Discount on Tax Preparation
  - Tax Refund? Direct Deposit To Your Account
  - Discounted Theme Park Tickets Available
  - LM Federal is on Facebook
  - Extended Warranty Program Improved

## Have a VISA Check Card? EMV Chip Cards Available!

Starting in April VISA EMV Chip cards will be provided for new card requests and to replace expiring cards.

All existing magnetic strip swipe cards will eventually be replaced by the Spring of 2018.

VISA EMV chip cards are a major advancement in card security technology, with an embedded microchip that stores and generates the information required to authenticate, authorize and process transactions.

Whether you use your EMV chip card by swiping or inserting in an EMV terminal, you still have \$0 liability for fraudulent transactions.



## Getting a Loan Without Visiting The Office!

- Apply by telephone or online at [lmfcu.com](http://lmfcu.com)
- Loans are typically approved within 2-hours or by the next morning.
- Agreements may be signed by secure e-signature using your PC, tablet, smart phone or other device.
- Funds are disbursed by Federal Express or electronic transfer.
- Complete your vehicle purchase with an Autodraft check

### Questions?

Call **800-410-0501**  
or visit [lmfcu.com](http://lmfcu.com)



Selected Loan Rates	APR as low as
New Auto, 3-5 year (6 or 7 years available)	1.99%
Used Auto, 3-5 year (6 years available)	2.24%
Home Equity Line (Special introductory rate)	2.24%
Fixed Home Equity, 7 year (15 yr. term available)	4.34%
Personal (Up to \$20,000)	8.89%
Boat & RV	4.24%
Motorcycle & ATV	5.99%
APR=Annual Percentage Rate <b>Visit <a href="http://lmfcu.com">lmfcu.com</a> for all loan rates</b>	

# The Service Difference Between a Bank and the Credit Union

I recently spoke to a member who banked with both the Credit Union and a large National Bank. He indicated his dissatisfaction with the bank and was considering transferring all of his business to the Credit Union.

I asked why he was unhappy. His response? Poor customer service. When he visits his bank branch the wait time to see a teller or customer service representative is almost always a problem. Like all of us in today's world, we want to get in and out quickly if we visit any merchant or retail location.

The difference between the Credit Union and a large national bank is that our member service objective is to immediately help our members. If you call or visit our office we typically respond with little to no waiting time. We are not always perfect, but we will make the effort.

Why do we put more emphasis on customer service to our members? Because we are owned by our members! A traditional bank is typically owned by stockholders, not the bank's customers.

**Mark Bold**  
LMFCU President

## April Is Youth Month! Are You Preparing Your Children's Financial Future?

Teaching your kids about personal finances and money is essential for your kids financial future. Unfortunately our schools don't always teach our kids financial basics.

### **Educational Information Available!**

We have educational and fun worksheets and information available to help teach younger children. Packets are available for those with existing or opening new child's accounts.



### **Month of April:**

- Deposit loose coin to your child's account and the coin machine fee is waived
- Coin Jar Guess: the closest guess without going over wins the coin jar value\*
- Open a Child's Account and get the
  - \$5 matching cash deposit
  - Cool piggy bank!
  - Guess the coin jar amount
  - Chance to win a \$25 gift card



### **Special Activities - Week of April 10th**

- Fun activities for kids
- Coin jar guess and prize wheel spin whenever you make a deposit\* Snacks and refreshments on the 13th and 14th

Monthly promotions expire on April 28th. Drawings to be held May 1st. Deposits must be made to a child's account, age 17 or less. Other restrictions apply.

## Open a New Home Equity Line of Credit -

### Introductory rate of 2.24% APR\*

- No closing costs\*\*
- Low minimum monthly payments of only \$5.80 per \$1,000 borrowed.
- Ongoing access with convenient check writing



A line of credit is perfect if you need continued access to funds over an extended period of time.

Questions? Call 800-410-0501 or visit [lmfcu.com](http://lmfcu.com).

APR = Annual Percentage Rate. \*Available for the first 6 months.

\*\*Certain restrictions apply. Minimum \$20,000 line required for closing cost waiver. Application must be received by 6/30/2017. Loan must be settled by 7/17/2017, must be the 1st or 2nd lien on the property and must be secured by your primary residence in MD, DC, PA, DE or VA. Rates are subject to change without notice.

## 2017 Annual Membership Meeting April 25th



Be sure to attend LM Federal's upcoming Annual Meeting and Dinner to be held on Tuesday, April 25th at 5:15 pm.

The meeting and a light buffet will be held on the first floor of "E" building at the Middle River facility. You'll hear about the state of the Credit Union and get updates from the Board of Directors, the President and other officials. Drawings for various prizes and gift certificates will be held.

Members are encouraged to ask questions, make comments, and suggestions regarding the Credit Union. Unlike a bank, here's your chance to express your opinion as to how your financial institution should operate. **Please plan to attend!**

## Have You Signed Up For CardNav?



Protect your VISA Check Card against card fraud and misuse via your smart phone.

Control, in real-time, when, where and how your LMFCU cards are used - anytime, anywhere.

- Turn your card on and off
- Set card spending limits
- Limit use to specific merchant types
- Set GPS location restrictions
- Receive real-time card-use notifications

Visit [lmfcu.com](http://lmfcu.com) for enrollment and other information.

## We Finance Boats and RV's!!!

- Eligible boats include power, sail and personal watercraft.
- RV's include motor homes, travel trailers and campers.
- Rates as low as 4.24% APR (Just Reduced!)
- Refinance loans available
- Terms of up to 15-years available
- Motorcycle loans also available



Credit and other restrictions apply. Rates are the same for new or used units. Rates listed assume a loan amount of \$25,000 or greater. Rates are higher for smaller loan amounts.

APR = Annual Percentage Rate. Call or visit [lmfcu.com](http://lmfcu.com) for details.

## Tax Refund?

### Direct Deposit To Your Account

Use direct deposit to get your refund faster!  
LM Federal's routing number: 252076390

## Unhappy With Your Bank Checking Account?

### Get a \$75 Cash Reward\* With a New Checking Account Including Direct Deposit and a VISA Check Card

- No minimum balance or monthly service fee
- Surcharge-free ATM access at 30,000 Co-op ATMs
- Free use of Online Banking and Internet Bill Pay\*
- Mobile Banking and eStatements are available

\* Direct Deposit is defined as an ACH deposit of payroll or retirement income of at least \$500 per month (or equivalent). Incentive will be deposited once the direct deposit is posted. Other restrictions apply. Promotion Expires May 31, 2017.



## LM Federal is on Facebook!

Follow us for updates such as:



- Credit Union News ■ Current Promotions
- Special Offers & Deals ■ Loan Rates & Much More!

Give us a like and keep up to date with LMFCU news!

[www.facebook.com/LMFederalCreditUnion](http://www.facebook.com/LMFederalCreditUnion)

## Discounted Tickets Available Beginning in Spring!

We have discounted tickets available for:

- Hershey Park\*
- King's Dominion\*
- Dutch Wonderland\*
- Maryland Zoo
- Six Flags\*
- Baltimore Aquarium

\*Seasonal from April through September



## Auto & Truck Extended Warranty Program Improved!

Factory Type Coverage Up To 120,000 Miles\*  
Reduction in Plan Pricing

### Our Plans Include:

- NO Deductibles
- Go To Any Licensed Mechanic
- Includes Roadside Assistance
- Nationwide Coverage
- 24/7/365 Emergency Roadside Service
- 30 Day Money-Back Guarantee
- Transferable



Questions? Contact Ryan Davis at [rdavis@lmfcu.com](mailto:rdavis@lmfcu.com).

\* Restrictions apply, ask for details

### Holiday Office Closing

**Memorial Day**  
Monday, May 29th

### Credit Union Financial Statistics as of February 28, 2017:

Assets: \$35,254,011

Reserves: \$2,600,028

Loans: \$25,164,733

Deposits: \$32,486,5924

Members: 3,218

### Contact Information

101 Chesapeake Park Plaza, Baltimore, MD 21220

**General Info:** [info@lmfcu.com](mailto:info@lmfcu.com) • **Loan Department:** [loans@lmfcu.com](mailto:loans@lmfcu.com)

**Phone Numbers:** 410-687-5240 • 800-410-0501 • Fax: 410-687-1322

**Facebook:** [facebook.com/LMFederalCreditUnion](http://facebook.com/LMFederalCreditUnion)

**Lobby Hours:** Mon-Thurs: 10 am - 5 pm • Friday: 10 am - 7 pm

**Drive Thru & Phone Hours:** Mon-Thurs: 9 am - 6 pm EST • Friday: 9 am - 7 pm EST

