

3RD QUARTER - PRESIDENT'S REPORT



Hello Members,

The summer season is here. I hope you are all enjoying the warmth, having some fun, and relaxing.

Something that has crossed my desk daily in the past two years is the rapid growth of constant fraud. With rising cyber threats and financial fraud, it is truly a challenge. Financial institutions must enhance their fraud management strategy to reduce the risk and ensure that our members' experiences are not adversely affected.

We ask why fraud is significant today and several factors contribute, such as digital transformation. The shift to online transactions and digital services has created more convenience and opportunities for our members and fraudsters. Cybercriminals have a larger pool of potential targets to go after with more online activity. Technological advancement has brought many benefits, and it has also provided fraudsters with sophisticated tools. Techniques such as phishing, identity theft, and malware attacks have become more advanced, complex, and more difficult to detect. Economic pressures have brought instability and financial pressures on people and families, which can drive individuals to commit fraud.

Many times, the perception is that the potential rewards outweigh the risks. The interconnected global economy means that fraud can be perpetrated across borders, making tracking and prosecuting offenders harder. Many people are unfamiliar with some of these types of fraud and don't know how to protect themselves. Fraudsters will go after and target those who are unaware.

In a survey conducted in March of 2024 by Abrigo, a leading provider of risk management and financial crime prevention that helps financial institutions mitigate fraud, we learned the following:

- 1) most common types of fraud respondents have experienced are credit card theft 53%, ACH or electronic payment fraud 19%, check fraud 17%,
- 2) most significant number of respondents who reported having been a victim of financial fraud were those aged 35 - 44 and those 65 and older
- 3) more men, 51%, than women, 40%, reported being victims of financial fraud
- 4) most concerning types of fraud schemes are identity theft (51%), internet or email scams (29%), and elder fraud (10%).

According to the Federal Trade Commission, American consumers lost more than \$10 billion to fraud schemes in 2023, up from \$3.5 billion in 2020. Depending on the cause of the fraud will determine whether financial institutions can make their members/customers whole.

As a financial institution, we have proactively reevaluated our processes and implemented more stringent procedures to ensure that your information is always safe and secure. This is our unwavering commitment to your security. Please know that the additional due diligence performed by our team is occurring to protect your identity and assets placed here at your credit union. When we ask you for identification, security passwords, or a form of confirmation when we have been serving you for many years, it is for your protection, however inconvenient it might seem. Fraud will continue to increase, and we must remain diligent and mitigate the risk presented to our members and financial institutions. We all must do our part. Stay aware, know the dangers, and know we are working for you.

Thank you for your membership and for trusting Prospectors. We wish you and your family a safe and fun summer!

- *Debra Barrera, President/CEO*

Explore Summer Adventures and More with Our **Flexible Personal Loans!**

How do you plan to make the most of your summer? Perhaps you dream of an exciting road trip adventure, or an overseas excursion. Maybe your family is celebrating a milestone? Planning a wedding, quinceañera, or family reunion? Life is full of surprises, and sometimes they come with a price tag. From car repairs to medical bills, you can be prepared for the unexpected. Or you simply want to ensure you're well-prepared for the upcoming school year with school supplies, new clothes, tech gadgets. At Prospectors FCU, we're here to help make those dreams a reality with our flexible personal loans designed to meet various needs and goals.

Why Choose a Personal Loan from Prospectors FCU?

- Low rates starting at 10.74% apr*.
- Flexible payment terms up to 60 months.
- No Collateral Needed: Our loans are unsecured, meaning you don't need to use any of your assets as collateral.

Apply online by visiting www.prospectorsfcu.org or call us at 909-396-9688.

Prospectors Holiday Schedule

Thursday, July 4 - Independence Day
Monday, September 2 - Labor Day



PROSPECTORS
FEDERAL CREDIT UNION

24/7 Member Service
www.prospectorsfcu.org
(909) 396-9688

Diamond Bar Location • FAX (909) 396-6226

1310 S. Valley Vista Dr, Diamond Bar, CA 91765
M/T/F: 9am - 5pm • W: 10am - 5pm • TH: 9am - 6pm

West Covina Location • FAX (626) 430-7397

1230 Lakes Dr, Suite 108, West Covina, CA 91790
M/T/Th/F: 9am - 5pm • W: 10:30am - 5pm



PROSPECTORS SUMMER 2024

5 STAR ★ STANDARD

Delivering Value Enriching Lives... People Helping People Since 1949

**UNDERSTAND
YOUR CAR
BUYING RIGHTS**
MORE ON PG 3

*Your security
is our priority pg. 2*

FLEXIBLE PERSONAL LOANS
pg. 4

*Priscillia,
Member since 1991*

YOUR SECURITY IS OUR PRIORITY



At Prospectors FCU, safeguarding your personal and financial information is our highest priority. In today's digital age, protecting your data is more critical than ever. We have stringent protocols in place that have proven to be effective in achieving this.

When you contact us, whether by phone or in person, we will take the necessary steps

to verify your identity before releasing any financial or personal information. This process is a crucial part of our ongoing commitment to protecting your data from unauthorized access and fraud.

Security Passwords

For members with a security password linked to their account, we will ask for this password when you call or visit a branch. This additional layer of security helps us confirm that you are the rightful owner of the account and provides extra protection for your sensitive information.

We will not, however, initiate the call to ask for this information. If anyone calls you first and asks for this information, hang up and call us directly.

Valid Picture ID

When you visit our branches, we will request a valid picture ID in addition to your security password. Acceptable forms of identification include a driver's license, passport, or state-issued ID card. This practice ensures we maintain up-to-date records and can quickly verify your identity in future interactions.

Please note that if your picture ID is expired or we do not have a digital version on file, you must provide a current ID during your next visit to one of our branches. Updating our records with a valid ID helps us serve you better and protects your account from potential fraud.

We understand that these steps might seem inconvenient, but they are crucial in maintaining your account's highest level of security. Your cooperation and understanding are greatly appreciated as we work together to keep your information safe.

These extra measures are needed in today's environment of scammers and thieves becoming more bold and more creative in their efforts to steal from you.

We take your trust in us very seriously and are dedicated to protecting your personal and financial security. If you have any questions or concerns about our security measures, please do not hesitate to contact us.

Unlock Savings with Our Low Fixed-Rate VISA Credit Card

Are high-interest credit card balances causing you stress? Our Low Fixed-Rate VISA credit card allows you to transfer your balances and benefit from our incredibly low fixed rates **starting at just 8.99% APR** until your balance is paid in full. Unlike big banks that prioritize profits, we prioritize you, our members, ensuring you get the best possible financial products and services.

Many credit card issuers charge as much as 22.8% APR. By transferring your balance to our VISA credit card, you can significantly reduce the amount you pay in interest.

See the Savings for Yourself

Suppose you have a \$10,000 balance on a credit card, and you can afford to pay \$300/month toward the balance. Here's how the interest charges compare when you transfer that balance to our Low Fixed-Rate VISA credit card:

Credit Card Balance: \$10,000		Estimated Monthly Payment: \$300	
Other bank	Prospectors VISA	Other bank	Prospectors VISA
Number of Payments: 52	Number of Payments: 38	Total Interest Paid: \$5,596.10	Total Interest Paid: \$1,346.95
Total Interest Paid: \$5,596.10	Total Interest Paid: \$1,346.95	Total Payments: \$15,596.10	Total Payments: \$11,346.95

Amount saved: \$4,249.15

Take control of your finances today. Visit our website or one of our branches to learn more and apply for our Low Fixed-Rate VISA credit card.



Stay Ahead with Our Competitive Savings Options: The Best Deals in Town!

12-Month Term Share - Earn 4.5% APY

Our 12-month term share is an unbeatable choice for those looking to maximize their returns. With an impressive 4.5% Annual Percentage Yield (APY), this term share offers a guaranteed rate of return over one year. It's an excellent option for members who can set aside their savings for a year and want to see their money grow at one of the most competitive rates in the market.

8-Month Liquid Term Share - Earn 4% APY with Flexibility

Our 8-month liquid term share is the perfect solution for those who prefer more flexibility. With a competitive 4% APY, this unique savings product combines a high yield with the convenience of liquidity. The share allows for unlimited additional deposits throughout the term, giving you the freedom to continue building your savings as you go. Plus, we understand that sometimes unexpected expenses arise. That's why we offer the flexibility of one penalty-free withdrawal during the 8-month term.

We invite you to take advantage of these exceptional savings opportunities and see why Prospectors FCU remains the best place to grow your hard-earned money. Visit us online, call, or stop by your local branch to learn more and open your term share today.

*APY=Annual Percentage Yield. APR=Annual Percentage Rate. Not all members will qualify for loan products. Your rate, terms and amount approved for any loan type will be based on your ability to pay and your credit worthiness. All loan rates printed on this Newsletter are our best rates and include a .50% discount that is applied when you make automatic payments from your Prospectors FCU account to your loan. To qualify for a loan a member must submit a full loan application that is subject to full underwriting review and credit check to determine your eligibility. VISA: Members wishing to transfer balances to their Prospectors FCU VISA Card may be subject to a 3% balance transfer fee. 8-Month Term Share: To qualify for the promotion the deposit must be 100% new funds (meaning funds from an external account or funds not on deposit with PFCU). Member can make one penalty free withdrawal during the 8-month term. Penalties may apply after the penalty free withdrawal. Additional new money deposits are allowed at any time during the term. At maturity the term share will roll into a 6-month term. Minimum deposit of \$1,000. Maximum of \$250,000. IRA accounts are ineligible. 12-Month Term Share: To qualify for the promotion the deposit must be new funds (meaning funds from an external account or funds not on deposit with PFCU for over 30 days). Existing funds can qualify if depositing matching funds of at least 50% from an external source. Deposits made within 30 days of this promotion is considered new money for purposes of opening a term share under this promotion. Early withdrawal penalties may apply. Offer may end without notice. At maturity this term share will roll into a 12-month term. Minimum deposit of \$1,000. For more information on CA Car Buyer's Bill of Rights visit: <https://www.dmv.ca.gov/portal/car-buyers-bill-of-rights-ffvr-35/>

CELEBRATING LONG-TIME MEMBER: A JOURNEY OF TRUST AND GROWTH WITH PROSPECTORS FCU



At Prospectors Federal Credit Union, we don't just provide financial services, we build strong relationships. One such relationship that stands as a testament to our commitment to personalized service and community support is with our long-time member, Priscillia, owner of Contents & More. Since 1991, Priscillia has been a valued credit union member, witnessing and contributing to our growth and success.

Priscillia's journey with Prospectors FCU began over three decades ago, thanks to a personal introduction by Gena, the CEO at the time. Impressed by the personalized approach of our credit union, Priscillia quickly moved both her personal and business accounts to Prospectors FCU. Additionally, her personal auto loans and mortgages are all financed through our credit union.

Priscillia also made sure her whole family joined Prospectors FCU for all their financial needs, too. Over the years, she has seen our credit union evolve. "I'm most impressed with Debbie's vision for Prospectors FCU and in her ability to keep the credit union serving members at a personal level while still adopting up-to-date banking technology," she notes.

Priscillia strongly believes - just as we do - in the importance of educating our youth on financial literacy in the local schools. That alignment of values helps us with our mission to foster financial well-being within our community.

As we celebrate Priscillia's long-standing membership and unwavering support, we are reminded of the importance of each member's journey with us. At Prospectors FCU, every member is part of our family, and our commitment is to ensure their financial needs are met with excellence and personal care.

Here's to more years of growth, trust, and community with dedicated members like Priscillia!



Understanding Your Rights: The California Car Buyer's Bill of Rights

Purchasing a new car is an exciting milestone, and being armed with knowledge can make it even more empowering. In California, the Car Buyer's Bill of Rights provides you with critical protections, empowering you to make informed decisions. At Prospectors FCU, we are here to ensure you fully understand these rights and how we can support you with competitive financing options and essential protection products, giving you the confidence to navigate the car-buying process.

Know Your Rights - You have the right to:

1. Full Disclosure: Dealers must provide you with a written contract that clearly outlines the price of the car, including any additional fees and costs. This ensures you are fully aware of what you're paying for.

2. Fair Financing Offer: If you choose to finance through the dealership, they must offer you the loan terms they get from the lender. This means you're entitled to the lowest interest rate offered. But you can **get pre-approved here at PFCU** and avoid discussing this at all.

3. Cancel a Contract: You can purchase a two-day cancellation agreement for **used cars priced under \$40,000**. This allows you to change your mind if you realize the car isn't right for you. To exercise this right, you must notify the dealer in writing within two business days from the date of purchase and return the car in the same condition it was in when you bought it.

4. Vehicle History Report: Dealers must provide a copy of the vehicle history report for used cars to inform you about any previous accidents, title problems, or odometer issues.

5. Choose Your Insurance and Products: Dealerships often push ancillary products such as extended warranties and gap insurance, which can be overpriced and unnecessary. However, you have the right to decline these products and seek them from other providers, like Prospectors FCU. This gives you the power to choose the best options for your needs and budget.

Don't let dealerships intimidate you into unnecessary purchases. At Prospectors FCU, we offer a range of financial products to protect you and your new vehicle:

- **GAP Insurance:** This covers the difference between your car's actual cash value (the amount your car is worth at the time of the accident or theft) and the remaining balance on your auto loan in case of a total loss. This means you won't be left with a significant debt if your car is stolen or totaled in an accident.
- **Mechanical Breakdown Protection:** Provides coverage for unexpected repairs, saving you from expensive out-of-pocket costs.
- **Life and Disability Insurance:** Offers peace of mind by covering your loan payments if you become disabled or in the event of your passing.

Why Choose Prospectors FCU for your next auto loan?

- **Competitive Rates:** We offer some of the lowest auto loan rates, ensuring you get the best deal.
- **Transparency:** We believe in clear, straightforward communication with no hidden fees.
- **Personalized Service:** Our team is dedicated to understanding your unique needs and providing tailored solutions.
- **Pre-approval of your loan so you can shop with confidence.**

Before you set foot in a car dealership, remember that you have a trusted partner in Prospectors FCU. We're here to support you, not just with financing, but also with protection options and all the information you need to make a wise purchase.

Stay informed. Stay protected. Choose Prospectors FCU for your auto financing needs.