

real news



Altamaha
Federal Credit Union

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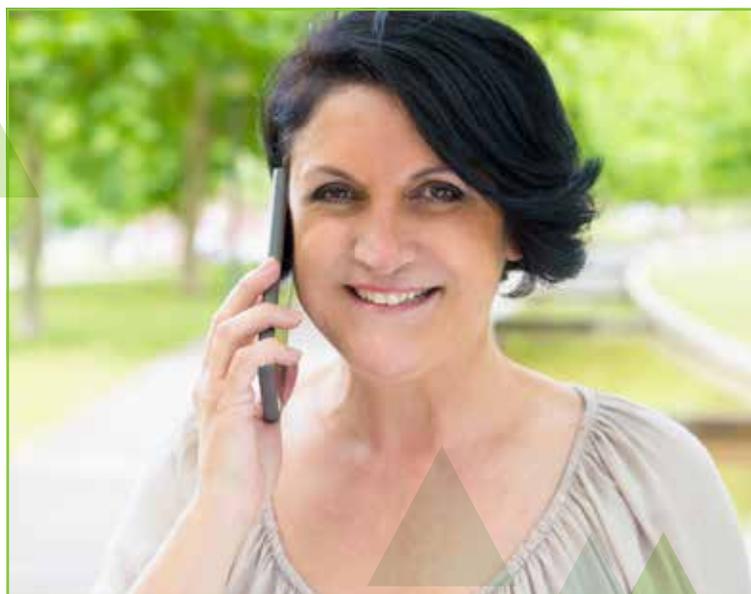
SUMMER 2019 • VOLUME 31 • NUMBER 3

AFCU Staff Write Letters to the FCC

In an effort to curb nuisance “robocalls,” the Federal Communications Commission (FCC) proposed an order in May that would have greatly hindered credit unions’ ability to contact its members. Since your financial well-being is our top priority, AFCU employees wrote to the FCC to ask for changes to the proposal that wouldn’t restrict credit unions from calling their members directly or cause them to unintentionally be blocked when calling. Days later, a revised proposal, which included a provision for consumers to challenge erroneous call-blocking, was approved by the FCC. While this new order doesn’t eliminate the possibility that members may not receive credit union calls regarding attempted fraud, loan approvals or requests for information needed to complete transactions, it is a step in the right direction.

We will keep you updated of any changes or implementation dates that may affect our ability to contact you via phone. Rest assured, we want to protect what you work so hard for, and we will continue to do just that!

We work hard to protect your hard-earned funds.



Security Tip

When using social payment apps to transfer money to others, limit the conversation. Social payment apps have features to them that allow conversation between users. While your account and payment information is housed and used in a manner predicated by the app’s security controls, the conversations often are not and are left unsecured.

Account details should **never** be included in your verbal exchanges with others on these apps, nor should any other information you would not want others to see. Tech bloggers have been able to find details of relationship spats, illicit business activity and more when searching through this open information. While you may have nothing to hide, there are plenty of other platforms that offer more protection for the details of your one-on-one conversations. In short, use payment apps for payments only!

Cheryl's Corner

"It's my money. I should be able to do what I want with it."

I can agree with that... most of the time. Sometimes though, it's not only your money, it is other's too. That's the case when it comes to debit card fraud. Let's assume you want to make a large purchase with your debit card. (I suggest making the purchase via credit card to take advantage of the buyer protections offered on credit card purchases, but that's another topic altogether.) In order to allow the purchase to happen, we must manually raise the daily debit card purchase limit for a short period of time, generally within the timeframe of our business hours, so that we can monitor the card activity for the requested purchase and for potential fraud.

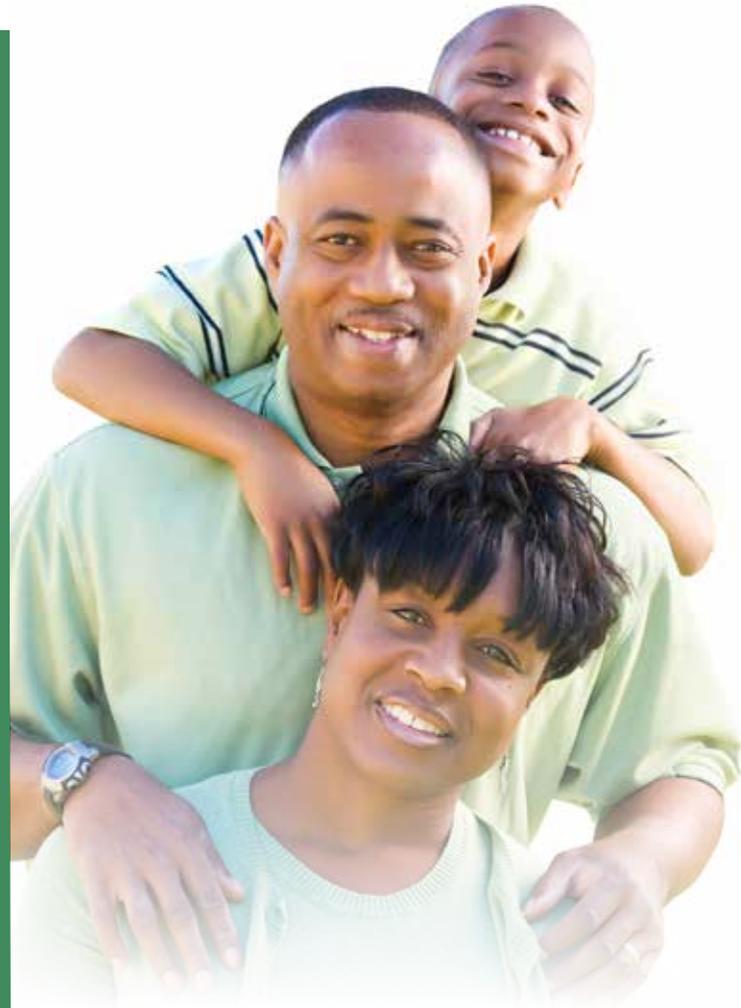


But what if you need to make the purchase after hours or over the weekend? What happens then? We lose the ability to monitor the card, and you are left exposed. In the case of a weekend, you are left exposed to having that daily card limit in place every day, meaning that if we increased your purchase limit to say \$7500, your card could be approved for total purchases up to that amount each day for the remainder of Friday, all day Saturday and Sunday, and the morning of Monday prior to opening (assuming you had ample funds in your account).

This is where the statement above comes in. Some people are perfectly willing to risk their money for the sake of a purchase, but the truth is that due to consumer protections, the credit union as a whole is left on the hook for this fraud, not the member. That means it is *all* our members' money. Explaining to the membership as a whole that we gave up thousands of dollars of your money to allow for a purchase that might have been made through an alternative method is not on my list of fun things to do. Insurance will pick up costs, but debit card loss deductibles for financial institutions are enormous. Further, the more claims that are paid, the higher either the premiums or the deductibles will increase for that institution, thereby costing the membership even more money.

Credit union membership offers so many benefits because of our cooperative structure, but we all must act responsibly to maintain those benefits. When each member makes decisions that benefit all members, we all win.

Cheryl M. Spires
President/CEO



Our Commitment to You

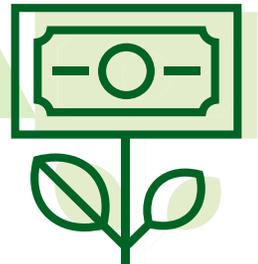
At AFCU, we will:

Provide a clean and welcoming environment.

Process your requests accurately and efficiently.

Offer convenient and accessible products and services.

Build a relationship with you and earn your trust.





Helping Hands

Every day, we are reminded of the good being done in our community. We are so honored to be a part of those who do good things here. This quarter saw an early-summer heat wave that brought triple-digit temperatures. We realize there are many who work and serve outdoors, regardless of the weather. AFCU was there to help by delivering water to area police, sheriff and fire departments, as well as local power companies. We are thankful for all the men and women of Wayne and Long Counties who keep us safe and cool, and this is our way of showing our appreciation of what you do for us.



Credit Score Tip: Building Credit Takes Time

Whether you're trying to build credit or restore credit, improving your credit score takes time. Achieving a great credit score doesn't happen overnight. Your credit score reflects your payment history – how long it is, whether it was good or bad, when it has been good and bad, and whether payment trends are consistent. Even those who have no bad payment history need to build a case for a good credit score over time. So be patient. Don't get frustrated. Don't lose hope. Stay the course by applying all the other credit score tips you've learned here. A great credit score is achievable, and the best part is that it is rewarding and worth every minute you put into it!



Three Win AFCU Scholarships!

Each year, AFCU awards two Wayne County and one Long County graduating seniors \$1500 college scholarships. Students must have been a member whose account has been in good standing for at least one year and who must also have at least a B average during their high school career. This year's winners are Kaden Grantham (son of Craig and Karri Grantham, WCHS), Zachary Peacock (son of Joseph and Amy Peacock, WCHS) and Sophie Cooper (daughter of Mike and Tiffany Cooper, LCHS). We are so proud of our winners and happy that they are part of our AFCU family! Congratulations to each! We are happy to be a part of their continuing success!



Congrats!



From top: Sophie Cooper, Kaden Grantham, and Zachary Peacock.

Work-Based Learning Students Come on Board

AFCU has a long history of participating in work-based learning programs offered through area high schools.

This year, we are participating in programs at both Long and Wayne County high schools, and we are excited to have on board Carmen Sanchez from Ludowici and Hailey Laycock from Jesup. Carmen is the daughter of Glauvenne Sanchez and Jeffrey Mitchell, and Hailey is the daughter of Ruby Jackson. Both will be learning the skills of teller, among other jobs, while they are with us this school year. We look forward to teaching them many skills they can carry throughout their careers.

Welcome aboard,
Carmen
and Hailey!



Helpful Hint

When making a mobile deposit, be sure to endorse your check with the required mobile deposit language.

All checks deposited through our mobile deposit app should be endorsed as follows:

**For Mobile Deposit Only
Altamaha FCU**

And be sure to include your signature! Checks deposited without proper endorsement will delay credit to your account.

SHRED DAY

At the Jesup Branch

All AFCU members may bring their personal documents for on-site shredding.



Holiday Closings & Important Dates



Shred Day (Jesup)

Friday, August 2nd • 2pm - 5pm

Closed: Labor Day

Saturday, August 31st & Monday, September 2nd

Closed: Columbus Day

Saturday, October 12th & Monday, October 14th



Jesup
407 South First Street
(912) 427-8924

Ludowici
442 East Cypress Street
(912) 545-3257

Screven
217 J.L. Tyre Street
(912) 579-2767



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