

Newsline

Published Quarterly for Members of the Cooperative Center Federal Credit Union

CCFCU ATM Cards to be Upgraded

**If you are an ATM
card holder, this
pertains to you!**

Cooperative Center Federal Credit Union is upgrading it's ATM cards. If you are an ATM card holder, you will be re-issued a Visa debit card when your ATM card expires. *Until the ATM card expires, the card will continue to work as usual.*

Here are answers to some frequently asked questions:

Why do I want to carry a Debit card?

The debit card is easier, more convenient, less burdensome and offers greater access to your money than checks, traditional ATM cards, or credit cards. It's greener too!

Why can't I continue to just have an ATM card?

You can, but as a member, we want to use all of the advantages available to you!

What is the annual fee for a debit card?

There is **NO annual fee.**



Message from the CEO

For the second year Cooperative Center FCU is proud to participate in the Alameda County **Earn It! Keep It! Save It!** program, which assists low-income individuals and families claim their full, correct federal tax refunds – at no charge to our existing members!

If you have a household income below \$50,000, this program can help you file your taxes and get your correct refund. This year we are also offering a *rapid refund* option called **Refund Express**. Staff members of the credit union and community volunteers have studied and passed the IRS approved testing to become certified volunteer tax preparers. The software used by staff members preparing the returns is the same used by IRS tax preparers. The whole process is electronic and once the tax return is complete, it is sent directly to the IRS for processing on your behalf.

To take advantage of this valuable community service, members must make an appointment and come in with required information to prepare their tax return. Please call our coordinator, Gina at 510-295-1657 to find out what documents you need to bring and to set an appointment. Or call Gina to find out if you qualify for a pre-approval (see **Refund Express** details on back).

EarnIt!KeepIt!\$aveIt!

ALAMEDA COUNTY

CREDIT UNION UPCOMING HOLIDAYS

CCFCU will be CLOSED:

January 17

in observance of **Martin Luther King, Jr. Day**

February 21

in observance of **Presidents Day**

Cooperative Center Federal Credit Union 2010 Board of Directors Election Results

James Garrett	148
Shyaam Shabaka	135
Michael Leung	112

James Garrett and Shyaam Shabaka will maintain their positions for another 3 year term. 395 valid votes were cast in the election.

Newsline

4th Quarter 2010

Cooperative Center Federal Credit Union
Your Financial Partner for Life

Addresses and Hours:

Main Office: 2001 Ashby Ave.,
Berkeley, CA 94703

Mailing Address: P.O. Box 248
Berkeley, CA 94701-0248

Monday-Thursday: 9:30 a.m. to 5:00 p.m.
Friday: 9:30 a.m. to 6:00 p.m.

CUBS: Lower Sproul Plaza
UC Berkeley Campus
Monday- Thursday 9:30 a.m. to 4:00 p.m.
Friday 9:30 a.m. to 5:00 p.m.

Board of Directors

James P. Garrett, Chair
Shyaam Shabaka, Vice Chair
Vic C. Vickers, Secretary
Patricia Pitre, Director
Dick Lerner, Director

Supervisory Committee

Patricia Pitre, Chair
Stephanie Hunter, Secretary
Mark Smith, Member

Member Education Committee

Shyaam Shabaka
Dick Lerner
Mark Smith
Debbie Crowson

Management

Gary Bell, CEO / President
Vicki Fong, COO
Debbie Crowson, Marketing Manager
Tess Lim, Accounting Manager
Donna Huntley, Loan Manager



Spend too much during the Holiday Season? Cooperative Center Federal Credit Union is offering a **Skip-A-Pay**

Promotion from January 1 to February 28, 2011

Call or come by the branch to see if qualify to skip a loan payment!

510-845-6428 or 510-295-1637

Real Estate and VISA loans excluded. Fee for Skip-A-Pay is \$10.00 per loan – normally \$25.00 per loan. Members are only eligible for Skip-A-Pay once every twelve (12) months. Certain restrictions apply. See terms and conditions on Skip-A-Pay agreement when signing.

Tips for Protecting Your Credit Card

Keep Account Information Safe

Phishing emails (emails offering fake services in an attempt to get credit card information) and fraudulent telephone soliciting are common methods of stealing a consumer's personal information. Giving your credit card number to someone through e-mail or over the phone puts you at serious risk for identity theft.

Report Missing Credit Cards

Don't hesitate to report missing credit cards. A person can swipe your credit cards and go on an immediate shopping spree, potentially leaving you with thousands of dollars in debt. Also, checking your account statements thoroughly can help you identify problems.

Shred Documents

Tossing credit card statements in the garbage after paying the bill increases the risk of having your personal information stolen. Someone can easily go through your garbage can or dumpster and pull out these statements, which include the account number for your credit cards. Purchasing a paper shredded and cutting documents beyond recognition is a safe way to discard credit card statements.



Don't pay high fees to get your own refund!

Take advantage of CCFCU's **Refund Express**

Are you tired of paying extremely high fees to get your money faster?

Taxpayers can borrow up to 90% of their expected federal income tax refund.

It's easy to apply, and you can have the money now and not have to wait!*

Available only to CCFCU members. A \$19 fee applies.

Not a CCFCU member? Establish membership for only \$6.

Call, click or come by: 510-845-6428 • www.coopfcu.org • 2001 Ashby Avenue, Berkeley 94703

*Subject to credit approval and other qualifications. Refund Express Loan ("Refund Express") is a loan and not your tax refund. You are borrowing money against your tax refund. If your tax refund is less than expected, you will still owe the entire amount of the loan. If your refund is delayed, you may have to pay additional costs. YOU CAN USUALLY GET YOUR REFUND IN 8 TO 15 DAYS WITHOUT TAKING OUT A LOAN. Refund Express is provided by Cooperative Center Federal Credit Union ("CCFCU"). A non-refundable \$19 loan application fee required. Minimum allowable loan is \$250.00; maximum repayment term is 15 days. No interest rate, finance charges or any other fees are attached to the loan if paid as agreed; however, factoring in the \$19 loan application fee over the loan term yields an effective Annual Percentage Rate (APR) of 22.80% for a \$1,000 loan; 45.60% for a \$500 loan. Full loan pay-off is due upon receipt of your tax refund. Refund Express is available to CCFCU members only and restricted to taxpayers whose income taxes were prepared with the assistance of CCFCU volunteers working under the IRS Volunteer Income Tax Assistance Program ("VITA") on site. Please refer to the credit union's website for membership qualification requirements.