

NEWSLINE

The time has
come to make the



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WE ARE UPGRADING OUR COMPUTER PROCESSING SYSTEM AUGUST 1, 2018!

Updates to Bill Pay

Cooperative Center FCU is upgrading Bill Pay on August 1, 2018, to make paying bills better, easier and more convenient than ever, giving you more freedom to enjoy life.

This upgrade should not disrupt your service. In fact, we're making the entire upgrade as simple and seamless as possible for you.

Here's what you can expect when your Bill Pay upgrades on August 1.

- You will be prompted to answer a **challenge phrase** the first time you log in to your upgraded Bill Pay account.
- **All of your payees and any scheduled payments will automatically carry over to the new system.**
- Your current payment history will be reset as of August 1 and will not be available online after the upgrade. **You need to immediately print or record any payment history that is important to you.**
- If you need to **add a new payee**, just select the "Add a Payee" button at the top of your dashboard.
- For more information about **adding payees and scheduling payments**, go to the "Help" tab in your Bill Pay.

Please view a short demo at www.coopfcu.org under the News & Events tab to see the enhanced simplicity and convenience of upgraded Bill Pay. Contact Cooperative Center FCU at (510) 845-6428 with any questions about your account.

For members who make their loan payments from accounts with other financial institutions via Cooperative Center FCUs web portal, this is updating earlier, by June 26th. The first time you logon you will be prompted to Register a new profile with a valid email address. The new login will no longer offer an option for Username.

Next members will need to answer four security questions, Member Number, Last 4 of your SSN, Date of Birth, and Billing Address. Finally members

will be prompted to set their password. Once members have completed their registration process a member of staff will review and approve new registrations. Please plan to allow up to **two business days**.

Additional information will be available on our website at www.coopfcu.org located under the Loans tab.



Visit www.coopfcu.org for up-to-date information about the conversion.



Important Dates - Retain and Check Website for Current Updates

The conversion will affect the availability of certain services from July 27 through August 2, 2018.

See the table below for more information.

COOPERATIVE FEDERAL CREDIT UNION CONVERSION SCHEDULE					
	Monday 7/30	Tuesday 7/31	Wednesday 8/1	Thursday 8/2	Friday 8/3
Branch Office	OPEN	CLOSED 2:00 p.m.	OPEN 2:00 p.m. with limited services	OPEN	OPEN
Contact Center (phone and email)	Available	Available	Available	Available	Available
Online Banking	Available	UNAVAILABLE after 10:00 a.m.	Unavailable	Available*	Available
Mobile Banking	UNAVAILABLE after 2:00 p.m.	Unavailable	Unavailable	Available*	Available
Audio Banking	Available	UNAVAILABLE after 10:00 a.m.	Unavailable	Available*	Available
Bill Pay	UNAVAILABLE for scheduling payments beginning July 27 2:00 p.m.	Unavailable	Unavailable	Available*	Available
ATMs	Available	Available	Available	Available*	Available
Debit Cards	Available	PLEASE NOTE - after 3:00 p.m. withdrawals and purchases will be limited daily	Available (withdrawals and purchases may be limited daily)	Available* (withdrawals and purchases may be limited daily)	Available
Credit Cards	Available	PLEASE NOTE - after 3:00 p.m. withdrawals and purchases will be limited daily	Available (withdrawals and purchases may be limited daily)	Available* (withdrawals and purchases may be limited daily)	Available
Online Loan Applications	Available	UNAVAILABLE after 3:00 p.m.	AVAILABLE after 2:00 p.m.	Available*	Available
Night Drop	Available	Any deposits placed in the night depository after 9:30 a.m. on 7/31/2018 will not be processed until after 3:00 p.m. on 8/1/2018	Available	Available	Available

* Some electronic services may be available with limited access.

RSVP

for our 76th
Annual Meeting
of the Members

Thursday, July 26, 2018 | 6:00 p.m. – 8:00 p.m.

Dinner served at 6:00 p.m.

Ed Roberts Campus

3075 Adeline St, Berkeley, CA 94703

Join us for our annual meeting! This event is free with dinner provided, but space is limited. Tickets will be available at the Credit Union beginning July 1. Members may RSVP for yourself and one guest no later than July 23. Make sure you stop by for a Meet and Greet with the candidates for the Board as well!

Contact **Linda Meza** or **Rhonda Redo** to RSVP using one of the following methods:

Email: lmeza@coopfcu.org, rredo@coopfcu.org

Phone: (510) 295-1657, (510) 295-1645

In Person: Stop by the credit union and see Linda or Rhonda, Monday – Friday, 9:30 AM – 5:00 PM

**& MEET
& GREET**
the Candidates

Wednesday, July 11, 2018

6:00 p.m. – 8:00 p.m.
at the Credit Union

We have openings on our Supervisory Board.

This volunteer group is responsible for the audit function of the credit union, ensuring the effectiveness of internal controls and adherence to policies and procedures and making sure the credit union is sound and functioning within mandated guidelines.

For more information or to pick up a packet, please contact Rhonda Redo at (510) 845-6428 x 1645 or email at rredo@coopfcu.org.



Ipsheeta Furtado – Thank you for your consideration of my application. I have been a member for over 10 years and joined the Cooperative Center Federal Credit Union (CU) when I arrived at Cal, during my freshman orientation week. My family has long banked with credit unions through the corporate affiliation or locale and I strongly believe it is the best financial partner someone can have.

During my career, I've gotten more immersed into the frontiers of finance, starting with responsibility for the back office operations of a broker dealer to, most recently, offering a factoring product to small businesses via my internet-based financial service company. I have familiarity with regulatory compliance, treasury management, and underwriting practices. Primarily, I believe my community engagement and technology experience will contribute a unique perspective to the Board. I want to see the CU continue to support families, students, and business owners in the Berkeley community and hope to provide my perspective and experience to its leadership.

In particular, I am encouraged to recently hear that mobile banking will be provided to members and I am happy to serve as a resource for optimizing our online services as well. I spent 5 years providing software consulting and development services to local non-profits, businesses, and startups to diagnose and plan their technical roadmap. Additionally, I'm interested in defining some of the branch programming that has been surveyed for financial literacy and planning via in-person workshops. I am a strong believer that access, both online and offline, is integral to the success of the CU and look forward to help steer member engagement.



Deborah Matthews – The Cooperative Center Federal Credit Union is a leader in providing members with cost effective credit options and financial stability for every hard-earned dollar. My introduction to the Berkeley credit union was in 1981, I became a shopper at the Co-Op grocery store located in central Berkeley on University Ave. The Co-Op

provided a quality family market for both members and non-members.

The credit union is a unique financial institution focused on members and community. I support the strategic growth in annual revenue, shares, reserves, membership and services. As a real estate broker, I am in the current 2% of African Americans holding this title here in the East Bay of Northern California. I look forward to utilizing my 25 years of real estate expertise and business success to support the credit union's goal of building affordable housing here in South Berkeley. It takes financial responsibility, equitable policies, fair zoning and planning, along with community engagement, to provide quality housing for working and low-income families with annual incomes below \$30,000.

Let us celebrate the Financial Literacy programs here at the credit union! Studies have shown when we understand finances, our purchases are rooted in positive decision making, from auto loans and home buying to long term retirement investments for our senior years.

The board directly affects the credit union; it is important that we weigh policy options thoughtfully. Accurate analysis will illuminate the costs, benefits, trade-offs and support informed board decisions. I am firmly committed to the credit union mission, vision, seven cooperative principles and financial literacy training. I respectfully request your vote to serve you providing effective leadership, open to addressing membership concerns. I believe every member of Cooperative Center Federal Credit Union deserves to have a positive experience. Thank you for your vote.

Cooperative Center FCU Official Ballot 2018 Board of Directors

The members-owners of Cooperative Center Federal Credit Union will be electing Directors to fill two (2) seats on the Board. Elected Board Members will serve a term of three (3) years. PLEASE SEE BIOS/STATEMENTS OF QUALIFICATIONS FOR ALL CANDIDATES BELOW.

The bios can also be found on the credit union website (www.coopfcu.org, click on Elections Notice) and in the credit union lobby.

Please check the box next to the name of TWO (2) individual candidates for whom you wish to vote. You may vote for no more than (2) of the candidates. Any ballot containing votes for more than two (2) nominees will be deemed invalid and will not be counted. Candidates are listed in alphabetical order.

Ipsheeta Furtado Deborah Matthews Celeste McAllister Jess McCarter Christina Oatfield

PLEASE COMPLETE BOTH SIDES OF THIS FORM OR YOUR VOTE WILL NOT BE VALIDATED.

Please mail back this entire page with the enclosed envelope or return in person. See instructions below for dates and times that you may return this form in person.



Celeste McAllister – I would like the opportunity to continue on the board and be a part of the exciting times and changes coming to the credit union. I have been on the board for the last 4 years and was Vice-Chair for 3 of those years. This year I stepped down as Vice-Chair to care for my mother, however, going forward I will have more time for the CU. Prior to coming on the board I worked in corporate, small and non-profit environments. I've been the paid Executive Director of a non-profit as well as Chairman of the Board of Directors and various committees as a volunteer. I've lived in Berkeley for the past 10+ years with my mother in a home that has been in our family since the 1940's. My educational background includes a BA in Business Administration and graduate work in Public Administration. I have expanded that knowledge with training

for credit union boards and certification. The directors have been working well together and I think I bring a unique view and add to the diversity of the board. I would appreciate your vote, support and input as we continue to carry out the Cooperative Center FCU mission.



Jess McCarter – My name is Jess McCarter and I have been proud to serve you as a member of the Board of the COOP for the last 3 years. My business, Easy Creole, is a proud part of the local community. I am also the President of the Lorin Business Association, a group of for profit and not-for-profit businesses that serve the local community. I was blessed to welcome a new child into my family this year and am the proud father to 6 month old Maxwell. It is an exciting time for the COOP as well. We are updating our core processor to introduce mobile banking and catch up to the 21st Century. We are financially strong after years of losses. And we are looking towards redeveloping our land to make space for affordable housing and to pave the way to be financially stable for years to come. I hope you will vote for me to continue this vital work for the

COOP, for the community and for you.



Christina Oatfield – I would be delighted to join the Board of Directors of the Cooperative Center Federal Credit Union. I joined the credit union when I was a student at UC Berkeley because I wanted to support a local financial institution instead of large banks. My passion for cooperatives began around that time through my experience living in and serving on the Board of the Berkeley Student Cooperative. Since then I co-founded a student-run grocery cooperative. After college I began working for the Sustainable Economies Law Center where I have worked on law and policy matters pertaining to cooperative housing and worker cooperatives. Through my work with the Law Center I have also had the opportunity to learn about community land trusts, among other important legal models for resisting gentrification and for facilitating

community ownership of land, housing, and other vital resources.

I also work on legal and legislative matters related to small business access to capital and have seen how financial institutions can both hinder and help small businesses and organizations' capital needs.

I recently took the California Bar Exam after finishing my participation in the California's Bar Law Office Study Program (an experiential alternative to law school where students study under the guidance of practicing attorneys).

I am a lifetime resident of the Bay Area and for the last few years I have been living a few blocks away from the Credit Union. I have been very active in neighborhood organizing efforts to implement land use policies that promote environmental and social justice in South Berkeley.

I hope to use my legal background and my experience with cooperative and community-based organizations to serve the members of the Cooperative Center Federal Credit Union.

Place your completed ballot in the enclosed, specially-marked ballot envelope, seal the envelope, affix postage, and mail. Alternatively, you may drop the envelope into the ballot box in the credit union lobby during normal operating hours from July 9, 2018 through 6:00pm on July 23, 2018. Additionally, a ballot box will be located in the reception area from 5:00pm to 6:00pm, prior to the Annual Meeting being called to order. **Mailed ballots must be received by July 23, 2018. Once the Meeting is called to order, no further votes will be accepted.**

See included invitation for Annual Meeting details.

Q1 Member Survey Results

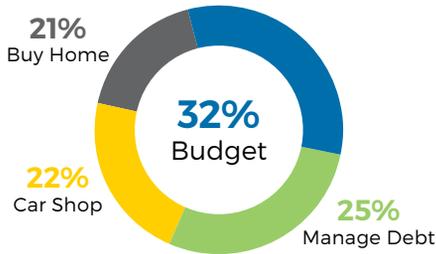
We want to thank the members who responded to our recent survey; see results below.

If you missed it, please be sure to sign up for our e-newsletter or watch for inserts in your statements. We will take a deeper dive into the results of this past questionnaire in future quarterly surveys. We value your feedback and will be using it to help develop the products and services most important to you through 2018 and beyond.

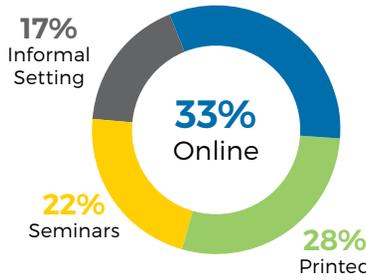


A big thank you to Dr. David Rice, winner of our \$250 Visa® Gift Card, for participating in our latest quarterly Member Survey!

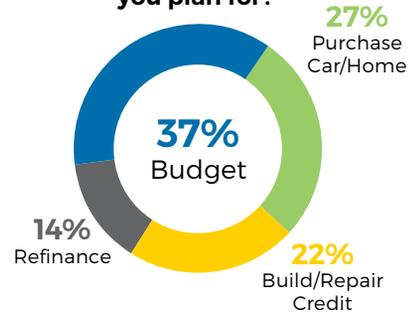
Cooperative Center FCU offers a variety of money management/financial literacy seminars and workshops. Which ones are you interested in?



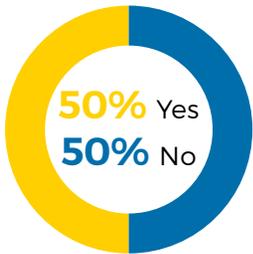
When seeking money management or financial literacy information, which method do you prefer?



Do you have specific goals this information will help you plan for?



Do you have school age children in your home?



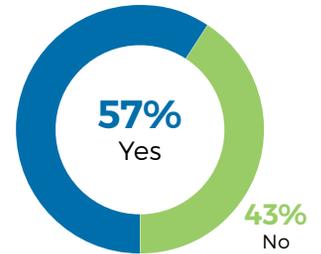
What is the age range(s) of your children?



Do your children receive personal finance or financial literacy training at school?



Would you be interested in financial literacy programs or workshops for your children offered by Cooperative Center FCU?



PLEASE COMPLETE BOTH SIDES OF THIS FORM OR YOUR VOTE WILL NOT BE VALIDATED.

This portion of the ballot is for validation purposes only. It will be detached and removed before the ballot is counted.

The Teller of Elections must verify that each vote is cast by a member of Cooperative Center Federal Credit Union. In order to vote, members must be 18 years or older; a primary member on a natural person share account; and in good standing. For Non-Natural Person members (such as businesses, clubs, associations, or trusts), ballot must be accompanied by an official designation of voting rights for the organization, in order to comply with one member/one vote rules.

Please complete the following. Ballots cannot be validated without the following information. Incomplete forms will not be counted.

Member name (please print) _____

Member number _____

Member signature _____

FOR TELLER OF ELECTIONS USE ONLY: Validated



MARK YOUR CALENDARS

SPECIAL CONVERSION RELATED HOURS:

Cooperative Center FCU is upgrading our computer processing system beginning July 31, 2018 and anticipate the conversion to be completed August 1, 2018. We will have shortened hours on both days.

July 31 - CLOSED at 2:00 p.m.

August 1 - OPEN at 2:00 p.m.

JULY - Backpack and School Supply Drive

4: CLOSED in observance of Independence Day

11: Meet the Candidates Reception

6:00 p.m. - 8:00 p.m.
Credit Union Lobby

26: Annual Meeting of the Members

6:00 p.m. - 8:00 p.m.
Ed Roberts Campus

31: Shortened Hours (see information above)

Closed at 1:00 p.m.

AUGUST - Backpack and School Supply Drive

1: Shortened Hours (see information above)

Open at 1:00 p.m.

18: Bark and Meow Around the Block

Berkeley Humane Adopt-A-Thon and Street Fair 10:00 a.m. - 4:00 p.m.
Stop by our booth and say Hi!

26: Soulful Softball Sunday and Backpack drive deliveries

SEPTEMBER - One Warm Coat Drive

3: CLOSED in observance of Labor Day

15: Spirit and Soul Festival

1:00 p.m. - 5:00 p.m.
Macdonald Avenue, Harbour Way - 13th Street
Stop by our booth and say Hi!



Annual Notice to Members

CUNA MUTUAL GROUP HEREBY PROVIDES YOU WITH NOTICE REGARDING THE PRE-EXISTING EXCLUSION PROVISION ON OPEN-END CREDIT LIFE AND/OR CREDIT DISABILITY ACCOUNTS AS REQUIRED ANNUALLY BY THE CALIFORNIA INSURANCE DEPARTMENT.

CALIFORNIA NOTICE:

This insurance may not cover an advance or charge under your credit line if your disability or death results from a condition for which you have seen a doctor or chiropractor in the six months before the advance or charge. 1217 CA/10

GET OUTSIDE!

Loans for Motorcycles, Boats & RVs

SUMMER IS CALLING...

Wherever you want to go - out on the water, on a winding road, or in the woods - let Cooperative Center FCU help you get there! We have the lowest rates of the season on loans for motorcycles, boats and recreational vehicles.

- New financing up to **90%** of value PLUS tax, license, GAP Insurance and warranty
- Used financing up to **80%** of value
- Get pre-approved and shop with the power of cash



So pack your bags and plan your next big adventure! Go online to www.coopfcu.org or visit our branch to get started.

Backpack and School Supply Drive

Throughout the months of July and August, the Credit Union will be accepting donations of New backpacks and school supplies. Cash donations are also welcome. Please visit the website under News & Events for a list of suggested supplies. Proceeds will benefit Soulful Softball Sunday on August 26.



The First Annual Cooperative Center FCU Backpack and School Supply Drive resulted in over 100 donated backpacks

This year's goal is 150 backpacks!

