

# Your NEWSLETTER



**HOLIDAY CLOSINGS:** Texell branches will be closed for the following holidays:

**New Year's Day**  
Friday, January 1

**Martin Luther King, Jr. Day**  
Monday, January 18

**President's Day**  
Monday, February 15

You can still get cash at any ATM and conduct transactions through Mobile Banking, e-Branch Home Banking, or ANDI, our automated phone system.

## ANNOUNCING:

- 1. Small business owners:** Texell can help finance your business and your dreams. We now offer business and commercial loans.
- 2. Throughout 2021,** you will notice significant improvements when you contact Texell. We have big plans to expand and enhance our **Contact Center** support.

# SAVE BIG ON INTEREST

## 0% APR<sup>1</sup> for 12 months!

Start saving money now by paying down your high-interest balances. With a transfer to your Platinum BONUS Credit Card, get 0% APR<sup>1</sup> for 12 months and a low 1% balance transfer fee.

After your 12-month promotional period, your rate will reset to the low balance transfer rate in the credit card disclosure.

Just visit [Texell.org](http://Texell.org) or call us toll-free at 1.855.773.1604 to get started. You will need the account number, amount, name and payment address of the credit card or loan you want to pay off.

Use your available credit to get 0% APR for 12 months and a low 1% balance transfer fee. Texell makes it easy to transfer and easy to save on interest.

This is a limited-time offer — all balance transfer requests must post to your account by February 28, 2021.

<sup>1</sup>0% APR for 12 months for transferred balances beginning with the first transfer. Balances transferred under this offer are subject to a 1% balance transfer fee. After the promotional period, you will be charged the variable balance transfer rate disclosed in the credit card agreement, which is currently 7.99% - 17.99% APR. Balances cannot be transferred from an existing Texell Credit Union loan or credit card. Your credit card must be open when your balance transfer is processed, and you must have sufficient available credit to cover the amount of the transfer and any related fees. Transfers must post to your account by 2/28/21 for the promotional APR to apply. Some restrictions may apply. Contact Texell for complete details.



Discover a Better

# ONLINE LOAN EXPERIENCE



## Experience Our NEW Instant-Approval Online Auto Loans!

Texell Credit Union's new online auto loan application takes you from start to finish faster than ever – getting you behind the wheel OR into a lower monthly payment in no time!<sup>1</sup>

- Get an instant loan decision and customize your term and payment to be just right for you.
- Receive an instant pre-approval, print a check, and go car shopping.
- Refinancing? Lower your payment in minutes with our easy process.

Our new online loan experience is better, faster, and easier – all for you.

Get approved today at [Texell.org](http://Texell.org).

<sup>1</sup>With approved credit.

## Breaking News!



## ★ ONLINE NOW ★

View and order awesome prizes at the new **Dollar Squad Store!**

Dollar Squad prizes are better than ever, with many new items – ready to be shipped, directly to you!

### To access the Dollar Squad Store:

1. Make sure you have a Texell Dollar Squad Savings Account.
2. Visit [Texell.org/DollarSquad](http://Texell.org/DollarSquad) to set up your account.
3. Enter your Dollar Squad Store username. Usernames follow this pattern: **FirstName.LastName.YearofBirth** - Example: Jane.Smith.2019
4. Click "Forgot Password" and follow the instructions to set your Store password.
5. Once you set up your account, you can begin shopping for prizes!

It's no longer necessary to go to a branch to redeem your Squad Dollars! You can view your available Squad Dollars online, where you can shop and order in a few simple clicks.



# PROTECT YOURSELF



## Make ATM Security a Priority

Using your ATM or debit card is a simple, hassle-free way to get cash, make purchases and more. To enjoy the many conveniences cards offer, make protecting your ATM or debit card a priority. Here are some important safety tips:

- Treat your card like cash – store it in a safe place.
- Keep your personal identification number (PIN) to yourself. No one needs to know your PIN, not even Texell.
- Take your receipt with you. Do not leave it at or near an ATM or at the point of sale.
- Shop carefully online – only use secure sites and network connections.
- Report a lost or stolen card at once.
- Review your account statements regularly.
- Never disclose personal information in response to an unsolicited request.

### ATM SAFETY

#### Observe your surroundings before conducting a transaction.

If anyone or anything appears to be suspicious, leave the area at once. If you drive to an ATM, park close to the terminal and observe the entire area from the safety of your car before getting out.

#### Only use well-lit, unobstructed ATMs.

If an ATM is obstructed from view or poorly lit, leave the area and conduct your transaction at another location.

#### Minimize time spent at the ATM when conducting a transaction.

Have your card out and ready to use. Put your card, money and receipt away when your transaction is complete and immediately leave the area. Never count your money while at the ATM.

#### Only enter your PIN once for a transaction.

If you are prompted to enter your PIN twice or notice unusual messages on the screen, go to another ATM. However, if there is a time out or the transaction is canceled and you enter your PIN a second time, check your statement to be sure the transaction does not appear twice.

#### Block the view of others when using an ATM.

Prevent “shoulder surfing” by standing between the ATM and anyone waiting to use the terminal. Shield the keypad as necessary when entering your PIN and transaction amount.

#### Look for possible fraudulent devices attached to an ATM.

ATM tampering is one way “card skimming” occurs. If the ATM appears to have any attachments or alterations to the card slot or keypad, do not use the terminal.

If you suspect any questionable activity at an ATM or detect unlawful use of your ATM or debit card, always note the date, time and location, and report the problem to Texell immediately. File a police report to document theft.

**If you have any questions about ATM safety, please contact a representative at 254.773.1604.**

### Drive-thru ATM Safety

- Keep your doors locked and engine running at a drive-through ATM.
- Always leave enough room between vehicles to allow for a quick exit.
- Before rolling down the window to use an ATM, observe the area for suspicious activity.
- Minimize the time spent at the ATM.
- If anyone follows you after making an ATM transaction, drive immediately to a crowded, well-lit area and call the police.

### COMPLAINT NOTICE

If you have a problem with the services provided by this credit union, please contact us at: Texell Credit Union, PO Box 983, Temple, TX 76503, 254.773.1604.

The credit union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting the Texas Credit Union Department through one of the means indicated below: In Person or U.S. Mail: 914 East Anderson Lane, Austin, Texas 78752-1699, Telephone Number: (512) 837-9236, Facsimile Number: (512) 832-0278; email: [complaints@cupd.texas.gov](mailto:complaints@cupd.texas.gov), Website: [www.cud.texas.gov](http://www.cud.texas.gov).



# WHAT IS A HOME EQUITY LOAN?



A Home Equity Loan allows you to borrow money using your home as collateral. It allows you as a homeowner to borrow against the equity of your home. Equity is the difference between your home's market value and how much you owe on your mortgage. Equity grows as you pay down your mortgage balance, and as your home increases in value. Like a mortgage loan, your home equity loan must be repaid if you sell your home.

In Texas, you can borrow up to 80% of your home's value. For example, if your home is worth \$100,000, the maximum amount you can borrow is \$80,000, minus any outstanding mortgage balance. Sound complicated? Let's break it down in nice round numbers:

Market Value of Your Home	=	\$100,000
80% of Market Value	=	\$ 80,000
Mortgage Balance	=	\$ 50,000
Available Home Equity	=	\$ 30,000

There are a few other laws in Texas that affect home equity loans.

- 1. ONE HOME EQUITY LOAN AT A TIME.** You can only have one home equity loan on your house at a time. If you have a balance on an existing home equity loan, it must be paid off or refinanced into a new home equity loan.
- 2. ONE HOME EQUITY LOAN PER YEAR.** You can only receive one home equity loan per calendar year, even if your previous home equity loan is paid in full.

## Why Get a Home Equity Loan?

There are advantages to using a home equity loan versus other types of financing. These advantages include:

- Lower interest rate – The interest rate on a home equity loan is much lower than rates on personal loans and credit cards.
- Larger loan amounts – A home equity loan is a good option when you need to borrow more than \$10,000. Home equity loans could be an option when it is challenging to secure a large personal loan.
- Tax deductible – The interest you pay on a home equity loan may be tax deductible<sup>1</sup>.

## Can a Home Equity Loan be Used for Anything?

Yes. While a home equity loan can be used for anything, most people use them for larger expenses. Here are some common uses for home equity loans:

**DEBT CONSOLIDATION** – You can use a home equity loan to consolidate credit card balances, car loans, and other loan obligations. There is even a good chance you can lower your interest rates and combine your loan payments into one payment.

**HOME IMPROVEMENTS** – Do you want to remodel your kitchen or bathroom? Do you need a new roof? What about a swimming pool for the hot Texas summers? Your home equity loan can be used for home improvements and large purchases. Some of the upgrades could even increase the value of your property.

**EDUCATION, MEDICAL EXPENSES, OR OTHER LARGE EXPENSES** – A home equity loan could be a good way to fund your or a family member's college education or help cover the cost of a major surgery or extended treatment.

A home equity loan is a good option for people who need cash for a single, major expense like some of the examples listed above. It is not a good option if you need to borrow an amount less than \$10,000.

## Apply for Your Home Equity Loan.

When you are ready to use your home's equity, Texell's Home Loan Heroes are here to help.<sup>2</sup> You can get more information and check rates on [TexellHomeLoans.com](http://TexellHomeLoans.com), and when it's time to get approved, our online process is the best in the business. If you have questions, we are happy to help at 888.922.3001.

<sup>1</sup>Consult your tax advisor.  
<sup>2</sup>With approved credit.