



# ITEMS OF INTEREST



ABILENE TEACHERS  
FEDERAL CREDIT UNION

## *Is it a Family Member in Trouble? Or is it a Scam?*

Imposter scams are the second most prevalent type of financial fraud. They come in many varieties but operate the same way - a scammer pretends to be someone you trust to convince you to send them money.

Perhaps you've heard of the grandchild scheme. Like many fraud attempts, this one usually happens late at night or during the weekend. You get a call from a person impersonating your grandson or granddaughter. They tell you they are in a foreign country, in a great deal of trouble and to please, please help them out by sending bail or ransom money. **And don't tell Mom and Dad!**

The imposter can make the story sound good because he/she knows what your grandchild calls you and correctly identifies other family members. It must be your grandchild, right? Wrong! The scammer has studied social media accounts and learned those details. They may even have gone to the trouble of electronically mimicking your relative's voice.

### *Here's what you need to do in these situations.*

▶ **First, resist the impulse to send money immediately. Hang up.**

▶ **Then contact or message the relative who supposedly called you. Use the number that you have saved, NOT the number that the call came from. Check out the story you were just told.**

▶ **Contact someone else in your family or circle of friends, even if the caller told you to keep the call a secret. Do this especially if you can't reach the family member who is supposed to be in trouble. Discuss the circumstances and determine if you think action is needed.**

If you believe that sending money is the right thing to do, make sure to either wire the funds or mail a cashier's check. These methods are much more traceable than gift cards, reloadable debit cards, or cryptocurrency. In fact, if you are told to use cards or crypto, it's almost certainly a scam.

People who lose money in imposter scams rarely get any back. That's because the call could originate any place in the world. USA law enforcement officials have no authority in those locations and foreign governments are often not eager to help. In fact, many fraudsters are employed by enemy countries whose leaders enjoy taking advantage of Americans.

***Don't panic if you receive a similar call. Slow down. Take a breath. Verify.***

(Portions of this article were excerpted from the Federal Trade Commission's website.)



## Message from President *James Boyd*

There has been an abundance of news about bank failures on the East and West coasts. Don't worry. Deposits at Abilene Teachers Federal Credit Union are safe, and our operating plan is different. We answer to our members – not to investors.

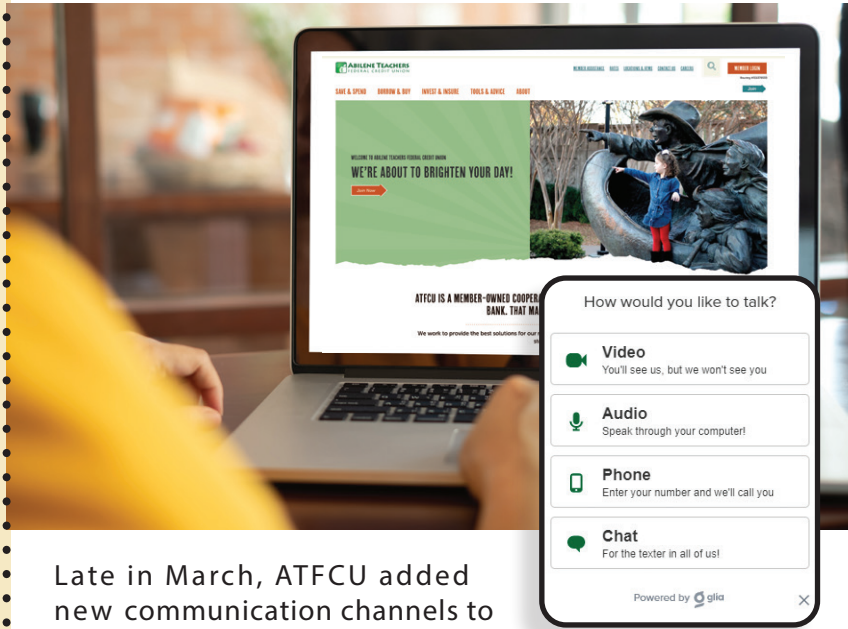
Member accounts at ATFCU are federally insured to at least \$250,000 by NCUA – the National Credit Union Administration. What FDIC is to banks, NCUA is to credit unions. The insured amounts and qualifications are the same.

The primary measure of a credit union's financial strength is the Capital Ratio. It measures net worth in relation to total assets. Our federal regulators require credit unions to have a capital ratio of at least 7%. Credit unions the size of ATFCU have an average capital ratio of 10.5%. **Our capital ratio is higher than 17%.** We are financially strong due to tight financial controls and a conservative approach to investment.

ATFCU is not Silicone Valley National Bank, mismatching short-term deposits with long-term investments. Nor are we Signature Bank, who invested heavily in the crypto industry. Our fiscal management is careful and diligent. Some might call it plain vanilla. Right now, vanilla is looking like everyone's new favorite flavor.

ATFCU has always focused on the right things – serving our members with excellence, exercising fiscally conservative management, and maintaining the highest ethical standards. We are available during business hours to answer any questions you may have regarding the current situation or the insurance on your deposits.

## ATFCU Call Center Adds Chat and Audio Tools



Late in March, ATFCU added new communication channels to our Call Center. During regular hours, members can now choose the option they prefer for getting in touch. The image pictured here can be accessed from any page on our website. You'll find it by clicking the green "Let's Talk" bubble in the bottom right corner of your screen. If the bubble is not visible, our representatives are assisting others.

Agents now have the ability (with member permission, of course) to join the member's computer session and guide them through obstacles. The feature is called **co-browsing** and we're excited about the possibilities. Now, instead of "telling" a member about how a feature works, we can "show and tell". Likewise, a member will no longer have to describe a problem they're experiencing because our agent will be able to view exactly what is happening. We're excited about adding new levels of service for our members.

For those concerned about security, please rest assured that our representatives will never have access to your digital banking credentials and will never take over a co-browsing session to actually conduct a transaction. This technology is closely monitored, and our agents serve only as guides.

At press time, the additional features are available on our website and our mobile website. We anticipate adding them to the ATFCU app by early summer.





# First Time Auto Buyer Program

Driving is a way of life in west Texas. So is financing with ATFCU. We're excited to announce that our First Time Auto Buyer program is now available year round. Our experienced Loan Officers will work to help you secure the best possible financing package...even if you don't have an established credit history.

## First time buyers will receive the following:

- *A promotional loan rate that is .75% lower than the rate for which you would normally qualify.*
- *Free GAP (Guaranteed Asset Protection) to cover your vehicle.*
- *60 days with no loan payment*

Here's why complimentary GAP coverage is so valuable - the second you drive a new vehicle off the lot, it drops in value. Up to 20% in one year! If your vehicle is stolen or totaled in an accident, a GAP plan helps fill the gap between what your insurance will pay and what you owe on the loan.

Apply online, in person, or on the phone. The online option is available in both mobile and desktop banking. If using the ATFCU app, tap the More icon, then Loan Application. On the website, click the Lending Services heading on the home page to get started.

*All loans subject to credit union approval. Loan rate determined by credit worthiness. A co-borrower may be requested.*



## 2023 ANNUAL MEETING - MEMBERS ONLY, PLEASE

Make plans to join your fellow member/owners at the credit union's 73rd Annual Meeting on Thursday, April 20, 2023. We'll begin at 7 p.m. that evening at the Abilene Convention Center. This year's event has been moved to the Exhibit Hall section of the Convention Center. Employees will be stationed outside the facility to direct you. Board Chair Royce Curtis and President/CEO James Boyd will present highlights from the 2022 Annual Report and discuss upcoming plans. Board election results will be announced by Eide Bailey LLC, our official vote auditors.

Entertainment will be provided prior to the meeting. Light snacks will be served along with tea and coffee. There will be plenty of door prizes and members of all ages are welcome.

Doors open at 6:30 p.m. There is no charge for this event and we anticipate dismissing prior to 8:00 p.m. Please contact us if you would like additional information.

*\*It is necessary to be a primary member of ATFCU in order to be eligible for door prizes and gift bags..*

## HOLIDAY CLOSINGS

Monday, May 29 ..... Memorial Day  
Monday, June 19 ..... Juneteenth (observed)  
Tuesday, July 4 ..... Independence Day

# NUMBERS OF INTEREST

**abileneteachersfcu.org**

## MEMBER INFORMATION CENTER

8:30 to 6 Monday – Friday  
325-677-2274  
800-677-6770

## MAILING ADDRESS

P.O. Box 5706  
Abilene, Texas 79608

## MAIN OFFICE:

3849 Antilley Road

## BRANCH OFFICES:

2801 N. 6th Street  
2555 Buffalo Gap Road  
1181 E. N. 10th Street  
349 N. Mockingbird – drive thru only

## HOURS OF OPERATION:

Antilley & N. 6th Street Lobbies –  
9 am to 5 pm, Monday-Friday  
Buffalo Gap Rd & E.N. 10th Street Lobbies –  
10 am to 6 pm, Monday-Friday  
Drive-Throughs at Antilley,  
Mockingbird & EN 10th Street  
7 am to 6 pm, Monday-Friday  
9 am to 2 pm on Saturday  
Drive-Through Lanes at Buffalo Gap Road  
7:30 am to 6 pm Monday-Friday  
9 am to 2 pm on Saturday

## INFO-LINE TELEPHONE BANKING:

676-4636 or 888-351-4636

## E-MAIL (ANSWERED DURING BUSINESS HOURS):

atfcu@abileneteachersfcu.org

## ATFCU ROUTING NUMBER:

311376533

## IMPORTANT NOTICE REGARDING CREDIT INSURANCE:

For members insured with Credit Insurance, coverage terminates on the last day of the month during which you reach the Termination Age of 70 for Credit Life and for Credit Disability



We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

# SAVINGS RATES

		RATES	APY**
Share Accounts/Savings	\$25 - \$99.99	.15%	.15%
	\$100 - \$999.99	.20%	.20%
	\$1,000 - up	.25%	.25%
Share Draft/Checking	\$1,000 - \$1,999.99	.60%	.60%
	\$2,000 - \$9,999.99	.70%	.70%
	\$10,000 - up	.80%	.80%
Certificates & IRA Certificates - \$500 - \$99,999	3 Months	2.25%	2.28%
	6 Months	2.35%	2.38%
	12 Months	2.45%	2.48%
Limited Time CD Special #1	15 Months	3.50%	3.56%
Limited Time CD Special #2	17 Months	4.55%	4.65%
	18 Months	2.55%	2.58%
	24 Months	2.65%	2.69%
Jumbo Certificates & IRA Certificates - \$100,000 & Up	3 Months	2.45%	2.48%
	6 Months	2.55%	2.58%
	12 Months	2.65%	2.69%
Limited Time Jumbo CD Special	15 Months	3.70%	3.77%
Limited Time Jumbo CD Special	17 Months	4.75%	4.86%
	18 Months	2.75%	2.79%
	24 Months	2.85%	2.89%
Individual Retirement Account	\$100 - up	.75%	.75%

All rates are subject to change without notice. The certificate specials are subject to termination without notice. These rates were effective 3-1-2023.

\*\*Annual Percentage Yield

Your savings at the credit union are federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.

# LOAN RATES

TYPE OF LOAN	TERM	RATES
New Auto & Light Trucks	1-84 Mo.	5.00% to 17.75%
Used Auto & Light Trucks	1-84* Mo.	5.05% to 17.99%
Older Used Auto (Model Years 2004-2012)	1-36 Mo.	7.70% to 17.99%
New & Used Boats	1-72 Mo.	9.25% to 17.99%
New & Used RV's	1-72 Mo.	7.25% to 17.95%
New RV's (over \$50,000)	73-120 Mo.	7.75% to 19.95%
Motorcycle, ATV, Watercraft, Trailer - new only	1-60 Mo.	7.95% to 17.99%
Computer, Appliance, Furniture, Antique Auto	1-36 Mo.	10.25% to 17.95%
Signature/Personal Loan	1-36 Mo.	10.25% to 17.95%
Share Secured	1-72 Mo.	2.25% to 4.25%
Personal Line of Credit	1-36 Mo.	7.75% to 16.75%
Credit Builder Loans	12 or 18 Mo.	4.25%
MasterCard or Visa Credit Cards		9.90%
Home Equity	10 to 20 Yrs.	7.40% to 8.65%
Home Improvement	10 to 20 Yrs.	7.90% to 9.90%
First Mortgage Loans	15 to 30 Yrs.	Please give us a call

These rates were effective 2-28-2023. Loan rates are subject to change without notice. Lowest rates shown reflect multiple discounts. See our website or contact your Loan Officer for details.

All rates are annual percentage rates (APR).

Loan rates dependent upon credit score and value of collateral

\*loan term dependent upon model year