



Trouvaille Federal Credit Union March 2023 Newsletter

Hours of Operation: Monday-Friday 9:30am-2:00pm

REPORT A SCAM

On National Slam the Scam Day and throughout the year, we give you the tools to recognize Social Security-related scams and stop scammers from stealing your money and personal information. Share scam information with your loved ones. Slam the Scam!

Recognize the four basic signs of a scam:

- 1) Scammers pretend to be from a familiar organization or agency, like the Social Security Administration. They may email attachments with official-looking logos, seals, signatures, or pictures of employee credentials.
- 2) Scammers mention a problem or a prize. They may say your Social Security number was involved in a crime or ask for personal information to process a benefit increase.
- 3) Scammers pressure you to act immediately. They may threaten you with arrest or legal action.
- 4) Scammers tell you to pay using a gift card, prepaid debit card, cryptocurrency, wire or money transfer, or by mailing cash. They may also tell you to transfer your money to a "safe" account.

Ignore scammers and report criminal behavior. Report Social Security-related scams to the SSA Office of the Inspector General (OIG).



To all parents of High School Age Students:

Is your child getting ready to go to college or a trade school? Do they have a savings account? Are they ready to go get loans for school? We can help you get your child's credit score established and in good standing before they go to school. How you ask. First open up an account for your child and start them saving. Once they are a member we can help them establish credit thru fully shared secured loans. What is that you ask? That is a loan that you put the amount you want to borrow into the savings account and it is frozen until the loan is paid back. For example: For a \$500.00 fully shared secured loan you need to put \$500 into your child's savings account and then that money is frozen for the length of the loan which is 6 months. You will pay the loan payment from your payroll deduction. We report to Transunion monthly and this starts to establish a credit portfolio for your child. This way when they have to apply for loans, they already have a good credit score. We also educate them on the importance of having a good credit score over their lifetime. Stop by and see us if you have any questions.

CARD VALET

Back in 2017 we introduced our CARD VALET to our members who have ATM/Debit Cards. We currently only have 200 members using the system. This app can be found in the App Store under Card Valet. It is under Apple's App Store and Google's Play Store. It is an orange square with Card Valet in the middle. It is a free app. With all the fraud going on these last few years, you need to protect your card and your account. Once you download the app, follow the instructions. Instructions are always attached to the newsletter out in home banking, or you can request one from the credit union staff.

- You are able to turn your debit card on and off.
- Establish transaction controls for dollar limits, merchant categories and geographic locations.
- Receive alerts when your debit card is used, approved, or exceed the transaction controls set by you.
- Stay informed of potential fraud with alerts on attempted, declined transactions.
- Get real time balance of your accounts.

Sign up now and protect your money.

To all members who have an Atm/Debit Master Card!!!!

It has come to our attention that some members are misusing their debit cards by purchasing gas when they don't have money in their account by using "credit" when paying with their card. This results in a negative balance in their checking account in effect an interest free loan. Effective immediately members who continue to do this will be charged the \$35.00 atm fee for non sufficient funds each and every time. Be mindful when paying for gas. Some gas stations put a \$75 to \$150 hold on your account that does not release for 5 business days.

Be Proactive. Don't Pay at the Pump. Pay Inside.



ATM TIPS FOR MEMBERS DIFFERENT SENERIOS THAT WILL MAKE YOUR ATM/POINT OF SALE REQUEST REJECT!

1. Are you trying to make a purchase for more than \$500.00?
2. Have you made purchases after 2:00 PM yesterday, if so that amount is part of your \$500.00 daily limit that goes until 2:00 PM today?
3. **WE CANNOT INCREASE YOU LIMIT EVER!!!!**
4. If you do not have a checking account with us, you cannot use your ATM card to make purchases or pay bills.
5. We cannot stop a payment that you made with your ATM Debit Card!
6. Trying to do a transaction too many times and being rejected, our Fraud Department will contact you to verify the transactions. If you do not answer, they will restrict your ATM card until they hear from you. Have you changed your phone number and not let the credit union know? It is very important we have your correct phone number. Fraud Department phone number 1-800-262-2024.
7. Absolutely NO transactions are allowed out of the United States of America. This means all website transactions. If your transaction is being rejected make certain the company is located inside the United States.
8. Members who only have a savings account and are using your ATM card to get cash the limit is \$500 per day and you must request the withdrawal from Savings not Checking at the machines.

Did you move this year?

You can notify us by email at tfcu@rhd.org, stop by or send us a letter with the new address. Notifying payroll will not notify the credit union.

Holiday Close Dates For the Credit Union

Friday, April 7th, 2023 : Good Friday
Please Plan Accordingly

TO CONTACT US

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MEMBERS WHO ARE OUT ON FMLA

- Are you currently out on FMLA because you are ill and have a loan with the credit union? Please call 215-951-0329 or email us at TFCU@RHD.ORG to let us know what day you went out sick. Your loan has disability insurance on it, and we will contact our insurance company CUNA Mutual to get you the paperwork to complete. You are responsible for the first 14 days that you are out but after that they make your loan payments for you. One less bill to worry about when you are sick. Your loan also has credit life on it.

Please share this information with your family.

MEMBERSHIP IN THE CREDIT UNION

- Everyone who is a member of the Credit Union must maintain a \$5.00 share balance at all times in order to remain a member. If your account has not had a deposit in months and that account goes below \$5.00 and you have no other funds in your Checking account to transfer from, your account will be closed at the end of the current month. Remember that if you have an ATM card there is a \$1.00 per month fee to have the card. If you are not going to use your ATM card, consider calling us to cancel the card completely. There is also a \$2.00 charge for members who receive paper statements. You can avoid this charge by looking at your statement online in home banking. Just call the credit union to enroll. Accounts that are dormant for over 12 months will be charged \$4.00 per month until the account is active again. All charges are posted on the last day of the month. This could effect your savings balance so be sure to leave some money in the account.

Beneficiary Update

- With COVID-19 effecting all of us, now is the time to make sure you have a beneficiary on your account with the credit union. The updated account change form can be found on the credit union's website www.trouvaillefcu.com. If there is not a beneficiary on your account or the current beneficiary is deceased, the account will go the "THE ESTATE OF...". Make sure your love ones get your money. If you are not sure who you have on your account fill out the account change form and give us the beneficiary(ies) that you want. Make sure you sign and date the form.

Negative Accounts

Accounts that are negative for 30 days or more

WILL BE CLOSED

as of March 31st, 2023.