

Money matters to **people**. People matter to **us**.

MoneyMatters



Your *One Stop* *Financial Shop*

Saving options, loans, and everything in between – you need it, we've got it!

The **Five Golden** **Rules** of Credit

Core aspects of credit that you need to know

Business Member Spotlight: **Greek** **Peak Resort**

An exciting destination to visit all year round!

Veterans Program

Learn how Visions is giving back to Veterans

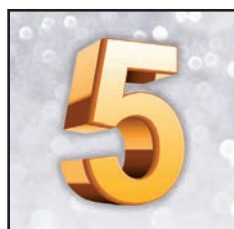
VISIONS
FEDERAL CREDIT UNION

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**Your One Stop
Financial Shop**



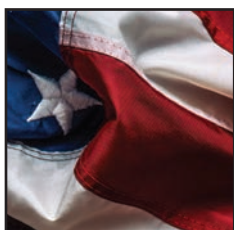
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Important Tax Reminder

You have until tax filing day,
Monday, April 15, 2019, to make
contributions to your IRA for 2018.

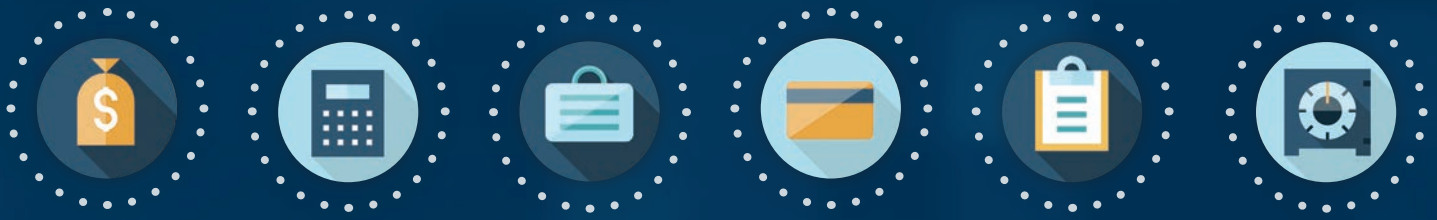
Open and/or contribute to a
Visions IRA today to make the most
of your potential tax benefits.

Direct Deposit Your Tax Refund in 3 Easy Steps!

- 1** What is my Visions FCU routing number? **221375378**
- 2** Where is my account number?
Top right of your Visions statement
Note: **DO NOT** add the account suffix – only
use your account number
- 3** Choose Savings or Checking on the
Direct Deposit Form

Account Number:
XXXXXXXXXX
Statement Period
12/01/2018 thru
12/31/2018

Visions – Your One Stop Financial Shop



If there's one thing we're always hearing from our members, it's this: I didn't know you offered that!

A lot of people think having a credit union account means you trade off some services, but that's not entirely true. From mortgages to business accounts, Medicare to investments, insurance to credit cards – we've got a bit of everything.

If you're one of our members who only has a **savings** or a **car loan**, check out some of the ways that we can be your one stop financial shop!

"I opened an account when I got a car loan at the dealership, but I don't know much about Visions."

There are few things more convenient than our partnership with local dealers, but oftentimes we find that a new member leaves the dealership without understanding what makes their Visions account special.

Looking for a great companion to your new auto loan? Check out our **discounted insurance rates** – quotes are quick and free! How about protecting your purchase? Our **Guaranteed Asset Protection** (GAP) program covers the gap between your loan balance and insurance payout if your vehicle is lost or stolen, potentially saving you thousands. Plus, it also offers complimentary **deductible reimbursements** up to \$500 – saving you big if you happen to get in a fender bender.

"I keep my savings at Visions because I like their rates, but that's about it."

If you like the rates on your savings account, chances are you'll like the rates on our **loans and credit cards**, too. One of the advantages of working with a credit union is our not-for-profit banking model, meaning we reinvest our profits to deliver you rates you're not likely to find at a traditional bank.

And, if you find yourself with a higher balance in your account, consider meeting with our **investment representatives**. They're not just licensed consultants, they're Visions employees, too, offering guidance from a source you can trust. To learn more, visit visionsfcu.org/investmentservices.

"Wait – you offer business accounts?"

Local businesses and nonprofits are the backbone of our communities, and many of our personal members are business owners, too. Our **business and nonprofit accounts** provide a convenient and consolidated approach to banking, letting them keep everything under one roof so that they can easily monitor their accounts.

Plus, our online **Cash Management tool** allows managers to assign certain privileges to designated employees, helping them manage the account while ensuring its security.

Want to read up on one of our business partners? Check out our spotlight on page 10.



Something for Everyone

If you haven't realized it by now, we offer a **bit of everything** to let you consolidate your finances under one convenient roof. Don't be afraid to ask us if you have any questions – it's what we're here for. Chances are, we have a solution for you.

You can **learn more** about our services by stopping into your local office, calling us at **800.242.2120**, or visiting us online at visionsfcu.org.



Your partner, your neighbor.

We're people helping people and we love giving back in any way we can! Whether it's donating funds to an organization in need, opening a new branch to bring great financial services to more families, or participating in a large community event – we want you to know that we care and we're here for you!



Our employees raised funds for **Making Strides Against Breast Cancer** in Binghamton, NY to spread awareness, help find a cure for breast cancer, and support those who have been affected by the disease.



Visions donated \$2,500 to the **American Red Cross** to support families in need after a fire in Morris County, NJ destroyed six business and nine apartments, leaving 80 people homeless.



As part of our **Random Acts of Kindness** initiative, Jaleel Garcia from our Morris Plains, NJ office helped surprise 50 people shopping at nearby businesses with a free car wash coupon!



Employees at our headquarters in Endwell, NY teamed up with the local Boy Scout Troop for their "**Scouting for Hunger**" food drive! Non-perishable donations were given to **CHOW** to help fill food pantries during the holiday season.

Your experience matters. We're working to make it even better.

As a member, you're at the core of everything we do. Whether it's upgrades to our systems, enhancements to our ATMs, convenient Card Controls, or remodeling our brick and mortar locations, we're always looking for ways to improve – and it all starts with you.

Your feedback shapes our direction, and our Member Experience team works to take your suggestions and turn them into a reality. We've worked hard over the years to build a relationship with you – now we want to make it even better.

Let us know what you're thinking

Whether you're asking about a new promotion or need help with your account, we're here to help. We take pride in listening to your situation, offering suggestions, and even following up when we can't take care of everything in one conversation.

Our goal is to discover what interests you, then use it to help us complete your financial picture. Give us a call, drop off a form, or send us an email!

Striving to be the best

We want every interaction you have with us to be exceptional. We're proud to announce that your feedback has propelled us to the "Best of the Best" category among credit unions nationwide. Thank you for sharing your thoughts – they guide us every step of the way.

Have you received an email survey? Tell us what you thought!

Every now and then, we'll reach out and ask you how we did. Depending on what you've done in one of our offices or through our Contact Center – like making a transfer or applying for a loan – we'll email you a short survey from visionsfcusurveys@memberxp.com.

While these surveys only take a moment to complete, they help us identify both successes and pain points, letting us better handle future interactions. We read and review all results, ensuring that your voices are heard. Plus, you'll even have the option to learn more about beneficial products and services – it's all up to you.

Want to drop off some feedback?

Grab a feedback form from any branch – or online at visionsfcu.org – then drop it off in person or mail it to:

Visions Federal Credit Union
Attn: Member Experience Department
24 McKinley Ave • Endicott, NY 13760

It's not just in the title of this magazine, it's in everything we do: money matters to people, and people matter to us.

Members like you help us grow and thrive, and your feedback helps ensure that we do so in a way that matters to you.





GOLDEN RULES OF CREDIT

Some people think of “credit” as a four-letter word, but it doesn’t have to be that way. Just follow these five simple principles to keep your credit score golden.

UNDERSTAND WHAT IMPACTS YOUR SCORE — AND WHAT DOESN’T

You might think that your income or job time affects your credit score, but you’d be wrong. Turns out that while yes – those factors may impact a lending decision – they have no bearing on the actual number. Instead, your score is broken down into categories ranging from your payment history, capacity, length of credit, number of inquiries, and mix of installment and revolving balances.

35%	Payment history
30%	Amounts owed
15%	Credit length
10%	Types of credit
10%	New credit

PAY ATTENTION TO YOUR PAYMENTS

This is an obvious point, but there’s more to it than just saying, “make your payments”. The best credit scores come from those who not only make their payments on time, but those who effectively budget their expenses, pay more than the minimum, and automate their payments. Paying more than the minimum is a great way to cut down on your interest expenses over time, and automating your payments helps ensure that you never feel the hurt of being a few days late.

KNOW YOUR LIMITS

With your capacity making up nearly a third of your score, it’s vital that you keep it in check. Maxing out your credit cards is a great way to tank your credit rating, and you should instead try to keep it around 20-30% (if you have a \$10,000 limit, you should only have about \$2,000-3,000 on it at any given time). That’s not to say that you can’t rack it up in case of an emergency, but do your best to pay it back as soon as you can.

SHOP RESPONSIBLY

No list of credit advice would be complete without mentioning store credit cards. With promises of discounts masking their trademark high interest rates, these cards are practically designed to make you spend more than you’d like to. Skip the sketchy store savings and consider a lower interest rate credit card with a good rewards system. Our Visa® Platinum and Elite both offer lower rates than you’re likely to encounter with a store or even bank credit card, and it’s nice to have local service and convenient payment options, too.

DON’T TAKE ON MORE THAN YOU CAN AFFORD

Looking for words of wisdom when it comes to monthly payments? You can always pay more, but you can never pay less. While you may be tempted to take the lowest interest rate and shortest term you can find, remember that you still have to pay the piper every month. There’s nothing worse than struggling to keep your head above water, so talk to your lender or check out our online payment calculators to find an option that works for you.

While there’s no shortcut to building a great credit score, these rules will get you on the right track. Don’t forget that you can always stop into your local office or call us at **800.242.2120** to discuss your options. Plus, you can also view a free credit report from each reporting agency once per year by visiting **annualcreditreport.com**.

I got a check in the mail... *Now what?*

Think twice before cashing unexpected checks

Did you receive a check that you weren't expecting?
Be careful – it might be a scam!



Every day, scammers send out thousands of counterfeit checks to unsuspecting recipients with the hope that they'll deposit them. Did you know, though, that you're responsible for any counterfeit checks that you deposit? That's right – if a bad check is returned, you're on the hook to pay back the entirety of the funds.

With counterfeit checks on the rise – and the increased chances you may receive one – we wanted to highlight some ways to keep yourself safe.

So, what are the common scenarios? Most often, you'll receive a bad check with a note saying that you won something, but you need to send back a portion of the funds to pay taxes (some scammers also do this with fake paychecks, too). Remember, though, that there's no such thing as free money – if you didn't enter a contest or work for a company, you shouldn't be getting it.

Remember: no matter how good it seems, don't fall prey to depositing a bad check – it's just not worth it. Be proactive to protect yourself and your account, and remember that you can always stop into your local office for help if you suspect you've received a counterfeit check.

▶ **Before you deposit a check, ask yourself these questions:**

- Was I expecting the check?
- What is the check for?
- Does the check look right?

That last point is especially important, because most bad checks have tell-tale signs that they're no good.

▶ **Take note of the following:**

- If there are misspellings on the check
- If the check is from an out-of-state company
- If the address on the check is different than on the company's website
- If something is missing, like a check number or signature
- If there is a letter or note instructing you to send money back



Annual Scholarship Application

Online applications are available
now through March 31.

Apply online at aim.applyists.net/Visions
Visions membership required.

Due to the large number of applicants, formal notification
will be sent only to scholarship winners in early May.

ALL THINGS DIGITAL

What's new in digital banking?

This past November, we upgraded our online and mobile banking platforms to make your experience even better. By now, you've probably had the chance to play around with it, but have you explored these great new features yet?



Same look, same functionality – regardless of device

It used to be that certain features were only available on desktop or mobile. With our new digital banking platform, we've unified our look and functionality across all devices.

Want to enable Card Controls on your laptop? No problem. How about using your cell phone to email cash to your friends? You're covered. So whether it's ordering checks, reviewing your eStatements, or applying for a loan, we've made it easy.



Member-to-member transfers

Want to pay your coworker back for lunch? How about sending money to your kid that's out of town? Our member-to-member transfer option makes it easy to pay Visions members – just select it from the "Transfers/Payments" tab. You can set it up for a one-time transfer or save their information for a recurring payment. Best of all, it happens instantaneously, meaning you don't have to wait days for your electronic transfer to go through.



Personalization, personalization, personalization

Want to nickname your accounts? How about rearrange their order? What about hiding them from your view? You can do it all – just select "Account Preferences" from the "Settings" tab, then move them around with the arrows or nickname your savings and loans however you please.



Longer passwords = greater security

Many of our members requested the option to have longer passwords, and we listened!

We now support passwords ranging from 8-50 characters, and while we don't require that you update your password, we do recommend changing it periodically for security purposes.

A circular icon containing a blue-outlined button with the word "LOGIN" in orange capital letters and a small orange arrow pointing to the right.

Log in from any page!

Our updated website lets you log in from practically any page you're viewing. That means if you're exploring our rates page and want to check your balance or apply for a loan, all you need to do is click the big blue "Login" button at the top right of the page.

A circular icon containing the text "Aa" in orange, with the "A" in a larger font size than the "a".

Accessibility Settings

If you prefer larger font or an increased contrast, simply log in and select the "Themes" and "Accessibility" options from the "Settings" tab. It's all part of our commitment to providing digital banking that is usable and accessible to everyone.



Live Chat

Have questions about your account and don't feel like calling in? Give our Live Chat feature a try! Simply send us a message and one of our dedicated representatives will answer you as soon as they can – letting you go about your day, have your questions answered, and not worry about spending extra time on the phone.

Representatives are available Monday-Friday from 8:30 am to 5:00 pm. Look for expanded hours in the future.



Everything you loved before

While we've added new features, that doesn't mean we've taken away what you already liked. You still have access to eStatements, eAlerts, Express Deposit, and more.

Keep a look out for even more upcoming enhancements.

It's all part of our commitment to making your experience the best we can.

Thank you FOR YOUR PATIENCE

We wanted to thank all of you for your patience during our conversion period. While we did our best to plan for the large influx of calls, we acknowledge that wait times were long and appreciate your understanding during this time.

Contact Center operations have returned to normal, and we look forward to introducing more features down the road to further enhance your digital experience.



Business Member Spotlight:



In 1958, New York Governor Averell Harriman held Greek Peak's grand opening, predicting that it would "make a real contribution to skiing in New York State." Sixty years later, it turns out that the governor was right, only he was missing one key prediction: it would become a whole lot more than just skiing.

Today, Greek Peak Mountain Resort isn't only the largest ski resort in Central New York, it's a full-fledged, four seasons destination – complete with a massive indoor water park, ziplining and mountain biking, and a world-class spa.

Embracing the Great Outdoors – All Year Round

Do you like to ski? Greek Peak has you covered. With its 56 trails, 120+ inches of snowfall per year, and over 7,000 acres of state-protected land, there's no shortage of space or powder for your skiing, snowboarding, and snowshoeing adventures. And, even if you don't like to ski, you can still enjoy their range of snow tubing options – with 15 lanes, nighttime lighting, and convenient lifts, you're free to relax and get yourself snowy.

There's still plenty to do for those who aren't fond of the cold, though.

During the warmer months, the resort's Outdoor Adventure Center lets you enjoy a range of attractions that are perfect for individuals and corporate retreats, alike.

If you're feeling daring, you can try out their zip lines – sailing you through the air at over 40 miles per hour from 60 feet up. Or you can try something completely different with their Eurobungee course. Sound strange? Well, it kind of is – consider it a mix between a trampoline and a bungee jump, where every bounce can shoot you up 25 feet.





The Indoors are Great, Too

Not many waterparks are open during the winter, but Greek Peak's Cascades Indoor Waterpark keeps it at a balmy 84 degrees all year round. The park boasts 500 feet of slides and a hot tub that stretches from the indoors to the outdoors, so you can stay toasty while you watch the snow fall around you.

Don't feel like swimming? The waterpark also houses a full arcade right inside the building, so you can play skiball – er, SkeeBall – while the kids enjoy riding down the slides.

Finally, if you just want to sit back and relax, their Waterfalls Spa at Hope Lake Lodge offers all the services and amenities you could ask for – from massages to facials, aromatherapy, and more.

Sky's the Limit

Never resting and always working, the staff at Greek Peak continuously strives to expand and deliver the best experience they can. If you ask Jessica Sloma, the Vice President of Sales & Marketing, if she can relax after the ski season is over, you'll get a simple "No". For her, every day is about trying "to beat the previous day, week, year".

That enthusiasm shows when you look at the various improvements well underway. In 2017, their team invested \$1,000,000 into improvements, and this season they're putting an additional \$1,500,000 into various projects, ranging from new snow groomers to better ski lifts, greater snowmaking efforts, new skiing equipment, and numerous upgrades to their lodging services.

As their president Wesley Kryger states, "This is an aggressive approach, putting it mildly."

Toggenburg

Working Together

Greek Peak and its sister resort, Toggenburg Mountain, were purchased by new owners in 2013 and 2015, and the new leadership couldn't be happier with their Visions partnership.

If you ask their CFO, John Pointek, what he thinks about working with us, he'll tell you that, "Visions has been more than a credit union, they are one of our most trusted business partners. This partnership continues to grow and evolve as we invest back in to both mountains each year."

For Visions and for Greek Peak, that's really what it's all about – investing in our communities and doing our best to provide a form of relief for the individuals that work so hard in our regions every day.

More on Greek Peak and Visions' Business Services

If you're interested in visiting Greek Peak and its resorts, check out greekpeakmtnresort.com – they're conveniently located just minutes off I-81 in New York's scenic Finger Lakes region.

Are you or someone you know a business owner looking to grow? We want to help. Explore our services at visionsfcu.org/Business, or give our Business Lending team a call at **800.242.2120, ext. 10578**.





Money matters to people. People matter to us. Veterans matter at Visions.

You served your country, now we're here to serve you. You stood up for our communities, we're committed to helping them.

Veterans are the cornerstone of our country, so we're here to help keep you strong through a variety of special programs for vets and their spouses.*

VET STRONG

Financial wellness is a key part of the Visions mission, a commitment to both members and community. We want our veterans to be financially strong, so we offer free and confidential consultation in a number of areas, including basic financial education, investments, mortgages, Medicare, and insurance.

VISIONS SALUTES SCHOLARSHIP PROGRAM

Each year, we make five \$1,000 scholarships available to children of veteran members. This thank you to the veteran community is available for undergraduate or graduate study at an accredited U.S. college, vocational, or technical school.

Applications are accepted from January 1 through April 1. Visit aim.applyists.net/salutes to apply.

VET MEMBER BONUSES AND BENEFITS

Veterans will receive \$50 just for becoming a new member, and also receive a \$500 bonus for new mortgages or up to \$200 on new personal or auto loans.*

In addition, the \$8 monthly fee for Flex Checking Plus is automatically waived for veterans*. This account gives you the ability to earn dividends on your checking balance – just as you would a savings – and we also reimburse non-Visions ATM fees anywhere in the country.

There are no foreign exchange fees on purchases made outside the country, and we also waive the fees for money orders and wire transfers.

WE HIRE VETS!

We're proud to employ numerous veterans across our three state, 600-strong workforce. We also have a variety of internships available for veteran students – or those exploring new careers in areas like network security, accounting, facilities planning, marketing, or management and administration.

GIVING BACK TO VETS

Visions gives back on your behalf through this exclusive program for veterans. For each member who chooses a patriotic debit card design, we'll make a \$5 donation to Operation Homefront.

It's our way of giving back to you and all the veterans who make day-to-day life in our communities possible.



*Thank you
for your service.*

Visit visionsfcu.org/veterans for more information.

*Veteran Status: Program valid for veteran service members and their spouses only. Proof of service required and must be shown at account opening. Valid forms of identification include, but are not limited to: Military ID card, Veterans ID card, or DD 214 Form, if applicable.

Flex Plus: Without Veterans Program waiver, Visions Flex Checking Plus requires \$1,000 minimum checking balance or \$25,000 in combined consumer deposit/loan balances at all times to avoid \$8 monthly service charge.

New Member Bonus: Visions membership requires a \$25 minimum deposit. New member is subject to membership requirements and cannot have existing Visions accounts or been a Visions member in the last 12 months. Ask a representative or visit visionsfcu.org for eligibility. New member must be a veteran of United States uniformed services, or spouse thereof. \$50 bonus will be deposited to primary savings of new member at time of account opening. Only one bonus will be given per qualifying new member, regardless of number of accounts opened. May not be combined with any other coupons or promotional offers. Bonus is reportable for tax purposes. Visions reserves the right to end or modify this offer without notice.

Mortgage Bonus: Credit union membership required with a \$25 minimum deposit – certain restrictions apply. Check with a Visions Federal Credit Union representative for membership eligibility details. Member must be a veteran of United States uniformed services, or spouse thereof. Bonus will be deposited into the primary savings of the account in which the mortgage was opened within 10 business days of mortgage funding. Bonus is reportable for tax purposes. Only one mortgage bonus will be given per household. Cannot be combined with other mortgage promotions. May not be combined with any other coupons or promotional offers. New purchase or refinance. Applications are subject to standard credit criteria. Loan rates based on creditworthiness and may vary. One- to four-family, owner-occupied, primary residence only. Maximum mortgage dollar amount funded is based on region and property value. Property insurance is required. Flood insurance may be required. Refinancing of Visions debt is not allowed. Program details subject to change. Visions reserves the right to end or modify this offer without notice. Equal Housing Lender.

Auto/Personal Loan Bonus: Credit union membership required with a \$25 minimum deposit – certain restrictions apply. Check with a Visions Federal Credit Union representative for membership eligibility details. Member must be a veteran of United States uniformed services, or spouse thereof. Bonus will be deposited into the primary savings of the account in which the loan was opened within 10 business days of loan funding. Bonus is reportable for tax purposes. Only one loan bonus will be given per member. Loan balance must be a minimum of \$5000. Bonus only valid on new or used auto loans and lines of credit. Applications are subject to standard credit criteria. Loan rates based on creditworthiness and may vary. May not be combined with any other coupons or promotional offers. Refinancing of Visions debt is not allowed. Program details subject to change. Visions reserves the right to end or modify this offer without notice.

Choose Your **\$AVING\$**

FIND A WAY TO SAVE THAT WORKS FOR YOU.

There are many ways to save at Visions. Everyone knows they need to set some money aside, so let us help you find the best fit for your budget. Make your money work for you with one of our many options.

SHARE SAVINGS

Your standard savings account. Use it for what you need, how you need it. You can even add new shares and personalize them with nicknames that match your goals.

SHARE CERTIFICATES

Thinking long-term or just a few months down the road? Our share certificates provide you with a higher rate of return based on your term length.

FLEX MONEY MARKET

Looking for higher earnings potential? Our Flex Money Market is for you, featuring tiered dividend rates for the serious savers out there.

HEALTH SAVINGS ACCOUNT

A Health Savings Account (HSA) is a tax-exempt account specifically set aside for medical costs not covered by a high-deductible health plan.

Visit visionsfcu.org/choose for more information.

Federally insured by NCUA.

Getting Married or Just Tied the Knot?

We have a **Newlywed Package** with money-saving deals just for you!



\$50
New Member
Bonus*



\$250
Wedding Loan
Bonus*



\$250
Loan/Credit Card
Bonus*



\$500
Mortgage
Bonus*



*Visit visionsfcu.org/Newlywed for full details.

Card & ATM Enhancements

Coming your way soon!



If you're anything like us, you use your Visions cards a lot. We're happy to announce that we're making that experience even better.

Starting this year, we're upgrading all new cards to a **more durable material**, meaning they'll last even longer and resist breakage. Plus, we're adding **wireless, tap-to-pay functionality** in the coming months, packing more features and convenience into the cards you rely on. The best part about these changes? You don't need to do anything – we'll send them out to you as soon as you're due for a reorder.

It's not all about the cards, though – we're **enhancing our ATMs**, too. Keep a look out for **new designs**, plus the **ability to change your PIN** right then and there (and over the phone).

Speaking of over the phone, we're simplifying our card services line to just one phone number – **833.224.5785**. With this single number, you can activate your card, change your PIN, report your card as lost or stolen, and even report fraud or disputes.

Finally, we listened and made **identifying your shares and loans** at the ATM easier than ever. Now, your checking account won't just say "Share 08" or "Share 10" – it'll actually identify it as a Flex Checking account. The same goes for credit cards and loans, too, making transfers and loan payments as clear as possible.

We're committed to making your banking experience the best it can be. To learn more about how we take and use your feedback, check out page 5.

POLITICAL ADVOCACY

New Congress, new challenges, and new opportunities

With the midterms behind us, the new Congress will undoubtedly bring many changes, some of which may impact financial institutions.

In 2018, credit unions saw banks increase their support for burdensome regulations, in part to try and maintain dominance in the face of polls showing higher rates of satisfaction from credit union members. Whether it's attempting to introduce excessive taxation or achieve parity in the Community Reinvestment Act, banks are lobbying Congress to pass legislation that would harm credit unions and their members.

In spite of this, Visions and its Advocacy team maintains its commitment to members like you. We'll be visiting DC this March, working with new and incumbent legislators alike to enact data security reforms, promote regulatory relief, and create a legislative environment that allows credit unions to grow and thrive.

To find a list of your new legislators – and to see other issues we're pursuing – visit our website at visionsfcu.org/advocacy. With your help, we can make sure that our 200,000+ member voices are heard in DC and beyond.

Managing the Emotions of Volatile Markets — A Survey

The financial markets in 2018 experienced lots of ups and downs we haven't seen in a long time. How do you stay focused on your goals when the markets get volatile? Take this short quiz to uncover your feelings about investing.

1 . When do you plan to stop working?

- a. 40 years or more
- b. 20 years
- c. 10 years or less

2 . When the stock market drops 10% or more, how do you feel?

- a. I pay no attention
- b. I become a little concerned, but generally stick to my investment game plan
- c. I freak out

3 . How often do you check your retirement account balance?

- a. Once a year
- b. Three or four times a year
- c. Every day

4 . Which of the following statements captures your feelings about losing money in the short run?

- a. Markets go up and down every day. Over longer timeframes, their historic tendency has been to rise
- b. I check to see if my asset allocation is significantly out of balance, but generally don't do anything about it. Markets eventually recover
- c. I feel sick and want to sell everything

5 . What's the most important factor when thinking about risk and reward in your retirement plan?

- a. It's time in the market, and not timing the market, that counts
- b. I accept risk as a normal part of investing. Without some level of acceptable risk, I cannot expect to get a reasonable return
- c. The risk of losing money in the markets is intolerable to me

Score your answers

Give yourself 20 points for each answer "a", 15 points for every "b", and 5 points for each answer "c". Total your score.

80 to 100 points (Green light): You are comfortable with maintaining your long-term investment strategy through volatile markets.

40 to 79 points (Yellow light): The risk of loss is somewhat concerning to you, whether that's because you are getting closer to retirement age or feel anxious when markets go down. Think about resetting your asset allocation to be more conservative.

20 to 39 points (Red light): The risk of losing money is weighing heavily on you. Spend some time to understand how stocks, bonds and cash investments have performed historically, and consider working with a financial advisor who is sensitive to your feelings and who may be able to suggest investment products that seek to limit losses.

These scores are based on generally accepted investment principles and are not intended as investment advice or recommendations.

There is no guarantee that a particular investment strategy or asset allocation will meet your objective.

Additional factors should be considered as part of a comprehensive review of your individual financial situation.

Come in and meet with a Financial Consultant to discuss your score!

Call 800.242.2120 ext. 10469 to set up an appointment.

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VISIONS
INVESTMENT SERVICES

Not NCUA Insured | Not Credit Union Guaranteed | May Lose Value

Not Insured by Any Federal Government Agency | Not a Credit Union Deposit

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Ask the Expert

Answers to your financial questions from our very own professionals!

Finances got you stumped? Need an expert opinion?
We're here to help!

Submit a question by:

- Email: AskTheExpert@visionsfcu.org
- Mail: Visions Federal Credit Union
ATTN: Ask the Expert
24 McKinley Ave, Endicott, NY 13760
- Online: visionsfcu.org/AskTheExpert

Question:

I'm planning to buy a new car this year and I'll need to get a loan. What's the best way to apply?

New car buyer
Wysox, PA

Answer:

Congratulations and happy shopping to you! The good news is that applying for an auto loan has never been easier, and the "best way to apply" is really up to you.

Some members like to start off by going to their local office to discuss what payment options will work for their budget. Others already know what they'd like and just stop in with a purchase order. Others don't even want to go into the office at all – they just call, apply online, or take care of it all at the dealership.

Handling your loan paperwork at the dealership is an especially popular choice. We've teamed up with a number of local dealerships throughout Pennsylvania, New Jersey, and New York, meaning you can start and finish your loan application right then and there, then drive off the lot with the Visions financing you'd like.

You can find a full listing of our dealer partners at visionsfcu.org/autodealers.

Another popular option is to apply for a preapproval online, which you can finish up either at the participating dealership or at your preferred office. You can start the application by clicking the "Apply now" button at visionsfcu.org/autoloans, or by hitting the "Apply for a Loan" button in the Visions FCU Mobile app.

Finally, if you prefer to call in, just reach out to our Contact Center at **800.242.2120**. Regardless of which path you take, how you choose to apply comes down to whatever is most convenient for you. Good luck!



Expert:

Barbara Kropelnicki
Branch Manager
Wysox, PA

GAP FOR YOUR Auto Loan

Let Visions help you
protect the investment
in your vehicle.



Guaranteed Asset Protection (GAP) with Auto Deductible

Reimbursement (ADR). In the event you incur a total loss on your vehicle, GAP will pay the deficiency balance between your insurance valuation settlement and the balance remaining on your vehicle loan (stipulations involved).

In the event of a total loss or a collision where you pay your deductible out of pocket, you may file an ADR claim on any vehicle in the household that is registered/titled and insured by the primary borrower for deductible reimbursement up to \$500 (unlimited losses per year), for a period of three years.

Mechanical Breakdown Protection (MBP). This warranty, which covers costly repairs, gives you coverage from day one (no waiting period), and features three great plans to choose from. The cost of the warranty may be purchased outright using a personal loan, or included in your auto loan if you have financed your vehicle through Visions.

Visit your neighborhood office and ask how these products can help protect your vehicle and save you money down the road!



Estate Planning *Basics*

Let's start off with two common misconceptions about estate planning:

① "It's only for the wealthy."

② "It's basically just having a will."

The fact is, estate planning is important for everyone – regardless of your total assets – and it's about way more than just having a will.

Proper estate plans include a combination of wills, trusts, gifts, life insurance, joint ownership, and beneficiary-designated accounts. Without a plan in place – such as a will or a living trust – state laws determine how your assets will be distributed after your death. More than that, a court may also have to decide who will be the administrator of your estate or guardian for your children.

That's why it's vital that you make plans – however uncomfortable it may seem – so that you can protect yourself and what matters most to you. Consider health care proxies, for example. If something were to ever incapacitate you, wouldn't you rather have someone you **trust** making those tough decisions? Plus, having a power of attorney in place can help ensure that your wishes go according to your plans. Some states even consider a financial power of attorney and a health care proxy as part of one document.

Our Trust department helps our members every day with estate and financial planning questions unique to their personal situations. Our experience in estate and trust administration can help give you a better understanding of whether your current plans will work the way you intended.

If you'd like us to help review your documents and assets – and see how they currently fit into your own estate plan – give us a call or email us to schedule a meeting.

Contact us today!

Linda Hamlin, AVP/Senior Trust Officer
800.242.2120, ext. 10651
lhamlin@visionsfcu.org

Sharon Burghardt, Trust Officer
800.242.2120, ext. 10684
sburghardt@visionsfcu.org



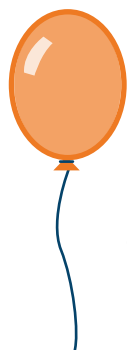
Our Member Saved *WHAT?!*

Nothing makes us feel better than helping our members, which is why we're always looking for opportunities to improve your financial wellbeing. Sometimes it's as easy as balancing a checkbook, other times it's saving you money with a refinance. Here is a great story from our Saddle Brook, NJ office:

Introduced to the credit union by her husband, we had a new member come in asking about consolidating credit card debt. She was concerned what impact it may have on her credit score and was apprehensive about closing down any of her cards. After going through her report, we were able to consolidate nearly \$19,000 while keeping her cards open and intact, providing her with a sizable boost to her credit score. More than that, we trimmed her interest rate by 13% and set her on a path to being free of credit card debt within five years!



NEED TO Know



You're Invited!

Visions Annual Meeting

Saturday, March 9
3301 Country Club Rd
Endwell, NY

9:30 a.m. - light refreshments
10 a.m. - meeting

All members welcome!

Phone Access Teller (PAT) Announcement

Please be advised that effective **March 1, 2019**, the Phone Access Teller (PAT) service will be discontinued. Please utilize our Contact Center (800.242.2120) or online and mobile banking for all of your transactional needs.

Visions now has 51 offices throughout NJ, NY, & PA!

**We're excited to announce the
opening of our newest offices!**

Maine-Endwell High School (NY)
Broome-Tioga BOCES (NY)
Vestal High School (NY)



SAVE THE DATE Special Events

Kirby Easter Party

Friday, April 12 • 6 p.m. – 8 p.m.
Binghamton, NY – The Discovery Center, 60 Morgan Rd.
Includes FREE admission to the Discovery Center, games, refreshments, Kirby Kangaroo, and the Easter Bunny.

Endicott Shred Event - FREE!*

Saturday, April 27 • 9:00 a.m. - noon
Huron Parking Lot, Monroe St • Endicott, NY 13760
(Turn onto Roosevelt Ave to get your vehicle in line)

*Wait times may exist. Events may end early if truck is filled to capacity.

**Visit our website and click 'Events' for a current list
of upcoming seminars and activities.**



Looking for a great career? Check us out!

Visions Federal Credit Union is an equal opportunity employer whose goal is to achieve a positive work atmosphere while encouraging a healthy work/life balance.

M/F Disabled and Vet EEO/AA Employer

visionsfcu.org/Careers



Refer your friends and family to Visions and you **BOTH** get \$25*!

*Visit **visionsfcu.org/referafriend** for full details.

All loan types referenced in this publication are subject to Visions Federal Credit Union's standardized policies including, but not limited to, lending, membership, and creditworthiness. Please contact a credit union representative for more information regarding application requests.



OFFICE CLOSINGS

Mark Your Calendars

Jan. 21 Martin Luther King Day Monday All Offices Closed
Feb. 18 Presidents' Day Monday All Offices Closed

Visions Needs *You!*

*Visions is looking for qualified members to serve on various volunteer committees - including our **Board of Directors**.*

As a volunteer, you can help shape the future of your credit union while using your skills to contribute to its mission.

Any member age 21 or older, with the exception of credit union employees and their immediate families, is eligible. A background in finance or the financial services industry would be helpful, but is not required. All inquiries are held in strict confidence. Applicants are subject to a credit check.

For complete details, contact Edward Butler at **800.242.2120, ext. 10618**, or complete a volunteer application (available on our website or at any branch) and drop it off at any branch to his attention.

Visions has an exciting history built on the efforts of volunteers, strong leaders, and dynamic staff. With your continued involvement, we look forward to many more successful years of serving you and your fellow members.

Prefer a digital copy?

All member households will receive a mailed copy of MoneyMatters at the beginning of each quarter. If your household prefers to reference this financial magazine online, please complete the unsubscribe form at **visionsfcu.org/MoneyMatters** or call our Contact Center at 800.242.2120.

DIRECTORY

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Executive Vice President

Edward J. Butler

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Cynthia A. Schroeder, CIO
Tracey E. Wheeler, CMEO

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Lisa Darling, VP
Steve Wayman, VP
James L. Wyatt, VP
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Mandy L. DeHate, AVP
Linda L. Hamlin, AVP
Betty McQuay,
Chief Audit Executive
Jenna Rosenberg, AVP
Rebecca Trick, AVP
Sherri L. Westcott, AVP

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Christopher H. Marion, Treasurer
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Kenneth H. Kidder III
Michael A. Mullen
Mary C. Robinson
Kelly A. Roche
Laurie Schorno

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Mark A. Wasser,
Vice Chairman
Denise B. Stoughton,
Secretary
Brian J. Eldridge
Frederick K. Getz
Thomas E. Knight, Alternate



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VISIONS

FEDERAL CREDIT UNION

24 McKinley Ave • Endicott, NY 13760

Loans for what matters.



Don't settle for your mortgage. Get the terms you deserve from Visions.

With the **No Closing Cost Mortgage** from Visions, you get a low interest rate that stays the same for the first 10 years. And no closing costs* mean you save thousands right from the start.

Learn more and apply now at visionsfcu.org

*Credit union membership required with a \$25 minimum deposit – certain restrictions apply. Check with a Visions Federal Credit Union representative for membership eligibility details. Promotion valid on the 10/1 Adjustable Rate Mortgage (ARM) product only. Applications are subject to standard credit criteria. New purchase or refinance. One- to four-family, owner-occupied, primary residence only. Condominium financing ineligible. Maximum mortgage dollar amount funded is based on region and property value. Estimated savings of closing costs, which varies by geographic market and property, would be at least \$3,370, including, but not limited to, the following costs: appraisal, flood determination, application fee, credit report, lender attorney fees, recording fee, title insurance, and mortgage tax. Borrowers are responsible for initial escrow setup, interim interest, owner's title insurance, tax service fee, borrower's attorney fees, survey, and private mortgage insurance, if applicable. Property insurance is required. Flood insurance may be required. This promotion is subject to change without notice (including the rate). Other restrictions apply. Rates are variable and can increase by up to 2% annually beginning in the 11th year, up to a lifetime rate adjustment of 5%. Rate increases are based on the index at the adjustment time plus the margin. Please speak with a representative for current rate information or visit visionsfcu.org/mortgage-rates. Cannot be combined with any other promotion or offer. Submit applications by December 31, 2019.

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