



SPOTLIGHT ON

Jackie Sweida, DFCU's VP of Operations

If you see Jackie Sweida running between the first and second floors of the Main Branch of Downey Federal Credit Union, you will realize how busy her job is. Jackie is VP of

Operations, and handles several departments located on the two floors.

She began her credit union career about thirty years ago at Water and Power Community Credit Union (WPCCU). Beginning as a temporary employee, she worked her way up to Branch Manager, spending 20 years at WPCCU. Jackie came to Downey Federal Credit Union as an Operations Manager in 1998, and is currently DFCU's VP of Operations. She is happy to be working at DFCU due to quality staff, a supportive Board of Directors, a great community, and a good field of membership.

Jackie oversees employees in the teller, member service, and branch arenas. Her role is to provide staff education and make the employees aware of policies and procedures of the credit union. She frequently trains employees on topics such as fraud and other financial matters. Her role in Operations encompasses overseeing the departments, monitoring their adherence to policies, and training.

Her biggest concerns revolve around serving the members efficiently and in a timely manner. She ensures that DFCU's staff provides quality information and products. Jackie states, "DFCU is small enough so that employees are available for members, no matter what their position is." What this means is that all DFCU employees are responsible for member service, regardless of their title.

For future growth, Jackie envisions better control on existing products and services. With the addition of a new Information Technology Manager, Steve Hammit, Jackie expects to see the development of new products and services that members want and have requested.

Jackie Sweida, a mainstay at DFCU, is here for the long run.

Third Street News

"Count On Us Through All Stages Of Life"

Beware of the Top Five Scams

The Federal Trade Commission's complaint database, the Consumer Sentinel Network, received more than 800,000 consumer fraud and identity theft complaints in 2007, and the numbers are still rising. Consumers reported losses from fraud of more than \$1.2 billion.* The two best weapons you can use to protect yourself against scam artists are awareness of current fraud schemes and some common sense. Please read the following list of scams and precautionary tips to prevent fraud from happening to you.

VISHING (also called Voice Over Internet Protocol or VoIP) – you may receive a phone call on a pre-recorded message saying that your credit card or financial institution account has been breached, or an email. You are alerted to call a number for a phony call center or go to a website provided in the message that asks you to verify pertinent financial information, social security, or credit card information. Don't reveal any personal information.

PHISHING – you will receive a message via email alerting you to recent activity on your account. The email will direct you to fraudulent website that looks authentic and asks you to verify or confirm personal information on your account. Again, don't be lured by scam artists.

SWEEPSTAKES PRIZES AND LOTTERY SCAMS – you will get a phone call or receive mail informing you that you've won a prize, even though you never entered the contest. This fraud started in Canada, but it may also be prevalent in the U.S. The person will inform you that the "winners" must pay registration, legal, or courier fees. Please do not pay the fees as you will end up losing the money and never see a prize.

ADVANCE FEE FRAUD – also called the "Nigerian" or "419" scam because of the section of Nigerian criminal law that make it illegal. The victim is asked to pay fees in advance in return for huge sums of money. The message may arrive via email and the victim might be told that he or she will receive an unclaimed bank account if lawyer or court fees are paid. But, there are neither unclaimed bank accounts nor huge sums of money. This advance fee is just another fraud, so please delete the email and don't act on this.

CHARITY FRAUD – you will be called requesting a donation to a charity whose name resembles a legitimate charitable organization, such as the American Red Cross or the American Cancer Society. The caller may use highly emotional appeals or high pressure tactics to influence your sense of charity. Please be aware that you can call a charity and make your own donation at any time.

Just keep in mind a few basic ideas to protect yourself: 1) If it sounds too good to be true, it probably is. 2) Do not respond to requests for your Social Security or your account numbers. Downey Federal Credit Union or any legitimate business will not ask you for this sensitive information via email or on the phone. 3) Claims of urgency should raise alarms of suspicion. 4) If you suspect fraud, contact Downey Federal Credit Union at 562-862-8141.

*<http://www.ftc.gov>.

INSIDE

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Election Results

2008-2009 Board of Directors and Supervisory Committee Members were announced at the 51st Annual Meeting on April 18.



Stan Hanstad, *Board Chair*



Brian Saylor, *Supervisory Chair*

THE FOLLOWING ARE THE BOARD MEMBERS:

Stan Hanstad, *Chair*
Richard Guess M.D., *Vice Chair*
Laura Lueke, *Treasurer*
Heather Conwell, *Secretary*
Edward Potter, Ed.D. *Member*
Brian Brown M.D., *Member*
Raul Lopez, *Member*

SUPERVISORY COMMITTEE

Brian Saylor, *Chairman*
Donna Boose, *Member*
Rob Fuller, *Member*
Robert Becker, *Member*

Congratulations to the new Board and Supervisory Committee members who will help guide Downey Federal Credit Union in 2008-2009.



DFCU's **David Quillen** and **Cathy Caswell** at Annual Meeting.

Checking Accounts

Silver Star Checking

If you don't have a checking account with Downey Federal Credit Union (DFCU), look into Silver Star Checking. To qualify for this account, you need to be at least 60 years old with direct deposit or payroll deduction deposited into DFCU.

Among its many benefits, Silver Star Checking includes the following: FREE Silver Star checks for life, a DFCU VISA® Credit Card, No Fee American Express Cashier's Cheques, and No Fee Cashier's Checks (3 per month). When you sign up for a Silver Star Checking account, you will receive a lambskin wallet with a Silver Star logo. Sign up by July 31, and fill out an entry form to enter our "Be a Star" raffle drawing for a photo shoot with a professional photographer. Stop in today to sign up for your Silver Star Checking and take a chance to "Be a Star"!

Regular Personal Checking

Take a look at Downey Federal Credit Union's checking account. Its many benefits include FEE-FREE checking, the availability of an ATM/Debit Card* and access to 25,000 CO-OP ATMs, and 5,500 ATMs at 7-11 Stores.

If you have a checking account at another financial institution, stop by and see how simple it is to switch to DFCU in just three steps with our E-Z Switch Kit.

- 1.) Open your new checking account at DFCU.
- 2.) Fill out the authorization form to close your account at another financial institution, a form that you can mail or bring in.
- 3.) Fill out the authorization to switch your direct deposit or recurring payments to DFCU.

Then review the check list in the switch kit to contact your other creditors for an automatic payment change notice. With either Silver Star or Regular Checking, you have Fee-Free checking, the availability of an ATM/Debit Card* and access to 25,000 CO-OP ATMs and 5,500 ATMs at 7-11 Stores.

Sign up today for a new Silver Star or Regular Checking account and get the benefits you deserve!

**Application necessary for an ATM/Debit card.*



Real Estate Loans

According to DataQuick.com, a leading provider of real estate information, the Southern California Home Resale Activity for April 2008 shows that the resale price of a single family house in Downey with the zip code 90240 is \$448,000, zip code 90241 is \$454,000, and zip code 90242 is \$401,000. Home prices have been falling, and they are at their lowest level since 1992. However, home prices have not yet reached their lowest point. Although home values may be lower, DFCU may have equity loans to meet your home improvement needs.

Downey Federal Credit Union has a solution for you. We offer a second trust deed as low as **4.0% APR***, with terms from 60 to 180 months. The low annual percentage rate and fixed payment gives you two great features. Stop by today to get an application or apply online at www.downeyfcu.org.

APR= Annual Percentage Rate. 4.0% APR loan is for 60 months only with a maximum loan amount of \$200,000. Other rates and terms may apply and are subject to change without notice. Property appraisal fee may apply in some circumstances. All loans are subject to verification of equity, credit approval, FICO credit score, and income qualification.

Auto Loans



**Got Your
3.9%^{APR}**

Here's the good news! While the price of gas has increased, the vehicle loans at DFCU have remained the same.

Several domestic auto manufacturers, such as Ford, have announced they are scaling down production of larger trucks and sports utility vehicles (SUVs) and instituting massive worker layoffs due to the rising price of fuel.* The smaller vehicles and hybrids have become more popular among new vehicle purchasers.

If you are thinking of a new hybrid, DFCU is the place to get your loan. Our **3.9% APR new auto loan** is one of the best deals around if you'd like to purchase a more fuel-efficient vehicle. We offer 100% financing (including tax and license) for highly qualified buyers based on the FICO (Fair Isaac) score. Come into either of our two branches to fill out an application or apply online at www.downeyfcu.org. Get your new, fuel-efficient car with affordable payments today!

APR= Annual Percentage Rates. Other rates and terms available. Rates subject to change without notice. All loans subject to credit approval.

* AutomotiveNews.com

Improve Your Financial IQ

(Intelligence Quotient)

Attend our Financial Fitness Seminars

If you missed our last financial fitness workshop on June 3, Couples and Money, there's still time to become more educated about your finances. Our next workshop on Tuesday, August 12, **The Wise Use of Credit**, is a sure-fire way to improve your economic situation. By taking this workshop, you will be aware of how your management of credit affects your credit score and consumer credit rights.

Come to the workshop and learn how to:

- Shop for the best credit card for you
- Transfer a balance to another credit card
- Get a free copy of your credit report
- Evaluate how much debt you can handle
- Reduce your credit card debt
- Build a solid foundation for your financial future

If you have any children that are attending or will be attending college, please make sure to bring them as well. This workshop may benefit your entire family.

Contact Kari Johnson, DFCU's Business Development Representative, to reserve your seat(s) at **562-862-8141 ext. 246**.

Please stop by the Main Branch or call the Marketing Department at extension 254 if you are interested in getting information from our last three seminars.

Don't miss our last 2008 workshop, **Identity Theft**, on October 7. Sign up early to reserve your seat for tips on how to prevent this from happening to you.



Financial Fitness Workshop Attendees at "Understanding Your Credit Report and Score"

COMMUNITY NEWS

National Nurses Week May 5-9

Downey Federal Credit Union supports Downey Regional Medical Center and National Nurses Week. The Credit Union contributed raffle prizes for the nurse's day festivities and McDonald gift certificates to the evening shift nurses during National Nurses Week. Heather Conwell, VP of Nursing states, "We are so grateful that Downey Federal Credit Union actively participates at the hospital with our staff. Their presence is welcomed and greatly appreciated."

DFCU participates at New Hire Orientation, makes bi-weekly visits to the hospital during lunch time, and maintains the Express Service Office (ESO) in the lobby of the hospital directly across from the Gift Shop. The ESO celebrates its second birthday at DRMC in June 2008.

Ward Elementary School FIELD TRIP

On May 30, twenty third-grade students visited the credit union to learn about money. While visiting DFCU's Main Office, they were taken on a tour of the teller, merchant, and lending areas, culminating in a visit with Barbara Lamberth, CEO/President. The students also had an opportunity to design their own money. Many students were surprised at the types of machines used at the Credit Union for daily transactions. One student adds, "Thank you for organizing this trip for us. I had an amazing time!" While the field trip had intended to be a learning experience for Ward Elementary School, the students taught credit union employees a few things as well.



DFCU Sponsors Retirement Workshop for DUSD Employees

Downey Federal Credit Union, along with Downey Unified School District (DUSD), sponsored a retirement workshop from CalPERS (California Public Employees Retirement System) for all classified DUSD employees on the topic of Planning for Retirement. Fifty-three DUSD employees attended the workshop, some accompanied by their spouses. Susana Nieto, a CalPERS representative from the Glendale, CA office, spoke about "Planning for Retirement". One participant said, "This workshop was very worthwhile to attend. I learned facts that I need to know as I approach retirement age." DFCU also provided refreshments after the workshop for all attendees.

CalPERS is one of the largest defined retirement plans in the state, with over \$247 billion in assets. The organization collects and invests contributions from public employees to provide a secure retirement for 1.5 million members and more than 400,000 retirees.

Youth Savings Program Assembly at Ward Elementary School

On Friday, June 13, Kari Johnson, DFCU's Business Development Representative, and Kirby Kangaroo, the mascot of the youth savings program, presented an assembly to third graders at Ward Elementary School. The topics included how to save money, how to open a savings account, and the importance of saving. Kari presented a similar assembly for second graders at Ward Elementary School in early 2008, which was well accepted by students and teachers alike. DFCU sponsors the Kirby Kangaroo Club, a savings program for youth ages 2 -12, and a teen savings program named CU Succeed Teens Financial Network. Each savings program has its own website, sponsored by DFCU at www.downeyfcu.org. Please visit either branch to sign up your child or teen in DFCU's youth savings programs.



Founder's Day

DFCU received its charter to operate as a Federal Credit Union on July 16, 1957. Stop by either of our two branches for refreshments to help us celebrate the 51st anniversary, commemorating the founding of the credit union.

Holiday Closures

The credit union will be closed on the following days:

INDEPENDENCE DAY
Friday, July 4

LABOR DAY
Monday, September 1

This newsletter is published quarterly by Downey Federal Credit Union (DFCU). Each member's deposits are insured up to \$350,000. The first \$100,000 of deposits are federally insured by the National Credit Union Administration (NCUA), a U.S. government agency. The next \$250,000 of deposits are privately insured by American Share Insurance (ASI). IRAs are separately insured up to \$350,000 by the same combination of insurers. Loans are issued in accordance with NCUA regulations, subject to credit approval. DFCU is an equal opportunity lender and makes loans without regard to race, color, religion, sex, handicap, family status or national origin. Dividends are based on the Credit Union's earnings at the end of a dividend period and thus cannot be guaranteed. Rates, yields, terms, conditions and services are subject to change after the account is opened. For more information, refer to your Truth-in-Savings disclosure or contact a Credit Union employee. The Credit Union may provide information about products and services available to members from other sources. However, it does not warrant, nor accept liability for the actions, products or services of others.

*APR = Annual Percentage Rate. APY = Annual Percentage Yield.

Downey Federal Credit Union

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www.downeyfcu.org

OFFICE HOURS

9am - 4:30pm Monday - Friday

DRIVE-UP HOURS

8:30am - 5:30pm Monday, Wednesday - Friday
9:00am - 5:30pm Tuesday

ESO HOURS at Downey Regional Medical Center
7:15am - 3:45pm Monday - Friday

