



SPRING 2021



## Winthrop Street Branch Update

Construction is underway at our fourth location and we're looking forward to a grand opening later this spring!

Located at 403 Winthrop Street in Taunton, our new, innovative full service branch will bring TFCU's exceptional member service and vast range of products and services closer to our existing members in the West Taunton, Dighton & Rehoboth areas!

More details will be released as we get closer to our grand opening date, so stay tuned!



## Home equity made easy!

Adjustable Rate HELOC

**1.99%** APR\*  
12 MONTH INTRODUCTORY FIXED RATE

**3.25%** APR\*  
VARIABLE PRIME RATE THEREAFTER\*\*



\*APR is Annual Percentage Rate. Introductory APR of 1.99% will be in effect for the first 12 months of your loan. \*\*The minimum APR is variable and subject to change monthly beginning with the 13th billing cycle based on Prime Rate which is 3.25% as of 3/1/2021. Maximum APR is 18%. Product features a 10 year draw period and a 10 year repayment period. During the draw period, you are only required to make monthly interest payments. During the repayment period, any outstanding balance must be paid in equal monthly payments over a period of 120 months. The amount of payment may change in the event that the Prime Rate varies. Only available to qualified buyers with credit scores of 720 and above. All loans subject to credit approval. Products are available to homeowners that own 1-4 family, owner-occupied homes or condominiums with a maximum loan to value up to 80%. Minimum loan amount of \$15,000 not previously financed at TFCU and disbursed at closing. Excludes manufactured homes. A reimbursement of settlement fees may apply to all prepaid Home Equity Loans within 3 years of origination. Property insurance required. Flood insurance may be required. Interest may be tax deductible. Consult your tax professional regarding deductibility. Limited time only. TFCU NVMLS# 441401

# BANK FROM THE COMFORT OF HOME!

TFCU offers many convenience options that allow you to perform most of your daily banking needs from the comfort of your home! We highly recommend that you speak with a representative today in order to utilize these services whenever possible, which include:

- Online Banking
- Mobile Banking
- Telephone Banking
- Bill Pay\*
- Mobile Deposit *available through our Mobile App\*\**
- eAlerts & Text Banking\*\*
- eStatements & eNotices



**To get started, simply call (508) 824-6466 or visit [www.tauntonfcu.com](http://www.tauntonfcu.com) for more information!**

\*Bill Pay will be offered at no fee with all TFCU checking products providing at least one bill is paid per month through the system. A non-usage fee of \$4.95 per month will be charged otherwise. \*\*There is no service fee for TFCU's Mobile App, Mobile Deposit or Text Message Banking, but you are responsible for any and all charges, including, but not limited to, fees associated with data usage, imposed by your Carrier.

## Account Access Made Easy!

As we continue to navigate through the pandemic, we at TFCU are committed to providing you with the tools to stay connected to your accounts while remaining safe at the same time. The chart below details common banking needs and the best way to perform these tasks remotely or contactless. These remote options are available to make your banking experience as easy as possible and save you time so that you can focus on the important things.

	Online Banking	Mobile Banking	Mobile App <sup>1</sup>	Drive Up <sup>2</sup>	Deposit Image ATM <sup>3</sup>	Call Center	Website	Live Chat	Telephone Banking
Check Your Balance	✓	✓	✓	✓	✓	✓			✓
Withdraw Funds				✓	✓				
Deposit A Check			✓ <sup>4</sup>	✓	✓				
Deposit Cash				✓	✓				
Transfer Funds	✓	✓	✓	✓	✓	✓			✓
Pay Your Loan	✓	✓	✓	✓		✓			
Replace Debit Card						✓			
Apply for Membership			✓			✓	✓		
Apply for a Mortgage			✓			✓	✓		
Apply for an Auto/Personal Loan			✓			✓	✓		
Report a Lost/Stolen Debit Card				✓		✓			
Report Fraud				✓		✓			
Reset Passwords				✓		✓			
Product & Service Information				✓		✓		✓	
Pay Bills	✓ <sup>5</sup>	✓ <sup>5</sup>							
View eStatements	✓								

<sup>1</sup> There is no service fee for TFCU's Mobile App or Mobile Deposit, but you are responsible for any and all charges, including, but not limited to, fees associated with data usage, imposed by your carrier. <sup>2</sup> Drive Up only available at Taunton & New Bedford locations. <sup>3</sup> Deposit Image ATMs available at Taunton, New Bedford and Middleboro TFCU branches only. <sup>4</sup> Enrollment in Mobile Deposit required. <sup>5</sup> Bill Pay is offered at no fee with a TFCU Checking Account provided at least one bill is paid per month through the system. A non-usage fee of \$4.95 per month will be charged otherwise. Membership is established by opening a \$5 share/savings account and is available to anyone who lives, works, worships or attends school in Bristol County, Massachusetts; Bristol, Kent, Newport and Providence counties in Rhode Island; and the Rhode Island towns of Charlestown, Exeter, Hopkinton, Narragansett, New Shoreham, North Kingstown, Richmond and South Kingstown. **Federally Insured By The National Credit Union Administration. Equal Housing Lender. EOE. TFCU NMLS#441401 4/2020**



**Nelson Tavares**  
President & CEO

# A Message from the CEO

With the arrival of 2021, an overwhelming desire for different news led many to believe the New Year would bring about some much-needed change. Although not as simple as flipping the calendar, we are starting to slowly see that hope materialize before us. COVID-19 brought about countless challenges, hardships, and losses for so many people in our community at a magnitude many of us have never experienced. It should not be forgotten that some of those around us will feel the effects of the pandemic long into the future from the loss of a job, business, health, loved one, or even their way of life. However, as the saying goes, "This too shall pass", and we are starting to see the resilience of our community beaming around us. The narrative is shifting from a reaction to something disruptive, to the promise of rebuilding our futures.

We have been working hard providing our members the core services they rely on, posting stimulus to accounts early, providing relief for those experiencing financial hardship, propping up our local small businesses, and successfully keeping staff and members safe in our spaces. Our response plan has also helped us explore different methods of communication with you; if you haven't followed us on social media or tuned into our podcast, I urge you to do so and engage us on those platforms. As our nation recovers from the COVID-19 Pandemic and we arise from enduring this hard winter, glimmers of normal are popping up around us. With the mass distribution of vaccines and lower contraction rates, confidence to resume our communal lives is building. Nights out with friends and family are a reality again, looking forward to your favorite activity seems possible, and soon we'll be talking about our next vacation around the water cooler. TFCU has reopened its lobbies (with limited access for now) and is grateful for the patience and support our membership has shown us every step of the way this past year. We look forward to full resumption of the access and interaction you deserve, especially our "hands-on" support in the community.

Although the past year has seemed quiet for many, TFCU has been working on several initiatives to improve your member experience. Many will have noticed that we have undergone a conversion to our Debit Card systems. This change will ensure noticeably more robust card services for you with enhanced ability on our end to deliver debit cards instantly for you. Additionally, we have contracted with Corelation Inc. Core System Services to upgrade our entire data and interface system. Over the next year, we will be working to bring you a top-level banking experience that will have enhanced features, easier access, and more robust security. Stay tuned for more information. Our Taunton members surely have noticed the development of our new Winthrop Street Branch. This new branch is planned to be complete late-spring/early-summer, and we are all excited to meet you there at our Grand Opening in a couple months. You will be seeing more information on all our upcoming improvements in coming months, including ways we connect with you.

I would like to end with a note of gratitude for the people who make TFCU what it is. The team members, managers, volunteers, and Board of Directors at TFCU have repeatedly gone above and beyond to keep our credit union faithfully serving its membership. I'm proud of the unwavering commitment to service and hard work they have all put in through a time when our members needed it most. It is an honor to work with everyone here.

**At Voya Financial Advisors, we offer financial strategies that address your challenges and fit your needs.**

Call (508) 802-6488 today to make an appointment with one of our Financial Advisors.



VOYA FINANCIAL ADVISORS

Voya Financial Advisors, Inc. (VFA) is not a credit union and securities offered by it are not a share of, an obligation of, or guaranteed by, Taunton Federal Credit Union or any other financial institution, nor are they insured by the National Credit Union Administration, or any federal or state guarantee fund, and as such they may fluctuate in value and are subject to investment risk, including possible loss of the principal amount invested. Taunton Federal Credit Union is not registered as a broker-dealer, and you will be dealing with VFA with respect to brokerage services. Not FDIC/NCUA/NCUSIF Insured. Not a deposit of a Bank/Credit Union. May lose value. Investment adviser representative and registered representative of, and securities and investment advisory services offered through Voya Financial Advisors, Inc. (member SIPC). Taunton Federal Credit Union is not a subsidiary of nor controlled by Voya Financial Advisors.

**Whether you own or lease your vehicle, you need to make sure that both you and your vehicle are properly covered against damages, theft and personal liability.**

Bring in your "Dec" Page to Carly today! She'll take a look at your current policy and stop at nothing to get you the best coverage at the best value!

**Can't make it in for a visit? Call Carly today at (508) 802-6477 or visit [tfcuinsurance.com](http://tfcuinsurance.com) for a FREE quote!**



Property and Casualty Insurance products offered through Fbinsure, LLC, 128 Dean St., Taunton, MA 02780. **Not insured by NCUA. Not deposits of or guaranteed by Taunton Federal Credit Union. May lose value.**



# The Benefits of Using Mobile Payments

Why fumble for your wallet at checkout when you can just pay by using your phone? With more than 81% of Americans owning smartphones, contactless payments by digital wallet and mobile payment apps are now more popular than ever. Contactless payment is also becoming increasingly available at checkout counters across the country, with six in every 10 retailers accepting digital payments, according to research by the National Retail Federation.

Switching over to paying for your daily purchases with a digital wallet is simple. You'll need to choose between popular mobile payment apps, like Google Pay, Apple Pay and Samsung Pay. All of these apps are similar, but Google Pay is your app of choice for all Android phones, Apple Pay works with recent Apple devices, and Samsung Pay offers the widest acceptance of all digital wallet apps. Once you've downloaded the app, you'll need to load your TFCU debit card information and then finish setting up the app with your personal authentication process. When this step is complete, your app is ready for use.

*Here are some of the benefits of using mobile payments.*

**Convenience:** The biggest and most obvious draw of mobile payments is their convenience. No more pawing through cards or cash at the checkout. Just pull out your phone, open your digital wallet app and tap or wave your phone near the payment-enabled terminal.

**Security:** Using a mobile payment app to complete a purchase has several security advantages over traditional payment methods.

First, it eliminates the need to carry around cash or credit cards,



which always has the risk of being stolen or lost. Misplaced credit cards, in particular, can be a nightmare for consumers, making them vulnerable to full-blown identity theft.

Second, mobile-payment apps use extra security measures to protect user data, such as encrypting all personal information and utilizing biometric authentication features like fingerprint scans and facial recognition.

Finally, each transaction on a mobile payment app is tokenized. This involves a one-time code generated by the payment terminal, or a "token." The token is used to complete the transaction in place of the buyer's actual payment information. The token cannot be used for any other transaction and is effectively useless if hacked. The buyer is thus protected from fraud.

**Speed:** Mobile payments are super-fast. It's just a one-two-three tap to pay.

Ever since the world entered the alternate reality of COVID-19, mobile-payment apps have enjoyed an enormous boost in popularity. Mobile payment apps enable the consumer to complete their purchase without making any physical contact at germ-laden terminals.

**Account Access Made Easy!**

**ApplePay™, SamsungPay™ & GooglePay™ are available for your TFCU Debit Card!**

**SAMSUNG pay**   **Apple Pay**   **G Pay**

**Enjoy fast, convenient and safe payments with your TFCU Visa® Debit Card & your phone's mobile wallet!**

Mobile Wallets allow you to make purchases in stores or within participating apps by simply holding your device near the card reader or selecting the option when making a purchase in-app.

For more information, and instructions on how to add your TFCU Debit Card to your phone's wallet, visit [www.tauntonfcu.com/mobilewallet](http://www.tauntonfcu.com/mobilewallet) today!

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# TFCU In The Community

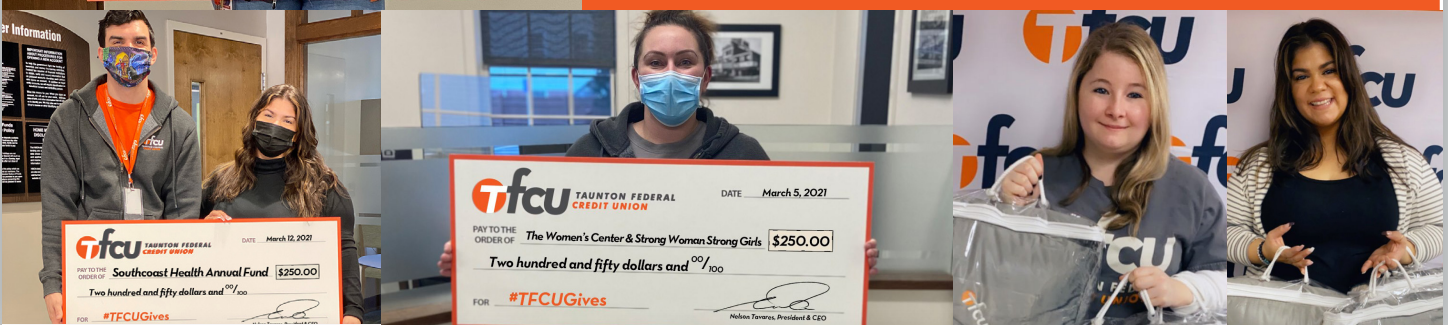
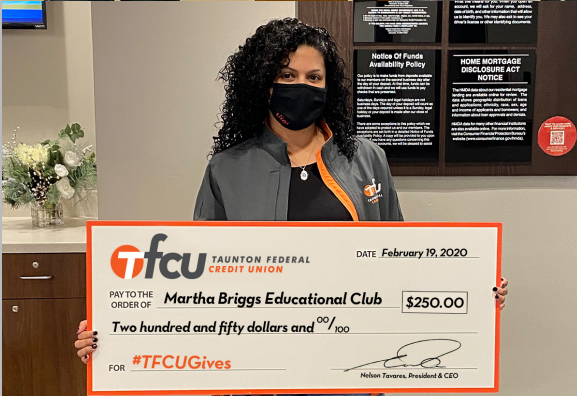
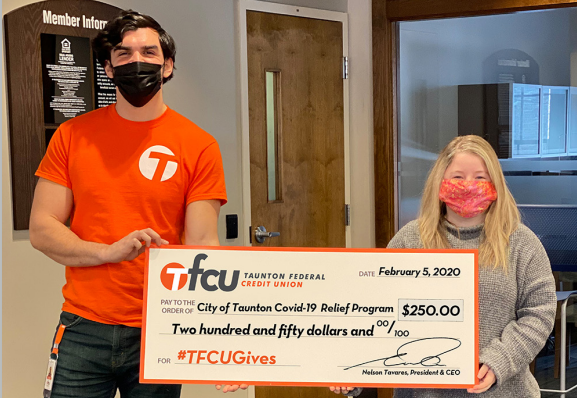
## with the TFCU Street Team

TFCU staff participates in the Dress Down program by donating money on a weekly basis in order to dress down in TFCU attire. Funds collected are then distributed to local organizations and charities by the TFCU Street Team.

So far in 2021, TFCU has been able to contribute to the following organizations & charities:

- Taunton COVID-19 Emergency Response Fund
- Jake Fabian Memorial Fund
- A Bed For Every Child
- Martha Briggs Educational Club
- Southcoast Hospitals
- Cheer Factor All Stars
- Associates for Human Services
- The Women's Center
- Strong Woman Strong Girls
- Sojourner House
- New Hope
- Greenlight for Girls

Stay up to date with TFCU's community efforts and the TFCU Street Team on our social media channels including Facebook & Instagram. If you are interested in learning more about TFCU's community efforts, or would like to submit a request, please visit <https://www.tauntonfcu.com/community-involvement>.



## 2021 Annual Meeting Notice

Notice is hereby given of the Annual Meeting of Members of the Taunton Federal Credit Union to be held on June 24, 2021 at 4:00 PM either in person at 14 Church Green, Taunton, MA 02780 or virtually. Members as of May 1, 2021 are eligible to vote. Nominations for the Board of Directors may be made by petition signed by 1% of the membership with a minimum of 20 signatures required but no more than 500. Nominations by petition must be accompanied by a statement of qualifications and biographical data as well as a signed certificate from the nominee stating that they are agreeable to nomination and willing to serve. Closing date for receiving nominations by petition is May 15, 2021. The election will not be conducted by ballot and there will be no nominations from the floor when the number of nominees equals the number of positions to be filled.

The Nominating Committee of the Credit Union has submitted the names of Russell Bradshaw, Mary Ann Riva and Glenn Crowninshield to fill the existing vacancies. Russell Bradshaw has served on the Board of Directors since 1993 serving as Chairman of the Board since 2012. Russell is a retired Deputy Chief from the Taunton Fire Department where he served for over 29 years. Russell was raised and educated in Taunton. Mary Ann Riva has served as a member of the Supervisory Committee since 2011. She is retired from the City of Taunton Dept of Human Services/Council on Aging where she served for 32 years. Mary Ann was raised and educated in Taunton. Glenn Crowninshield has served on the Credit Committee since 2008. Glenn was raised and educated in Taunton and has served as a City of Taunton Firefighter for 20 years and currently resides in Lakeville.

## Listen & subscribe to our podcast, **Banking Made Easy**

**with TFCU**

Our podcast series, which is hosted by Kathleen, Danny, Ashley & Kyle from the TFCU Street Team, tackles a different topic each month and offers their personal insights and understanding they've gained from working at a Credit Union.

**BANKING  
MADE  
easy**

WITH  
**TFCU**



To listen and  
subscribe, visit

[www.tauntonfcu.com/podcast](http://www.tauntonfcu.com/podcast)

## **Account Security Made Easy** **with Real-Time Fraud Alerts**

At TFCU, we're committed to protecting our members against fraud, which is why we have partnered with Fiserv to monitor your Debit Card transactions for potential fraudulent activity.

With **Real-Time Fraud Alerts**, you can receive automated alerts of potential fraud in the following ways via E-Mail, Telephone or Text Message! If fraudulent activity is suspected when using your debit card, you will be notified by Fiserv and have the option to state whether this activity is fraudulent or not. If yes, your card will be temporarily blocked. If no, you can continue to use your card.

**If you have any questions please call (508) 824-6466 and speak with a Member Service Representative today.**

TFCU's fraud alert service is operated by Fiserv, who is operating on behalf of TFCU. If you have been contacted by a Fiserv representative and do not wish to provide confirmation of your transactions with them, you may contact a TFCU Representative at (508) 824-6466 during regular business hours, otherwise your Debit Card will be restricted for use. There is no service fee for Fraud Alerts, but you are responsible for any and all charges, including, but not limited to, fees associated with data usage, imposed by your Carrier.

## **Personal Banking Made Easy** **with a TFCU Checking Account!**

With a TFCU Checking Account, you'll be able to stay connected to your accounts from wherever you are 24 hours a day, 7 days a week! Just click, tap or dial to get account information, transaction history, pay bills, transfer funds, deposit checks or check balances!

### Services include:

- Online & Mobile Banking
- Bill Pay
- Mobile Deposit
- eStatements
- eNotices
- Mobile Wallets
- Text Banking
- Person-To-Person Payments

Visit [www.tauntonfcu.com](http://www.tauntonfcu.com) for more information today!



Earn up to  
**\$200**  
with a TFCU  
Auto Loan!

**Earn \$200 on refinances over \$20,000**

**Earn \$100 on refinances of \$15,000-\$20,000**

**Apply online or call (508) 824-6466 to discuss your financing options!**

\*Offer is available to auto loans not currently financed by TFCU and only valid on model years 2013-2021. Receive a \$200 account credit for loans over \$20,000 or a \$100 account credit for loans of \$15,000 - \$20,000. New Auto Loans must be funded within 90 days of initial account opening to obtain bonus. Indirect auto loans and share secured loans are not eligible for this promotion. Once status has been verified, account bonus will be posted to share/savings account within 30 business days. Accounts must be open and in good standing at time of payout to receive bonus. Annual percentage yield (APY) 0.05%. Minimum balance required to obtain bonus is \$5,000. Additional terms and conditions may apply. Cannot be combined with any other offer. Limited time only. TFCU reserves the right to discontinue the program at any time without notice as well as to disqualify members from this promotion at its sole discretion. TFCU employees, volunteers, or Board members are not eligible for this promotion. TFCU will report bonuses of \$10.00 or more on deposit accounts to the Internal Revenue Service.

## From our blog: How To Recognize & Protect Yourself From Scams

Scammers are always trying to con victims out of their information and money. They are, unfortunately, often successful. Scammers are expert impersonators, using sophisticated technology and their best acting skills to convince you they represent a business, institution or government agency you may trust. Here at TFCU, our biggest priority is your financial wellness, and that includes keeping you and your money safe.

To help you achieve it, we've put together this guide about recognizing the signs of fraud and protecting yourself from scams.

While the details surrounding the way a scam plays out can vary greatly, most follow a similar theme. They try to get victims to share personal information or to pay for a service or product that doesn't exist.

Here are five ways to spot a scammer:

### They demand detailed information before agreeing to process an application.

A favorite ploy among scammers is asking for sensitive, non-public information like your date of birth, Social Security number and login information for online accounts. They will typically do this before processing any application for an alleged product, service or job.

### They insist on a specific method of payment.

If an online seller or service provider will only accept payment through a wire transfer or a prepaid debit card, you're likely looking at a scam.



### They send you a check for an inflated amount.

Another favorite trick among scammers is to overpay a seller or "employee," and then ask the victim to return the extra money. In a few days' time, when the original, inflated check doesn't clear, the victim realizes they've been conned but it's too late to get back the "extra" money they returned.

### You can't find any information about the company the caller allegedly represents.

A scammer representing a bogus business can easily be uncovered by doing a quick online search about the "company."

### You're pressured to act now.

Scammers are always in a rush to complete their ruse before you catch onto their act.

Read the rest of this article and more at [www.tauntonfcu.com/blog](http://www.tauntonfcu.com/blog)



Share TFCU with your friends and family and you'll each earn a reward when your referral meets one of these qualifications:

Opens a new  
Checking Account  
with Direct Deposit\*\*

or

Applies for  
and funds a  
Consumer Loan\*\*\*

or

Applies for  
and funds a  
Home Loan\*\*\*

Know someone who is interested? Complete the form at [www.tauntonfcu.com/referafriend](http://www.tauntonfcu.com/referafriend) today!

**\*Terms & Conditions:** Applies to new member accounts only. To qualify, the referring member must be a Taunton Federal Credit Union Member and must have been a member in good standing for at least 90 days prior to referral. The referred member cannot be a current or former member of Taunton Federal Credit Union. \*\*Primary signer on the new checking account must be at least 18 years of age and may not be or have been a primary or joint signer on any personal checking account at TFCU. Direct Deposit must process within 45 days of Checking Account opening with a minimum of \$50 per pay period to receive reward. \*\*\*New Consumer Loans and Home Loans must be funded within 90 days of initial account opening. Indirect auto loans and share secured loans are not eligible for this promotion. Once status has been verified, \$50 Reward will be deposited in each members savings accounts within 30 business days. Accounts must be open and in good standing at time of payout to receive reward. Additional terms and conditions may apply. Cannot be combined with any other offer. Limited time only. TFCU reserves the right to discontinue the program at any time without notice as well as to disqualify referrals at its sole discretion. Taunton Federal Credit Union employees, volunteers, or Board members are not eligible for Refer A Friend program. Taunton Federal Credit Union will report bonuses of \$10.00 or more on deposit accounts to the Internal Revenue Service.



# BANKING MADE EASY!

Visit [www.tauntonfcu.com/current-promotions](http://www.tauntonfcu.com/current-promotions)  
to view all of our current specials!



Membership is established by opening a \$5 share/savings account and is available to anyone who lives, works, worships or attends school in Bristol County, Massachusetts; Bristol, Kent, Newport and Providence counties in Rhode Island; and the Rhode Island towns of Charlestown, Exeter, Hopkinton, Narragansett, New Shoreham, North Kingstown, Richmond and South Kingstown.

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