

TFCU MEMBER NEWS

Spring 2023



Our Union Street Branch is Now Open!

Located at 93 Union Street in New Bedford, our newest full service branch, and 5th location overall, will bring TFCU's exceptional member service and vast range of products and services closer to our existing members in the South Coast area! The ribbon cutting, which was held on Monday, March 13th, included New Bedford's Mayor Mitchell, representatives of New Bedford's City Council, members of One SouthCoast Chamber of Commerce along with TFCU employees and members of TFCU's Board of Directors.

Our new, full service branch is open:

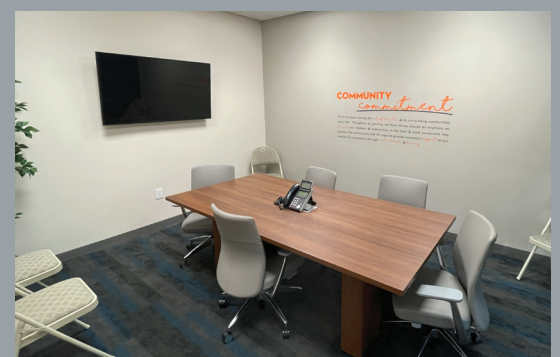
Monday - Wednesday: 8:30 AM - 5:00 PM

Thursday & Friday: 8:30 AM - 6:00 PM

Saturday: 8:30 AM - 1:00 PM

Drive-Up opens at 8am

24 Hour Drive-Up ATM is available





A MESSAGE FROM THE CEO

On Friday, March 31, 2023, members of Commonwealth Utilities Federal Credit Union (CUFCU) voted to approve a merger with Taunton Federal Credit Union (TFCU). The merger will bring enhanced operational efficiency to CUFCU and further expand TFCU's footprint into the Plymouth County area.

TFCU is excited for the opportunity to bring its exceptional member service and vast range of products and services to Marion and the surrounding areas.

CUFCU was established in 1926 by New Bedford Gas and Edison Light Company employees, with an expanded charter approved in 1934 to include employees of other local utility companies. CUFCU has \$49 million in assets, 1,600 members and 1 location. The merger provides CUFCU members with access to 5 additional branch locations and an expanded offering of products and services.

The existing CUFCU office on 312 Wareham Road in Marion will be rebranded as a full service TFCU branch. The combined Credit Union now has assets in excess of \$333 million, serving nearly 19,000 members with 6 branches across Southeastern Massachusetts. TFCU expects to fully complete the operational merger by the 3rd quarter of this year, but with the addition of CO-OP Shared Branching, CUFCU members may begin taking advantage of TFCU's products, services and locations now.

"It is with great pride that TFCU announces this momentous occasion. The addition of Commonwealth Utilities Federal Credit Union to TFCU, not only combines our financial strengths and introduces enhanced operational efficiency, but it links two organizations with similar cultures and goals. We'll now be working together to continue building the Credit Union Movement across Southeastern Massachusetts. On behalf of The TFCU Team and the Board of Directors, we welcome our new TFCU Members, and we look forward to providing you with the banking products and service you expect" said Nelson Tavares, President & CEO of Taunton Federal Credit Union. "I'd like to also extend a warm welcome to the entire CUFCU Staff as they join the TFCU Family, we're so pleased that they will continue on with us at the former CUFCU office to continue servicing you. Thank you to Brenda Mahoney (CUFCU Board Chair), Gloria Camara (CUFCU Manager), and the entire board and staff of CUFCU for their efforts through this process and I look forward to continued success for our collective credit union".

"The CUFCU staff are excited to join the talented group of employees at Taunton Federal Credit Union. Having worked with Nelson Tavares, President & CEO, and his executive management team over the past few months has only confirmed why our Board of Directors decided on TFCU as a viable partner" said Gloria Camara, Operations Manager of Commonwealth Utilities Federal Credit Union. "From day one, their number one priority has been to do what is right for our members and staff, and I believe that they will continue to abide by that. I also believe that our membership will benefit tremendously from their broad range of products and services, as well as their 5 other branch locations. We are happy to expand our field of membership and look forward to continuing to provide superior member service to our existing members. We are honored to join the TFCU family."

Nelson Tavares | President & CEO



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*Available for new, Fixed Rate and Adjustable Rate First Mortgage transactions or Refinances only. This offer is not available for investment property loans or manufactured homes. The credit will be applied at the time of loan closing and will be reflected on the Closing Disclosure. Not valid with any other offers or programs. Subject to underwriting and credit approval. Property insurance required. Flood insurance may be required. Limited Time Only. TFCU reserves the right to discontinue the program at any time without notice. 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, Plymouth County & Barnstable County in 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 NCUA |  Equal Housing Lender | EOE | TFCU NMLS #441401



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TFCU Checking Account benefits include:

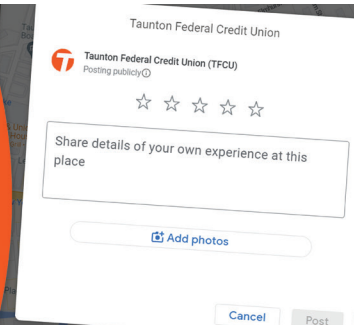
- FREE online & mobile access**
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To get started, simply present this advertisement at any of our branch locations!



We want to hear from you!

Scan or visit tauntonfcu.com/feedback to leave us a review on Google and let others know about your TFCU experience.



*Applies to new personal accounts only. 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. \$5 par membership must be funded independently from bonus incentive. \$300 Reward will be deposited in member's Easy Checking Account as follows: \$50 Reward will be deposited at time of account opening with TFCU; \$10 Reward will be deposited at confirmation of eStatement & eNotice enrollment; \$240 Reward will be deposited over a 12 month period, \$20 each month, starting from first Direct Deposit. Direct Deposit of at least \$50 per month must be active and account must be maintained in a satisfactory manner in order to receive monthly rewards. Qualifying Direct Deposit is a credit of your salary, pension, social security or other regular monthly income. Deposits from other Financial Institutions, microdeposits or transfers from one account to another do not qualify as direct deposit. 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, and a 1099 will be issued to the member at year end. Additional terms and conditions may apply. Cannot be combined with any other offer. Limited time only. After 12 months, or if the Direct Deposit is discontinued, the monthly reward will not be paid. **Message and data rates may apply. *Your direct deposits are eligible to post to your accounts when received instead of on your settlement date, which is your actual pay date from your employer or benefit provider. ##Use your mobile device to pay with Apple Pay®, Google Pay™, or Samsung Pay. Data rates may apply. Check with your mobile phone carrier for details. Apple® and the Apple logo® are registered trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.



Account Access Made Easy with TFCU's Mobile App!



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DID YOU KNOW THAT TFCU IS PART OF THE ATM SURCHARGE FREE NETWORK?

You can use your TFCU Debit Card at any of the 37,000 nationwide ATMs listed on www.moneypass.com without paying a surcharge.

If an address has more than one ATM, just look for the MoneyPass® logo on a sign at the ATM or displayed on the ATM screen to avoid paying a surcharge.



Debit Card Management Made Easy with TFCU Card Control



Protect your debit card by setting up transaction alerts while also having the ability to define when, where and how your card is used. Simply download the app to your smartphone, then customize your alert preferences and usage settings to monitor and manage your debit card.

Scan to download the TFCU Card Control app or visit tauntonfcu.com/cardcontrol for more information!

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Annual Error Resolution Notice

Keep This Notice For Future Use

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act. NOTIFY US IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR STATEMENT. If you think your statement is wrong, or if you need more information about a transaction on your statement, write us on a separate sheet of paper at 14 Church Green, Taunton, MA 02780 as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

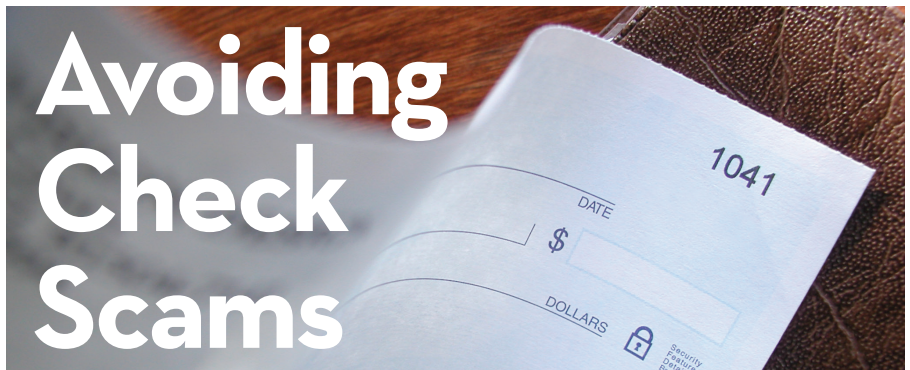
1. Your name
2. The dollar amount of the suspected error.
3. Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the information you are not sure about.

In case of errors or questions about your electronic transfers, contact us at 14 Church Green, Taunton, MA 02780 as soon as possible if you think your statement is wrong or if you need more information about a transfer listed on the statement. We must hear from you no later than 60 days after the first statement on which the problem or error appeared.

Please provide the following information;

1. Your name and account number
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will recredit your account for the amount you think is in error so that you will have use of the money during the time it takes us to complete our investigation.



Reports of check fraud are on the rise! In 2022, financial institutions in the United States reported over 450,000 instances of check fraud. Fictitious checks take many forms including personal, business, payroll, cashier, money orders and even tax refund checks and are made to appear to look like the real thing, often even including security features.

It's important to be aware of the different types of scams involved in attempting to fool a consumer into cashing or accepting a fictitious check. Check out our list of some common scams as well as tips to prevent being a victim.

Common Check Fraud Scams

Car Wrap Decals: A company requires you to pay via check for decals and installation. Once the funds are sent to the "installers" the victim will be responsible for funds that were used from the fictitious check.

Lottery/Sweepstake Prizes: you'll receive a check from a company requesting you to send the taxes to cover the prize money won during a fictitious lottery/sweepstakes event.

Overpayment Refund: If you are selling products online beware of overpayment check scams. You'll receive a check for too much and the "buyer" will request you to refund them the balance.

Mystery Shopper: A work from home "job opportunity" as a secret or mystery shopper to "evaluate the quality" of a local money transfer business. Victims will receive a check and will be instructed to deposit it into their bank account and withdraw the amount in cash. They will be instructed to use a local money transfer business to send the funds back to the "employer"

Employment Offers: Advertising a job opportunity to be "hired" with a starting bonus check and will be asked to cover the setup cost of their account. This scam is often phishing for your personal identification information as well.

Avoid being a Victim of Check Fraud scams

Confirm the legitimacy of the check. Call the issuing financial institution to verify the check. Be sure to call the official phone number by visiting the financial institution's website.

Consider how and why you received the check. If you don't know who initiated the payment, be skeptical and ask questions before depositing the check.

Do not wire or send money, including cryptocurrency, to unknown third parties.

Counterfeit cashier checks can look very realistic however they will not be honored. Cashier checks are not equal to cash.

Reporting Check Fraud

If you feel that you are a victim of check fraud, please report it to the following agencies:
•Federal Trade Commission @ <https://reportfraud.ftc.gov/> or 877-382-4357
•U.S. Postal Inspection Service @ <https://www.uspis.gov/report> or 877-876-2455

Always remember, if it sounds too good to be true—it probably is!

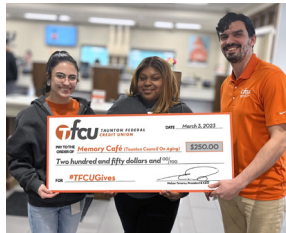
Source: <https://www.fincen.gov/reports/sar-stats>

TFCU In The Community



The TFCU Street Team is a group of friendly, approachable, outgoing and enthusiastic TFCU staff that share TFCU's mission, vision and brand. They act as the faces and voices of TFCU and work as a team towards the goal of brand awareness!

The TFCU Street Team could most recently be found participating in the Old Colony YMCA Annual Spin-A-Thon Fundraiser as well as the City of Taunton's Grab-N-Go Event to benefit seniors in the Taunton area! We'll be heading out soon to an event near you so stop by and say hi and pick up some TFCU swag!



Community Donations

Every Friday when you visit a TFCU branch, you'll notice our staff dressed down in TFCU gear. Our staff dresses down for charity through our Dress Down Program! Staff participate in this program by donating money on a weekly basis in order to dress down. Our TFCU Street Team then uses those funds donate to local charities and organizations.

Through the generous contributions of our staff, TFCU's Dress Down program has been able to contribute over \$4,000 so far in 2023 to local organizations, some of which include;

- Jake Fabian Memorial Fund
- YWCA
- Big Brothers Big Sisters of MA & RI
- MA Coalition for Adult Education
- Friends of the Plymouth Pound
- Jr. Tech
- Forever Paws Animal Shelter
- Cape Verdean Association
- The Memory Cafe at Taunton Council on Aging
- Women's Fund Southcoast
- Ride 22
- Community Economic Development Center
- Lights In The Dark Foundation
- Rhode Island Sports Union
- Southeastern Mass Educational Collaborative
- The Jimmy Fund



Follow TFCU & the TFCU Street Team

Stay up to date with TFCU's community efforts and the TFCU Street Team on our social media channels including Facebook, Instagram & LinkedIn.



If you are aware of a local charity with a worthwhile cause and would like TFCU to consider making a donation, please use our Community Giving Request form at www.tauntonfcu.com.



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*APR is Annual Percentage Rate. Rate effective as of 4/7/23. APR advertised is the lowest rate available. Actual APR will be based on your credit score. Product is an Unsecured Personal Loan with a monthly payment of \$84.24 per \$1,000 financed. Maximum loan amount of \$1,000 not previously financed at TFCU. Only available to qualified members with credit scores of 680 & above. Regular rates and underwriting criteria apply to credit requests over \$1,000. Other terms & rates available. All loans subject to credit approval. 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. Taunton Federal Credit Union employees, volunteers, or Board members are not eligible for this promotion. 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, Plymouth County & Barnstable County in 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.

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