

COMMON CENTS



"Better Because You Own It"

A quarterly publication from your
Lifetime Federal Credit Union®

Fourth Quarter 2021

lifetimefcu.org

Free Credit Score Report Card

Understanding your credit score can be confusing. The free Credit Sense program for LFCU members provides a personal credit score report card – available 24/7 in real time (doesn't affect your credit score). Also, you'll learn how to improve your score. Try Credit Sense on the LFCU home banking site or mobile app.

Save some serious coin!

DRIVE YOUR AUTO LOAN TO US

AUTO RATES AS LOW AS

1.89%

APR*

OR \$200
CASH



Offer good on New, Used, and Refi 10/1/21 through 4/30/22. Visit lifetimefcu.org/loans/auto to learn more.

*APR = Annual Percentage Rate. Interest rate of 1.89% APR applies to credit scores of 680 or higher. Regular interest rate applies to credit scores below 680. Lower credit scores will receive \$200 cash. Rates subject to change without notice. Credit application and approval required. Minimum financed loan amount of \$8,000 is required. Title fees apply to refinances. Rates effective 10/01/2021 through 4/30/2022. Offer subject to change and termination without notice. Restrictions apply.



Easy Steps to a Safe and Positive Auto Shopping Experience

Do Your Homework Before Visiting the Dealer - This will minimize the time spent at the dealership, helping to ensure your safety in these unprecedented times.

Credit Score – Loan eligibility is largely based on a person's credit score. As a member of a credit union, it's easy to get your score and start the process.

Budget – How much are you comfortable spending? Simply go to the auto resource and determine what's affordable with the auto loan calculator.

Before Heading Out – Get pre-approved with the credit union before going to the dealership. This is your strongest tool for getting the best deal!

Cardholder Fraud Prevention

During this busy time of year, we want to remind everyone how stolen cardholder information is used to commit fraud. We have included tips below about keeping your information safe — even when dealing with someone you think is from your financial institution.

Fraudsters have become increasingly adept at getting cardholders to share the information they need to commit fraud by posing as financial institution call center agents, or by sending text messages that look like they are coming from your institution, warning of suspicious transaction activities. They are also known to call in to call centers posing as cardholders requesting changes to card information and parameters.

Fraudsters use information stolen through data breaches (at health insurance providers, reward program providers, credit bureaus, merchant terminals, and social media sites, to mention just a few recent ones) as well as through malware programs deployed on personal computers and other sources. Stolen personally identifiable information (PII) is combined with stolen card information, resulting in sufficient information to create profiles that fraudsters can use to position themselves as the actual cardholders.

We recommend reviewing the following points, to help you avoid compromising your personal information:

- A text alert from LFCU, warning of suspicious activity on your card will NEVER include a link to be clicked. Cardholders should never click on a link in a text message that is supposedly from LFCU. A valid notification from LFCU will provide information about the suspect transaction and ask the cardholder to reply to the text message with answers such as 'yes', 'no', 'help', or 'stop,' and will never include a link.
- A text alert from LFCU will always be from a 5-digit number and NOT a 10-digit number resembling a phone number. Text caller IDs will be 20733 for standard notifications, or 37268 if you use Premium Texting.

- A phone call from LFCU's automated dialer will only include a request for a cardholder's Zip code, and no other personal information, unless they confirm that a transaction is fraudulent. Only then will they be transferred to an agent who will ask questions to confirm their identity before going through their transactions.

If at any point you are uncertain about questions being asked or the call itself, hang up and call Lifetime FCU directly. If you receive a call claiming to be the LFCU call center and asking to verify transactions, no information should have to be provided by you, the cardholder, other than your Zip code and a 'yes' or 'no' to the transaction provided.

LFCU will NEVER ask for the PIN or the 3-digit security code on the back of a card.

- Posing as call center agents, fraudsters will often ask cardholders to verify fake transactions. When the cardholder says no, they did not perform those transactions, the fraudster then says that their card will be blocked, a new card will be issued, and that they need the card's PIN to put on the new card. Many people believe this and provide their PIN.
- Regularly check your account online for suspicious transactions, but especially if you're unsure about a call or text message you've received. If anything looks amiss, call Lifetime FCU directly for assistance.
- If you've received a voice or a text message from LFCU's fraud call center and are unsure about responding to it, call your Lifetime FCU directly for assistance at (972) 766-6732.

Happy
New Year

Staff Members

Ruth Aguilar
Evan Brown
Karla Cortés
Arpita Das
Janice Duncan
Brenda Nuñez

Brittney Sprowles
Darryl Trammell
Dana Trosper
Christy Walker
Jeff Wolverton
Sharon Yosenick

Hours:

Monday to Friday
7:30 a.m. to 4:00 p.m.

Website:

lifetimefcu.org

Holiday Closing:

Monday, January 17, 2022
Martin Luther King Jr Day

Monthly Dividends

LFCU's Board of Directors declares dividend rates on share accounts at the beginning of each month, which you may view online at lifetimefcu.org.

