

CUjourney



Table of Contents

01

A Message From Our CEO

Shop Local Promotion

02

Fraud Alert – Beware of Grandparent Scams

Member Appreciation Day

03

Scholarship Program

Unwanted Solicitations & Pre-screened Offers

04

Holiday Loan Special

Holiday Closings



A MESSAGE FROM OUR CEO

We would like to express our deep appreciation for your support of our Credit Union over the past year. 2023 was a year of remarkable change for us as we celebrated our 51st anniversary by rebranding as High Point Federal Credit Union. This move underlines our ongoing dedication to growth and our goal of providing our members with personalized service and affordable products that meet to their financial needs throughout life's journey.

As part of our efforts to expand our services, we announced our plans to open a fifth branch in Bradford, PA. The development and planning of this new branch are currently in progress with construction scheduled to begin in Spring of 2024.

Our new Digital Banking platform went live in May, providing our members with the same experience on both the Online and Mobile App platforms. This new platform also offers additional options to meet your digital banking needs. An updated digital banking experience for our business members is in the works for 2024.

We are deeply saddened to report the passing of our Supervisory Committee President and Board Member, Robert (Bob) Olander. Bob was a dedicated member of the Credit Union for over 16 years and played a vital role in our progress and accomplishments. His wisdom and knowledge were invaluable to our organization, and he will be greatly missed by all board members and staff.

In this edition of the CUjourney Newsletter, you will find photos from our Member Appreciation Days, an article on Grandparent Scams, which are more prevalent during the holidays, and information about our holiday loan special and Shop Local promotion. We are also accepting applications for our 2024 Scholarship Program until January 5, 2024.

Our success over the past year is a testament to the unwavering support of our members and the surrounding communities. On behalf of our CU staff and Board of Directors, we wish you a safe and joyous holiday season. We are excited to continue our journey together into the future!

Richard Yeager – CEO

Shop Local Earn Double!

Use your High Point FCU Visa® Platinum Credit Card November 24th – December 31st at any local merchant and receive double Rewards points on your purchase!*

Redeem points for Cash Back, Gift Cards or Travell!**

**Local Merchants include any business located in Cattaraugus County and Allegany County in NY, McKean County and Potter County in PA. Double Points will be added at the end of the billing cycle each month. Offer valid 11/24/23 – 12/31/23. Must have a High Point Federal Credit Union Rewards Credit Card to earn points. **Offer subject to credit approval.*





THIS HOLIDAY SEASON

Beware of Grandparent Scams

Scammers will capitalize on anything to pull off another ruse, even the special bond between a grandparent and grandchild. Grandparent scams are not new, but they have gotten a lot more sophisticated in recent years, so they can be difficult to spot. These scams tend to be more prevalent during the Holiday season. Here's what you need to know about grandparent scams and how to avoid them.

How the scams play out

There are several variations of the grandparent scam. In each one, the caller claims to be a grandchild of the target. The scammer often spoofs the grandchild's number so it shows up on the grandparent's phone.

- **The legal trouble scam.** In this ruse, a scammer claiming to be their grandchild will call and claim to have been arrested. The "grandchild" asks them to send money for posting bail. They'll pass the phone to an alleged representative to accept the funds via wire transfer or gift cards. But this is just the scammer's partner in crime; not a real authority figure.
- **The medical trouble scam.** This version of the grandparent scam involves a "grandchild" calling up Grandma or Grandpa and claiming to be seriously injured. They'll ask for money to help pay the medical bills.
- **The international trouble scam.** In this scam, a "grandchild" calls and claims they're in deep trouble in a foreign country. They'll ask for a big chunk of money to be sent by wire transfer or prepaid debit card for them to get out safely.

If you're targeted

If you believe you're being targeted by a grandparent scam or a similar ruse, follow these steps to keep yourself safe:

1. Don't take immediate action. Pause and think it through before blindly sending money.
2. Ask the caller to answer a personal question only your grandchild will know.

3. Check your grandchild's whereabouts by hanging up and calling your grandchild directly. Chances are, your grandchild is just fine.
4. Hang up and report the crime to your local police department and the FTC.

Safety rules to know

It's a good idea to follow these rules for protection from grandparent scams and other ruses:

- Never share personal info online or on the phone with an unverified contact.
- If you're asked to pay for something via money transfer or prepaid gift card, it's probably a scam.
- Put your number on the no call list.
Keep your social media privacy settings at their strongest and limit what you share on public forums.

Grandparent scams are especially nefarious as they exploit the special bond between grandparents and their grandchildren. Use the tips outlined here to stay safe this holiday season and throughout the year!

GIVING THANKS

Member Appreciation Day! – Thank you Members!





2024

SCHOLARSHIP PROGRAM

APPLY NOW TO OUR 2024 Scholarship Program

Members of High Point FCU who are college bound high school seniors are eligible to apply. Visit our website for details!



UNWANTED SOLICITATIONS & Pre-screened Offers

Did you recently get a mortgage or refinance your home? Are you suddenly receiving postcards and solicitations stating you need to call an 800#? Are you constantly getting credit card offers? Some solicitations may appear to be from the Credit Union but once you read the fine print, you discover the offer is not associated with the Credit Union at all. So how did they get this information?

As a Financial Institution, we value your privacy and do not sell your information. This does not stop Creditors, Credit Card Companies, or Insurance Companies from obtaining your information in other ways.

Here are a few ways your name may appear on a mailing list:

1. Any current subscriptions you may have, or any clubs, organizations, or retailers you are doing business with, have lists of their subscribers or customers that they may make available to other businesses for a fee.
2. Companies called list compilers purchase information from public and private sources for specific marketing purposes.

3. Credit Reporting agencies may provide what is called prescreened lists under legal conditions to companies based on certain criteria.

So, what can a consumer do if they do not want to receive these offers? You have the right to opt out of any prescreened offers in the future.

Here are a few links with more information regarding pre-screened offers and what you can do if you wish to opt out.

<https://www.experian.com/blogs/ask-experian/credit-education/faqs/preapproved-credit-offers/opt-out/>

<https://www.equifax.com/personal/help/opt-out-prescreened-offers/>



Winter 2024

LOCATIONS & HOURS

📍 Main Branch

1201 Wayne St.
Olean, NY 14760

M-F 8:30am - 5:30pm
Sat Drive thru 8:30am - 12pm

📍 North Clark St Branch

206 N Clark St.
Olean, NY 14760

M-F 8:30am - 5:30pm

📍 Allegany Branch

180 W Main St.
Allegany, NY 14706

M-F 8:30am - 5:30pm

📍 Portville Branch

160 S Main St.
Portville, NY 14770

M-F 8:30am - 5:30pm

Journeys
start here.

SPREAD SOME CHEER

WITH OUR HOLIDAY LOAN SPECIAL

Borrow up to **\$2,000** with rates as low as **5.99% APR**

Borrow up to **\$4,000** with rates as low as **6.99% APR**

*APR = Annual Percentage Rate. Maximum term is 12 months. No refinances of existing High Point FCU debt. Rates are based on credit score. Rate includes .25% discount for auto transfer of payment. The payment on a \$2,000 loan for 12 months @ 5.99% APR is \$172.13. Rates subject to change without notice. Other terms and conditions are available. Offer valid 11/20/23 - 12/29/23. Certain restrictions apply. **All loans are subject to credit approval.**



HOLIDAY CLOSINGS

Christmas Day

Monday, December 25th

New Year's Day

Monday, January 1st

Martin Luther King Jr. Day

Monday, January 15th