

MEMBERS MATTER

For the valued members of our Credit Union | Fall 2024

Best Credit Union for SEVEN consecutive years!

-and-

Best Mortgage/Refinance for TWO consecutive years!



**Read more on page 10!*

COMMUNITY CORNER

VOLUNTEER BOARD POSITION AVAILABLE!

Are you interested in serving the Credit Union's Board of Director's or becoming a Associate Board Member? Please notify RJ Passalacqua, Chairman of Nominating Committee, FLFCU, PO Box 433, Geneva, NY 14456.

All committee positions are strictly on a volunteer basis.

Reasons to serve on the Finger Lakes FCU Board of Directors include:

- Believing in the Philosophy "Not For Profit, Not For Charity, But For Service."
- The desire to build on the tradition of quality, friendly, personal service by providing members with an array of financial services to meet their ever-changing needs.
- Wanting to increase others' understanding of the credit union movement.

National Food Bank Day!

Leading up to National Food Bank Day on September 6th, we held a two-week food drive at our Geneva and Fairport offices to support the Perinton Food Shelf and the Geneva Center of Concern. Thanks to your donations, we made a meaningful impact in our community!



International Credit Union Day!

This October, as we celebrate the 76th International Credit Union Day, we want to extend our heartfelt thanks to our incredible members for being part of our credit union community. Your trust and support empower us to continue our mission of serving you and enriching our local community. On this day, we celebrate the spirit of people helping people, and we are proud to be your financial partner!



BULLETIN BOARD

Holiday Closings

The Credit Union will be closed to observe the following holidays:

Columbus Day

Monday, October 14th

Veterans Day

Monday, November 11th

Thanksgiving Day

Thursday, November 28th

Christmas Day

Wednesday, December 25th

New Years Day

Wednesday, January 1st

Follow Us!

Now there are more ways to connect with your Credit Union than ever before.



Search for [Finger Lakes Federal Credit Union](#) & 'Like' us on Facebook!



Search for [Fairport Credit Union](#) & 'Like' us on Facebook!



Search for [Webster Credit Union](#) & 'Like' us on Facebook!



Follow us on Instagram (FingerLakesFCU). We post community-related Credit Union events and activities.

Important Credit Card Information

Finger Lakes Federal Credit Union is excited to announce improvements to our credit card program, including enhanced security with a new EMV chip, online access to view your account, a new credit card design and electronic statement availability. This will mean a few changes to your account, and we want to make sure you know exactly what's happening.

You will be issued a new credit card (and new credit card number), and your new credit card will come with the following new features:

- **Tap to Pay Functionality** – Look for the contactless))) symbol on the payment terminal. Save time every time you tap!
- **EMV Chip Technology:** Your new credit card will have a new embedded chip that will help increase security and reduce fraud. The EMV chip will be in addition to the standard magnetic strip.
- **24/7 Cardholder Service:** Call 1-866-691-4717 for balance inquiries, payment information, transaction history, statement requests or to dispute a charge.
- **Integrated Mobile Card Controls:** Real-time credit card information, including transactions, NEW card safety features (including the ability to turn your card on or off), pending activity, payment information and custom email alerts, plus sign up for electronic statements when you log into your account online at www.FLFCU.org.

Key Dates

9/30/2024 – Your new Finger Lakes Federal Credit Union credit card will be mailed on or before this date.

10/14/2024 – Old credit card becomes inactive at approximately 6:45 a.m.

10/14/2024 – Activate your new card starting at 6:45 a.m. EDT using the last four digits of the primary cardholder's Social Security Number.

9/30/2024 – Last day to earn ScoreCard rewards® points.

12/31/2024 – Final day to redeem remaining Scorecard Rewards® points at www.scorecardrewards.com

Security Reminder: As a reminder Finger Lakes Federal Credit Union staff will never CALL, TEXT or EMAIL YOU to ask you for any personal information, such as credit card number, security code, card expiration date, SSN, address, DOB etc. Please continue to be cautious of people using social engineering techniques to attempt to obtain confidential information. When in doubt, please hang up contact your local branch directly.

What to know:

- Your new card will be mailed on or before 9/30/2024. Please allow 7-10 business days for delivery.
- New cards will be mailed to all cardholders, regardless if they are primary or secondary cardholders. **Your credit card number and your expiration date will change.**
- For security reasons, each secondary cardholder will have a new unique card number, CVV/CVC number and expiration date that will be tied to the same joint account.
- If you plan to use your card at any ATM, you will be required to use a PIN. You can select your unique PIN during the activation of the card or call at a later time to select your PIN.
- If you have automatic payments made with your current credit card, make sure to contact each vendor with your new updated credit card number to help avoid any interruption in your service.

Existing Rewards Program:

- As previously announced, Scorecard Rewards® will no longer be earned after 9/30/2024.
- Redeem your existing Scorecard Rewards® points by 12/31/2024.
- Any remaining points in the Scorecard Rewards® program after 12/31/2024 will automatically expire.

NEW Rewards Program:

The Credit Union will be launching a NEW Rewards card with up to 3% cash back. Members will have the opportunity to upgrade their card after 10/14/2024! UChoose Rewards® will allow you to redeem points on your credit card purchases to use toward cash back, shopping, travel, event tickets, gift cards and more.

We're proud of our new card offerings and are excited to make them available to you. As always, we will remain committed to great products, great staff, and great service.

Frequently Asked Questions

Why am I receiving a new credit card? Finger Lakes Federal Credit Union is changing its credit card processor to enhance our credit card program to better serve your credit card needs. **This change requires that a new card be issued.**

Will my interest rate change as part of this conversion and card reissue? No. Your interest rate and other terms on your account will not change.

Will I have a new PIN number so I can access cash from my credit card? Yes. You will no longer receive a PIN in the mail, and your old PIN will not work with the new card. You can **customize** your unique PIN for your new card by calling the number on the activation label and choosing the PIN option on **October 14th**.

My existing card does not expire for quite a while; can I continue using my existing card until expiration? No. Your existing card will not work after Monday 10/14/2024 after 6:45am. Instructions will come with your new card to ensure it is ready to use on or after 10/14/2024.

What is Tap to Pay Functionality? Tap to Pay is a technology allowing users to make payments by tapping or hovering their contactless card or NFC-enabled device over a payment terminal. It's a fast, secure, and convenient way to handle transactions.

My spouse and I both have Finger Lakes Federal Credit Union credit cards, and I only received one card. Will my spouse receive a card? Yes. As a security feature, all cards being reissued with this conversion will have a unique number and will arrive separately. However, you will continue to receive only one bill, regardless of the number of cards on the account.

What do I need to do if I have preauthorized or recurring payments that are tied to my existing Finger Lakes Federal Credit Union credit card? To ensure there is no interruption in recurring or preauthorized payments (such as monthly telephone, electricity, gas bills, insurance, clubs, memberships, etc), contact the merchant on or after the 10/14/2024 with your new card number and expiration date.

Will I need to send my payment to a new location after the conversion? Yes. The new address will be included on the statement. If you pay this bill through online bill payment, you will need to update the mailing address to **P.O. Box 2711, Omaha, NE 68103-2711** on or after 10/14/2024 to ensure that your payment reaches the processor by your due date.

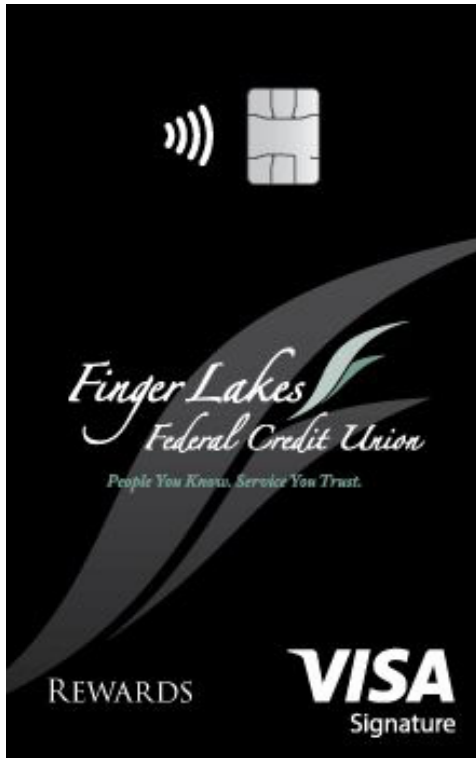
If I have my monthly credit card payments set up as a Billpay from another financial institution, do I need to make any changes? Yes. To ensure there is no interruption in automated payments, contact the provider of this service (i.e., another bank or bill pay service) on or after the 10/14/2024 provide your new card number and payment address of P.O. Box 2711 Omaha, NE 68103-2711.

If I have my current credit card set up in a digital wallet and enabled including Apple Pay, Samsung Pay, & Google Pay, do I need to make any changes? Yes. On 10/14/2024 you can begin to add the new credit card to your mobile wallet. Then you can remove/deactivate the old credit card from your cell phone's mobile wallet.

Will my previous card history transfer to my new card number so I have access to the information if needed? You will not be able to access statements/history online as of 10/14/2024, so we recommend you save the statements or eStatements to your computer or print hard copies before this date.

Will I need to re-enroll for eStatements? Yes, you will need to enroll your new credit card account for eStatements within Online Banking.

NEW Finger Lakes Visa Credit Cards Coming Soon!



Visa Signature® Rewards Credit Card

Top choice to earn premium rewards. Earn up to 3% on your purchases.

No annual fee

No foreign transaction fee

Up to 3% unlimited cash back rewards on purchases¹

10,000 Point Bonus reward if you spend \$1,500 in purchases in the first 90 days²

0.00% APR intro rate for the first 12 months on purchases and balance transfers³

Regular rate 15.50-18.00% APR thereafter³

Minimum \$5,000 credit line



Visa Platinum Credit Card

Great choice to save money with a low fixed rate credit card.

No annual fee

No foreign transaction fee

0.00% APR intro rate for the first 12 months on purchases and balance transfers⁴

Low Fixed Regular Rate 9.90-18.00% APR thereafter⁴

Minimum \$500 credit line

Visa Signature Rewards Credit Card

Visa Platinum Credit Card

Introductory Rate³	0.00% APR for the first 12 months on purchases and balance transfers	0.00% APR for the first 12 months on purchases and balance transfers
Unlimited Rewards¹	3% on Gas & Groceries 2% on Airfare, Travel & Hotels 1.5% on Everyday Purchases	None
Annual Fee	None	None
Balance Transfer Rate	Variable Rate of 15.50% -18.00% APR ³	Fixed Rate of 9.90% -18.00% APR ⁴
Cash Advance Rate	18.00% APR	18.00% APR
Penalty APR	None	None
Purchase Rate	Variable Rate of 15.50% -18.00% APR ³	Fixed Rate of 9.90% -18.00% APR ⁴
Balance Transfer Fee	3%	3%
Cash Advance Fee	3% (minimum \$5)	3% (minimum \$5)
Currency Conversion Fee	None	None
Service	Local: in person, by phone, or 24/7 card support center	Local: in person, by phone, or 24/7 card support center

Disclosures

1 Unlimited Rewards Information: Your Finger Lakes FCU Visa Signature® Rewards cardholders will earn 3% cash back or redeemable reward points for every \$1.00 spent on all new qualifying gas and grocery net purchases (less credits, returns and adjustments), will earn 2% cash back or redeemable reward points for every \$1.00 spent on all new qualifying airfare, travel, and hotel net purchases, and will earn 1.5% cash back or redeemable reward points on all other new qualifying everyday net purchases. Balance Transfers, Cash Advances, purchasing of money orders or cash equivalents (including ATM advances) are not eligible for cash rewards. There is no cap on the maximum amount of Cash Back Rewards that can be accrued. Unused points expire in 3 years. The minimum Cash Back Rewards to redeem is \$15.

2 New Signature Cardholder Bonus Information: New Finger Lakes FCU Visa Signature® Rewards cardholders are eligible to receive a 10,000 bonus points reward by spending \$1,500 in purchases within first 90 days of account opening.

3 APR = Annual Percentage Rate. 0.00% APR introductory rate applies to purchases and balance transfers completed within 12 months from the date the account is opened. After that date, all balances will be subject to a variable rate. Your variable rate is determined by an Index and a per-centage amount above the Index called the margin. The Index is based on the highest Prime Rate published in The Wall Street Journal as of the 10th day of each month. If the 10th falls on a day the Wall Street Journal does not publish, the Prime Rate will be determined on the last publishing date preceding the 10th of the month. The Index may change monthly. Your variable rate will not exceed 18.00% APR. The 0.00% APR introductory rate does not apply to balance transfers of existing Finger Lakes FCU credit card balances or other loan balances. The APR is accurate as of 10/1/2024.

4 APR = Annual Percentage Rate. 0.00% APR introductory rate applies to purchases and balance transfers completed within 12 months from the date the account is opened. After that date, all balances will be subject to a fixed rate ranging from 9.90% to 18.00% depending on your credit score at the time of origination. The 0.00% APR introductory rate does not apply to balance transfers of existing Finger Lakes FCU credit card balances or other loan balances. The APR is accurate as of 10/1/2024.

All loan terms, conditions, and interest rates are subject to change. Loans are subject to credit approval. Membership eligibility required.



— 2025 — SCHOLARSHIP PROGRAM

Finger Lakes Federal Credit Union is proud to announce a scholarship opportunity for college-bound students! In partnership with New York Credit Union Association (NYCUA), we are opening applications for high school seniors attending two- or four-year accredited educational institutions as well as vocational or trade schools in 2025. The program is designed to provide funds that would be used toward tuition, room and board, books, and school supplies.

Just last year, NYCUA awarded \$28,500 in college scholarships, 57 students. At Finger Lakes Federal Credit Union we believe in the boundless potential of our young scholars. This scholarship is more than financial support; it's a belief in their dreams and an investment in our community's future. We encourage all eligible students to apply and wish them success in their academic pursuits.

Who Is Eligible?

To qualify for this scholarship, applicants must be:

- Members of Finger Lakes Federal Credit Union.
- College-bound high school seniors at the time of application.
- Planning to attend a two- or four-year accredited educational institution, vocational, or trade school for the first time in the fall of 2025.

How to Apply

Interested students can embark on this rewarding opportunity by following these steps:

1. Get Started: Visit flfcu.org and navigate to the [scholarships page](#) to download the application OR stop into any local branch for the application and instructions. If you're not a member of Finger Lakes Federal Credit Union, don't worry! You can stop in anytime to start your membership. A credit union verification code will be needed to verify eligibility, so be sure to contact **the credit union** for this!
2. Complete the Application: Fill out the application form, write the required essay, and gather the necessary transcripts. Don't forget to obtain a signature from a parent or guardian.
3. Submit Your Application: Upload and submit your completed application along with the supporting materials online no later than January 17, 2025.

Come early spring, applications will be judged against other submissions statewide. **The lucky winners will be announced in May.**

For additional information or specific queries about this scholarship program, don't hesitate to contact Shona DeCann by calling 315-781-1334 ext. 135 or emailing hr@flfcu.org.

\$50k Awarded to Local Small Business Community

Finger Lakes Federal Credit Union was awarded a \$50,000 grant made available through the Federal Home Loan Bank of New York's 2024 Small Business Recovery Grant Program to support small business and non-profit organizations who are facing economic challenges due to inflation, supply-chain constraints and or rising energy costs. We were absolutely thrilled that we could bring this grant money home and impact nine small businesses and non-profits in our area. We know first-hand from speaking with the grant recipients what a significant difference this will make in helping these small businesses thrive in our local economy!



The Boys & Girls Club of Geneva



Waterloo Library & Historical Society



Uncle Joe's Pizzeria



The Deluxe Restaurant



Committee on Firematic Activites



Empire Coffee & Donuts



Webster Comfort Care Home, Inc.



Bella's Seneca Lake Steakhouse, LLC

This is the fourth round the Credit Union has successfully been awarded this Small Business Recovery Grant. This brings the total to \$300,000 it has secured to help the local economy benefiting a total of 79 businesses and non-profits in the surrounding towns and counties.

Finger Lakes Federal Credit Union is a proud member of the Federal Home Loan Bank and would like to commend its dedication to local community development. On behalf of Finger Lakes Federal Credit Union and on behalf of all grant recipients we would like to thank the Federal Home Loan Bank of New York for its ongoing support for our community!



Unique Boards

FINGER LAKES TIMES READERS' CHOICE AWARDS, 2024



Thank you to our incredible members for choosing us as your favorite Credit Union for seven years in a row since the inception of the Finger Lakes Times Readers' Choice Awards. We are so proud to serve you. It is part of our DNA and culture to maintain high standards for providing competitive rates and products with an incredible human touch. Kudos to our incredible staff who have earned your trust and loyalty over the years.

We are especially thrilled to be recognized again as Best Mortgage/Refinance for the second year in a row. That is an incredible honor you have bestowed on us. We believe that is due to an experienced team, competitive rates, low closing costs, knowledgeable loan officers, quick turn-around, attention to details, and a positive human touch. Thank you so much for your support and votes!

Bob McFadden
President & CEO



THANK YOU FOR YOUR VOTES, SUPPORT & LOYALTY!

THE HOLIDAYS ARE RIGHT AROUND THE CORNER!
ARE YOU USING YOUR
HOLIDAY CLUB ACCOUNT

HOLIDAY CLUB ACCOUNTS ARE A FANTASTIC WAY TO SAVE FOR CHRISTMAS SHOPPING THROUGHOUT THE YEAR SO YOU DON'T NEED TO STRESS ABOUT THE COST OF GIFTS AT THE END OF THE YEAR!



This account has no minimum balance, no monthly service fees and they earn a quarterly dividend. On October 1st, the funds are automatically transferred to the 00 savings account for ease of access to get a head start on shopping! If you don't already have a Holiday Club Account, call or stop in and get one set up so you can give yourself the peace of mind for next year!

ATTENTION COLLEGE BOUND HIGH SCHOOL SENIORS!

THE FREE APPLICATION FOR FEDERAL STUDENT AID

F A F S A

***Opens Sunday,
December 1st, 2024
for the 2025-2026 school year!***

October

Cyber Security Awareness Month



Use Strong and Unique Passwords: Create strong passwords that are at least 12 characters long and include a mix of letters, numbers, and special characters. Avoid using the same password for multiple accounts to minimize the risk if one account is compromised.

Enable Multi-Factor Authentication (MFA): Whenever possible, enable MFA on your accounts. This adds an extra layer of security by requiring not just a password but also a second factor, such as a text message code or authentication app, to access your accounts.

Be Cautious of Phishing Scams: Be wary of emails, messages, or phone calls asking for personal or financial information.

***As a reminder FLFCU will never CALL YOU and ask for any personal information, such as credit card number, security code, card expiration date, SSN, address, DOB etc. Please continue to be cautious of people using social engineering techniques to attempt to obtain confidential information. When in doubt, hang up contact your local branch directly.*

Monitor Your Accounts Often: Regularly review your bank and credit card statements for any unauthorized transactions. Report any suspicious activity to your credit union immediately to prevent further fraud.

Keep Software Up to Date: Ensure that your devices, including smartphones and computers, are running the latest software and security updates. This helps protect against vulnerabilities that cybercriminals can exploit to gain access to your personal information.

CELEBRATING YEARS OF SERVICE!

SHONA DECANN, SVP PERFORMANCE IMPROVEMENT CELEBRATING 30 YEARS OF SERVICE!



At Finger Lakes Federal Credit Union, we are thrilled to celebrate the extraordinary 30-year career of Shona DeCann, our Senior Vice President of Performance Improvement. Shona's journey with us began in 1994 as a student teller, and over the past three decades, she has become an invaluable leader and mentor within our organization.

Shona started her career with a passion for helping others and a keen interest in finance. As a student teller, she quickly impressed her colleagues and supervisors with her dedication, attention to detail, and genuine care of our members. Her enthusiasm and commitment set her apart, and it wasn't long before she took over the full time role as the human resources manager and then later became a Senior Vice President. Shona's career trajectory is a testament to her hard work and continuous pursuit of excellence. She embraced every opportunity for growth and development. Her ability to adapt and excel in different capacities demonstrated her versatility and strong leadership qualities. Shona credits the team of dedicated board members who played an integral part in the early days of her career at the Credit Union, appointing her in the role of human resources manager and providing multiple levels of support to ensure her success. She is very grateful to them for their belief in her abilities and potential. Being able to learn the culture and values of the organization from some of the founding Board of Directors has helped her to shape the vision of the credit union's future, never losing sight of the importance of the employee's role in the people helping people commitment.

In her current role, Shona's focus on human resources has been instrumental in upholding our organizational culture and enhancing employee satisfaction. Her strategic vision has led to the implementation of numerous programs aimed at professional development, employee engagement, and fostering a supportive work environment. Shona's commitment to recognizing and nurturing talent within our team has resulted in a more motivated and cohesive workforce, driving the overall success of our credit union. Shona's impact extends beyond her professional achievements. She is a mentor and inspiration to many within our credit union family. Her willingness to share her knowledge and experience has helped shape the careers of countless colleagues, a responsibility she takes on in appreciation of the years of support bestowed to her. Shona embodies the values and mission of our credit union, consistently demonstrating integrity, commitment, and a member-first attitude.

As we celebrate Shona's 30-year milestone, we also look forward to the future. Her leadership continues to drive our credit union towards greater success, and we are excited to see the new heights we will reach together. On behalf of the entire Finger Lakes Federal Credit Union team, we extend our heartfelt gratitude to Shona DeCann for her three decades of service, dedication, and leadership. Her journey is an inspiration to us all, and we are honored to have her as part of our credit union family.

Congratulations, Shona, on this incredible achievement! Here's to many more years of success and impact.

CELEBRATING YEARS OF SERVICE!



Ann Stock
27 years



Lynda Parker
23 years



Terri Williams
21 years



Kelley Monson
17 years



Meghan Rodgers
13 years



Ashley Kalsuga
12 years



Therese Castner
8 years



Holly Skinner
7 years



Caitlin Wirth
6 years



Lindsay Ottenschot
3 years



Desmond Carson
1 year



Michael Scaglione
1 year



Melinda Jensen
1 year



Larissa Cedeno
1 year

Main Office

27 Seneca Street
PO Box 433
Geneva, NY 14456
[\(315\) 781-1334](tel:(315)781-1334)
www.flfcu.org

Loan Line: (315) 781-2945

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: 9:00 AM – Noon
24-Hour Walk-Up ATM on premises

Fairport Office

70 S Main Street
Fairport, NY 14450
[\(585\) 223-9151](tel:(585)223-9151)

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: 9:00 AM – Noon
24-Hour Drive-Thru ATM on premises

Webster Office

815 Ridge Road
Webster, NY 14580
[\(585\) 671-8900](tel:(585)671-8900)

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed

Drive-Thru:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed
24-Hour Drive-Thru ATM on premises

Phelps Office

1934 State Route 96
PO Box 96
Phelps, NY 14532
[\(315\) 548-2100](tel:(315)548-2100)

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed

Drive-Thru (2 Lanes):

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed
24-Hour Drive-Thru ATM on premises

BOARD OF DIRECTORS

Bob Stivers, Chair
Jamie McDowell, Vice Chair
Patrick McGuire, Treasurer
Doreen Hovey, Secretary
Reed Balewski
Erin Hughes
Brian Natale
R.J. Passalacqua, Jr.
Edward Wright

SUPERVISORY COMMITTEE

Christine Burke, Chair
Scott Avedisian
Doreen Hovey
Donald Friday
Rev. Lynn Spence