

The Pulse



SAINT AGNES
FEDERAL CREDIT UNION

Spring 2017 | www.saefcu.org



President's message

Reflecting on 2016, I'm happy to report that your credit union had another year of delivering innovations and improvements to our services. At the same time we delivered on new services, the credit union's financial results and financial strength continue to be strong.

First, a note of special thanks must go to our board of directors and supervisory committee members, who give up their time to serve as volunteers and represent the interests of our membership. A credit union cannot function without members taking an active role in the governance and we are truly fortunate that we have members that are willing to serve in this capacity.

Last year we talked about how we were working to deliver a quality mobile banking solution that included an option to deposit checks from anywhere using a smartphone. In early 2016 we delivered on this commitment—we now have more than 660 users of our mobile app and nearly 200 members using the mobile check deposit feature. In fact, deposits totaling \$549,000 were taken through our mobile app in 2016 and we're on pace in 2017 to nearly double last year's total.

This new service puts us on par with the largest credit unions and banks for technology delivery. We expect this service option to continue to grow rapidly in 2017.

Another important project we completed in 2016 was our migration to a new credit card processor. While your credit union continues to own and manage the credit card program 100%, choosing the best partner for card issuance and other support functions is critical. While no conversion of this nature is not without some growing pains, we committed to a wholesale improvement of our credit card program in 2016, and in 2017 we will emphasize the benefits of this change to our membership.

Our new credit card program is delivering more value to our members through a vastly improved rewards program that benefits *all* of our credit card holders. Our new rewards program is far more flexible than before and even offers an option to donate rewards points "cash back" to the Saint Agnes Foundation, which the credit union has faithfully supported for many years.

One of our core objectives each year is also making credit available to our members in other ways. In 2016 we helped members with auto financing for 115 vehicle loans totaling more than \$2.7 million. Our lending didn't end with auto loans—in 2016 we were also able to help members with seven first mortgages totaling just over \$2 million, which brings our mortgage portfolio to approximately \$6.4 million at the end of 2016. We introduced a unique term found only at our credit union, the 400-month mortgage. We expect

that more members will take advantage of this loan option in 2017.

Your credit union remains financially strong and we are always looking for new ways to improve our services and keep up with the ever-changing financial services industry. My team and I are excited to continue this important work in 2017 and beyond.

Respectfully submitted,

James M. Whipp, Jr.
President/CEO



Don't wait to lock in a low fixed rate

There's no better time to turn to your credit union for a low fixed-rate new or refinanced mortgage! Compare our rates and terms on page 4 to choose the best option for you. To apply, contact our mortgage service partner, Financial Security Consultants, Inc., at 410-823-3300 or online: www.fscontheweb.com.



Want to see your Visa® credit card activity?



Quick credit card account information

View your credit card information *and* redeem rewards in one place! Visit www.saefcu.org and click on the “Credit card access” box on the left. If you’re a new user, register by setting up your user name, password and security answers. Keep your credit card handy; you’ll need that number to register.

Important links

Statements and Activity – See transactions and statements or enroll in Visa® e-statements.

Payments – Make payments and view payment history.

Services – View rewards, use your available credit to pay off other loans or higher rate credit cards, or report if your card is lost or stolen. Click on “Rewards” to view your current Platinum Rewards point balance and click on the CUREwards logo to redeem your rewards, including gift cards, cash back, merchandise and travel options.

2017 Board of Directors elections

In April, SAFCU members will vote for candidates for the credit union’s Board of Directors, to fill five Board positions this year. Members who cannot attend the Annual Meeting on Wednesday, April 26 (details below) may vote in our branch lobbies from April 17 through April 26.

Paul Coakley

A credit union member and Board member for 48 years, Paul retired from Saint Agnes Hospital as a Vice President. He has more than 30 years’ experience teaching at the community college and university level, serving as Department Chair of Business Studies for ten years at CCBC and is a professor of Healthcare Administration at UMBC.

In addition to being a business owner and serving on several other boards, Paul has received recognition for his credit union service, including the Volunteer of the Year award presented two times by the MD/DC Credit Union Association and the Award for Exemplary Credit Union Volunteer Service by the National Center for Credit Unions.

Marleen Griffin

Marleen is the credit union’s Business Development Specialist and also volunteers on the Board of the Greater Catonsville Chamber of Commerce. Previously, she worked at Saint Agnes Hospital for 23 years and University of Maryland Medical Center for 16 years. A credit union member for 43 years, Marleen has served on this Board for 41 years and is also active in the Baltimore Chapter of the MD/DC Credit Union Association.

Franklin King

Frank is the Senior Manager, Sales Distribution Support for Amtrak and has extensive professional experience in managing capital and operating budgets for technology and business operation projects.

His volunteer service has included the Board of Directors for his condominium owners’ association and a local community performing arts association. He has been a credit union member for 24 years.

Beverly Kingsland

Beverly works as an Infection Preventionist at Saint Agnes Hospital, having previously been a Critical Care Nurse, Community Health Nurse and Clinical Documentation Specialist since 1994. She has belonged to the credit union for 13 years, serving on the Board for the last four years, and has been active in the College Hills Homeowners’ Association since 1995.

Karen McLaughlin

A Clinical Practice Educator at Saint Agnes Hospital, Karen has served on the Board of Directors for ten years, and has been a credit union member for 20 years. She has served on the Board’s Membership Committee for eight years. Karen has worked at Saint Agnes Hospital for 45 years.

Carolyn Moore

Currently working for Saint Agnes HealthCare as the Director of Rehabilitation Services, Carolyn has been a credit union member for 12 years and a Board member for four years. Carolyn values the opportunities she has experienced in training, meeting planning and networking with our credit union members and Board members.

Members are welcome to attend:

2017 Annual Meeting Wednesday, April 26

held at 716 Maiden Choice Lane, Suite 101 at 6:00 p.m. Come and hear about our 2016 results plus learn about plans for 2017.



Which home remodeling projects provide the best value for your house?

Deciding—and prioritizing—which home improvements you should make depends on several factors.

Does your house have existing problems like a wet basement, cracked foundation, drafty windows, an old roof, distressed siding, inadequate electrical wiring, missing gutters or a cracked concrete sidewalk, driveway or steps?

Should your house be updated to keep up with the neighborhood, like modernizing the kitchen and appliances, upgrading bathrooms, finishing the basement, replacing worn-out carpeting, or installing hardwood floors?

Can you make your home more energy efficient with new attic insulation, replacement windows and doors or installing solar panels?

Do you wish to improve the livability of your home with a patio or deck, adding closet space, moving your washer and dryer upstairs, creating a family room or bedroom addition or installing universal design features like a ramp or stair lift for greater accessibility?

For a general idea of which projects are most likely to help you recoup what you spend, see the *Remodeling 2017 Cost vs. Value Report* (www.costvsvalue.com).* Since prices vary by region, look for Maryland data in the South Atlantic section.

Which projects you tackle depends on how much you can afford. If you need to find financing for your home improvements, see page 4 or www.saefcu.org/loanrate.htm for our home equity loan and line of credit rates. Home equity interest may be tax-deductible (*consult your tax advisor*).



*©2017 Hanley Wood Media Inc. Complete data from the *Remodeling 2017 Cost vs. Value Report* can be downloaded free at www.costvsvalue.com.

View our home equity rates:

www.saefcu.org/loanrate.htm

Apply at a branch or call us at 855-597-5766 (option 4) for more information.

Deposit checks with your smartphone

You'll need a Saint Agnes Credit Union checking account and CU Online online banking access. Not yet enrolled? Click on the "Sign up for online banking" button at www.saefcu.org for an enrollment form or ask in a branch.

Next, download our Mobile Banking app on the iTunes store (for Apple devices) or Google Play store (for Android devices). You'll find links at www.saefcu.org/mobile.htm.

You'll use the same Username (ID) and password for Mobile Banking as you've set up for CU Online.

After tapping our Mobile Banking app on your phone or tablet and signing on, look for the Deposit icon to enroll in our mobile check deposit service. You can choose to make deposits into your Share Savings or Share Draft (checking) account—or both.

You'll see a green "Pending" status bar until your check deposit service is approved, generally in one business day.



Then you can make deposits. Sign and write your Member Number on the back of your check. Click on the Deposit icon on the Accounts page, enter the check amount and select the account you're depositing into. Position your phone sideways to take a photo of the check's front. Tap the screen, click Continue and do the same for the back of your endorsed check. Review, then Submit—and you've made your check deposit!

Loan and credit card rates

Loan type	APR*
New Auto Loans	as low as 1.74%**†
Used Auto Loans	as low as 2.24%**†
Personal Loan	as low as 9.74%**†
Personal Line of Credit	Prime†† plus 5.00%
Share Secured	3.00% minimum**

Visa® credit card

Platinum Rewards	as low as 8.75% (variable rate)** for new credit card applications
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Home equity lines of credit and home equity loans

Line of Credit (variable rate)	Prime†† plus .25% (80% LTV)
Line of Credit (variable rate)	Prime†† plus 1.00% (90% LTV)
Closed-End Home Equity Loan (non-variable rate)	
5-year loan	as low as 3.99%**
10-year loan	as low as 4.49%**
15-year loan	as low as 4.99%**

Loan rates effective 3/27/17 and are subject to change. For current loan and savings rates, please call 855-597-5766 or visit www.saefcu.org.

* APR = Annual Percentage Rate

** Rates quoted are the lowest available ("as low as"). Actual rate may differ and depends on the applicant's credit history and/or term of loan.

† Rate shown includes 0.25% APR* automatic payment discount.

†† Prime = the Wall Street Journal Prime Rate as published online at www.fedprimerate.com. The equity loan rate is subject to change on the first day of the quarter (January, April, July and October) following a change in the prime rate. Minimum 3.00%.

Low fixed-rate mortgages

We offer mortgages (new and refinanced) through our mortgage service partner, Financial Security Consultants, Inc. Ask us about special low rates for Saint Agnes Credit Union members or call 410-823-3300 or 800-730-7599.



Current mortgage rates

Term	Rate†	APR†
10 Years:	2.990%	3.283%
15 Years:	3.125%	3.328%
20 Years:	3.375%	3.534%
30 Years:	3.875%	3.993%
33 1/3 Years:	3.990%	4.101%

†APR = Annual Percentage Rate. All APRs in examples above are based on a \$200,000 loan amount and 80% Loan-To-Value (LTV). Rates are effective 3/27/17 and are subject to change without prior notice. Financial Security Consultants, Inc., a service partner of Saint Agnes Federal Credit Union (NMLS #721558), is a licensed mortgage broker in Maryland, DC, Delaware, Pennsylvania, and Virginia. Licensed in Pennsylvania by the Pennsylvania Department of Banking. NMLS #101557 (www.nmlsconsumeraccess.org). Licensed in Delaware by the Delaware State Bank Commissioner to engage in business in this state, license #2058, expires 12/31/17.



Information Center

Holiday schedule

Memorial Day	Closed Monday, May 29
Independence Day	Closed Tuesday, July 4

Branch office locations

Saint Agnes Hospital branch office

900 S. Caton Avenue, Baltimore, MD 21229

Maiden Choice Medical Center branch office

716 Maiden Choice Lane, Suite 101, Baltimore, MD 21228

	Hospital branch hours	Maiden Choice hours
Mon.	7:30 am – 3:00 pm	8:30 am – 3:00 pm
Tues.	7:30 am – 3:00 pm	8:30 am – 4:30 pm
Wed.	7:30 am – 3:00 pm	8:30 am – 3:00 pm
Thurs.	9:00 am – 12:00 noon 3:00 pm – 5:00 pm	8:30 am – 12:00 noon
Fri.	7:30 am – 3:00 pm	8:30 am – 5:00 pm

Telephone hours (same as office hours above):

Call 855-597-5766; select "3" for the hospital office or select "5" for the Maiden Choice Lane office

Quick Check (24-hour telephone teller):

Call 855-597-5766, select "1"; listen for prompts

Fax numbers

667-234-3584 (Saint Agnes Hospital office)

410-869-8293 (Maiden Choice Lane office)

Lost or stolen ATM or Check Card: Call 800-554-8969

Lost or stolen Visa credit card: Call 800-449-7728

24/7 online loan applications: www.saefcu.org

E-mail: info@saefcu.org



SAINT AGNES
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www.saefcu.org | 855-597-5766

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. The National Credit Union Administration (NCUA) is a U.S. Government Agency.



Equal
Opportunity
Lender