

## CEO'S CORNER



by: Allen Upchurch, *President & CEO*

### TECHNOLOGY UPGRADE TO TAKE PLACE FEBRUARY 1, 2020

**As mentioned in our prior newsletter, after over twenty years, Credit Union of Atlanta has made the decision to change our core data processing supplier to a new system.** The conversion date will be February 1, 2020. We made this decision

late last year mainly for four reasons: (1) because of service issues related to the current system's performance, (2) because we will save a lot of money moving to the new system, (3) we will be a lot more efficient in serving you when you do business with us, and most importantly, (4) our new company is going to do a better job at helping us keep up with current technology to help you access and manage your accounts.

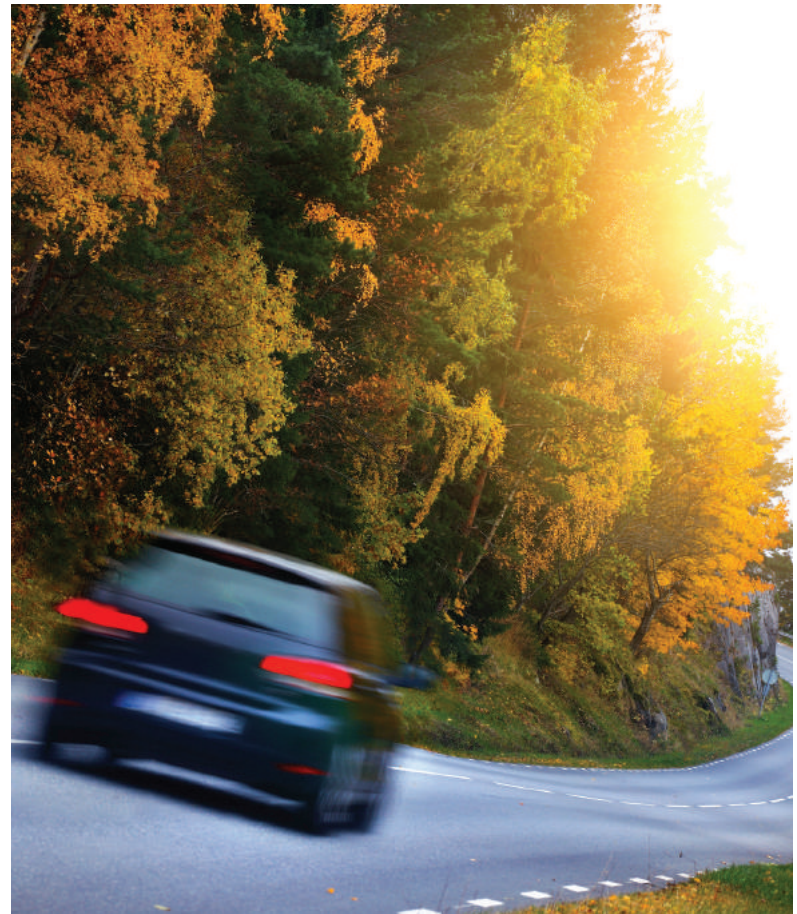
The new system is called Symitar-Episy, which is owned by Jack Henry & Associates, based out of Monett, Missouri, and supplied to us via Synergent Corporation, a credit union service organization (CUSO) headquartered in Westbrook, Maine. As we mentioned in the last newsletter, a new service that we are excited about offering will be part of this conversion – a new MOBILE APP, ONLINE BANKING AND BILL-PAY PLATFORM! These services are being designed as I write this column, and I know you will all be excited to see them launch in just a few short months!

We know that with every major change like this, there are a lot of questions that you, our members, will want answered. Of paramount concern would have to be "Is my personal data safe during the conversion from one system to another?" Or "Are my funds still safe and secure?" Well the answers to these two questions are a resounding "YES."

Others, like "What will change after the upgrade?", or "Will I notice any changes on my statements?", or "Will my debit, ATM or credit card have to be reissued?", all these questions are good ones, and will be the subject of other materials being developed now, and our newsletter that will go out on January 1, 2020. Between now and then, be on the lookout for email blasts and other communications that will come to you via mail, AND please be on the lookout for more detailed information when you come into our branches.

Of paramount importance to those of you who have direct deposits that normally come in at the very end of the month or the first day of a new month, or even on a Friday payday, which will occur on January 31, 2020, the day before the conversion, will be, "When will my funds be available for withdrawal?" We can answer that now by saying that your funds will be available to you earlier than they would have been normally, since the credit union will be closed on that Friday, January 31, 2020, in preparation for the system conversion.

Please know that we'll be doing everything we possibly can to keep you informed as progress is being made on this upgrade to a newer and better system. We thank you for your continued patronage, and for your support of Credit Union of Atlanta!



## FALL IS FOR PUMPKIN SPICE AND ALL THINGS NICE...LIKE A FAST AND EASY AUTO LOAN\*!

**Are you shopping for a new car this fall?** Make sure you visit us for your funding. We offer fast and easy pre-approvals so you'll know how much you can spend on a car and what your approximate car payment will be before you shop.

- Rates as low as 2.93% APR\*\*
- Flexible terms up to 84 months
- Quick and easy loan processing

Don't let pumpkin spice be the only thing nice you enjoy this fall. Take advantage of our competitive auto loan rates too. Apply today online or in person!

\*All loans subject to credit approval. Terms and conditions may apply. | \*\*Annual percentage rate.

# NEVER FEAR, THE ELVES ARE HERE!

Are your holiday expenses adding up? The credit union elves are here and ready to help with your holiday gift-giving expenses!

With a holiday loan\* from our elves, you can:

- Borrow up to \$1500
- For 12 months
- At a competitive rate as low as 12.00% APR\*\*

Offer good October 14, 2019 through December 20, 2019

Apply today!

(404) 658-6465 [www.cuatlanta.org](http://www.cuatlanta.org)

If you meet the following qualifications, you may automatically qualify for our Holiday Loan promotion of up to \$1000. Those who qualify will receive a letter that must be signed and returned in order to activate the \$1000 deposit. You must apply in person or online for the \$1500 advance.

LOAN	AMOUNTS	PAYMENT
	\$1000	\$42 biweekly or \$89 monthly
	\$1500	\$62 biweekly or \$134 monthly

#### Qualifications:

1. Checking account (in good standing)
2. Active loan originated on or before May 1, 2019 OR any loan paid out within last 24 months
3. Must provide most current pay stub or other proof of income
4. Cannot have filed bankruptcy within the last 12 months
5. Cannot have any levies or garnishments
6. Cannot have any past due payment on any current or previous loan
7. All other CUA accounts must be in good standing

Get your help from the credit union elves today by completing the application on the next page!



## TRAVELING FOR THE HOLIDAY SEASON?

Don't forget there are nationwide branches and ATMs you can visit. Or you can log in to your online banking and keep track of your CUA accounts!

- **Online Banking & Bill Pay** – Sign up at [www.cuatlanta.org](http://www.cuatlanta.org) and keep CUA at your fingertips.
- **ATM Access** via the **Star@sf** and **MoneyPass®** network(s) – Don't pay unnecessary surcharges.
- **Credit Union Service Centers** – Perform a variety of financial transactions at 5000+ branches nationwide via the Co-Op network.

Happy traveling! Visit [www.cuatlanta.org](http://www.cuatlanta.org) for more information.



# ON THE FIRST DAY OF CHRISTMAS, MY CREDIT UNION GAVE TO ME...THE CHANCE TO SKIP MY PAYMENT AND BE WORRY-FREE!

For a limited time, we're offering you the chance to skip your loan payment(s)\* and instead, use those funds to help make your family's holiday merry and bright!

You may skip a payment on any or all qualified loans in good standing for the month of December (excluding real estate loans, LOC, Just for You, VISA® Credit Card, Back-to-School Loans, Freedom Loans, loans disbursed less than six (6) months, and delinquent loans within the past twelve (12) months).

If your loan payments are paid by payroll deduction, the amount of your payment (weekly, bi-weekly, or monthly) will be deposited into your savings or checking account. The Skip-A-Payment processing fee will be deducted from your savings or checking account. The interest on your loan will continue to accrue. The skipped payments may extend the payoff date of your loan or increase the amount of your last payment due when the loan matures.

## HOLIDAY LOAN APPLICATION

Complete the information below and return to us, **along with your most current pay stub or other proof of income**, and return to us by mailing, faxing, or dropping it in our night deposit. Opt-in requests must be received by November 2, 2019. If approved, the funding date will be November 8, 2019.

Name: \_\_\_\_\_

Account #: \_\_\_\_\_

Address: \_\_\_\_\_

Loan Number: \_\_\_\_\_ Loan Number: \_\_\_\_\_

Loan Number: \_\_\_\_\_ Loan Number: \_\_\_\_\_

Mortgage/Rent Pmt: \_\_\_\_\_ Monthly Gross Income: \_\_\_\_\_

Work #: \_\_\_\_\_

Employment: \_\_\_\_\_

Work address: \_\_\_\_\_

Cell #: \_\_\_\_\_

Email address: \_\_\_\_\_

I would like to opt into the holiday loan program.

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## SKIP-A-PAYMENT APPLICATION

Complete the information below and return to us, **along with your most current pay stub or other proof of income**, and return to us by mailing, faxing, or dropping it in our night deposit. Opt-in requests must be received by November 2, 2019.

Name: \_\_\_\_\_

Account #: \_\_\_\_\_

Address: \_\_\_\_\_

Loan Number: \_\_\_\_\_ Loan Number: \_\_\_\_\_

Loan Number: \_\_\_\_\_ Loan Number: \_\_\_\_\_

Mortgage/Rent Pmt: \_\_\_\_\_ Monthly Gross Income: \_\_\_\_\_

Work #: \_\_\_\_\_

Employment: \_\_\_\_\_

Work address: \_\_\_\_\_

Cell #: \_\_\_\_\_

Email address: \_\_\_\_\_

I would like to opt into the skip-a-payment program

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Subject to approval. The skipped payment(s) will be due at the time of the loan maturity or when the loan is paid in full. Note: This may extend the term of your loan or increase the amount of your last payment; finance charges will continue to accrue on the outstanding balance. Mortgage loans, holiday loans, LOC, Just For You, Loan on the Go, Courtesy Pay, Back-to School loans, Freedom loans and Visa® credit cards are not eligible for the Skip-A-Payment program. Loan origination date must be prior to May 1, 2019. Loan(s) must have been current within the last 12 months. Previous loan deferment will not qualify for Skip-A-Payment. You promise that everything you have stated in this application is correct to the best of your knowledge. If there are any important changes you will notify us in writing immediately. You authorize the credit union to obtain credit reports in connection with this application for creditworthiness and for any update, increase, renewal, extension, or collection of the credit received. You understand that the credit union will rely on the information in this application and your credit report to make its decision. Loan processing fee: \$25.





**Local Service.  
Global Reach.**

# CELEBRATE 71 YEARS OF INTERNATIONAL CREDIT UNION DAY®

**International Credit Union (ICU) Day®** celebrates the spirit of the global credit union movement. The day is recognized to reflect upon the credit union movement's history, promote its achievements, recognize the hard work and share member experiences.

This year's theme, "Local Service. Global Reach." speaks to how each credit union serves a local community—and it is because of that local service in communities across the world that we have a global credit union movement that's now 260 million members strong.

On October 17, 2019, join us as we celebrate the 71st anniversary of ICU Day®!

## HOW TO BUDGET FOR THE HOLIDAYS

It's easy to get caught up in the hustle and bustle and spend too much during the holiday shopping season, but then you can end up carrying unnecessary debt into the new year. Try creating a holiday budget this time with these tips to prevent overspending!

- 1. Start by setting your budget.** Determine how many weeks you have left until the holiday and calculate how much you can save each week during that time frame. The total will be the amount you'll spend for the season.
- 2. Make your holiday gift list.** This list should be exhaustive including all gift recipients and incidentals such as gift wrap, party food, holiday cards, charitable giving, etc. Then allot your funds from step #1 to your list accordingly. If money's stretched, this is where you'll make some cuts.
- 3. Let the shopping begin.** Start your shopping, but as you go, track your spending against your gift list and budget. Shop for coupons and look for deals to make your money go even farther.
- 4. Enjoy a debt-free season!** Once you're finished shopping, take pride in the fact you didn't accumulate holiday debt and you can start the new year out on the right foot.

Don't have a holiday club account? Open one today. You can save a little from each paycheck throughout 2020 in a separate account, so you'll have the funds you need this time next year!



## DON'T START YOUR HOLIDAY SHOPPING WITHOUT CUA'S VISA® CREDIT CARD!

**The holidays are practically here.** Have you started shopping yet? Get a jump start with our competitive VISA® credit card!

We offer:

- **Fixed rates - As low as 6.95% APR\***
- **No annual fees**
- **Free travel and accident insurance**
- **Rewards points**

To apply, call **(404) 658-6465** or apply online at [www.cuatlanta.org](http://www.cuatlanta.org).

\*APR=Annual percentage rate. Additional rates and terms available. Subject to credit approval. Rates may vary based on credit score. Please see one of our loan officers for details.

## HAS YOUR CONTACT INFORMATION CHANGED

**Please help us keep your records at Credit Union of Atlanta current.** It is vital that we have correct contact information to reach you with statements and other important account information. If you have had a change to any of your contact information, please let us know. It is easy to complete the update in person, in writing with your signature, or via online banking. Thank you for helping us keep our records up to date!

### HOLIDAY CLOSINGS

**VETERANS DAY (OBSERVED)**  
Monday, November 11

**THANKSGIVING**  
Thursday & Friday, November  
28 & 29

**CHRISTMAS**  
Wednesday, December 25

**NEW YEAR'S DAY**  
Wednesday, January 1

#### FOLLOW US! WE'RE SOCIAL.

@CreditUnionofATL

@TheCUAtlanta

TheCreditUnionofAtlanta

Credit Union of Atlanta



Federally insured by NCUA  
\*APR = Annual Percentage Rate:  
Based on credit worthiness

**Main Office** | **Pryor Street Lending Center**  
670 Metropolitan Parkway | 245 Pryor Street  
Atlanta, GA 30310 | Atlanta, GA 30303  
(404) 658-6465 | (404) 222-0686