

First Quarterly 2019

## CEO's Message



*The great Martin Luther King Jr. said, "If you can't fly then run, if you can't run then walk, if you can't walk then crawl, but by all means keep moving." This is precisely what St. Thomas Federal Credit Union (STFCU) has done for the past 67 years.*

*During this period, our credit union has celebrated a history of volunteerism and community outreach, along with a focus of people helping people. In 1952 when STFCU's founding fathers began this institution, they were unaware that their vision would have flourished into the only indigenous financial institution within the St. Thomas -St. John district.*

*STFCU follows a business model built on simplicity, which stands firm to our motto of "Not for Profit, Not for Charity, But for Service". It is with great pleasure that I can say we have remained true to our original core values, which translates to a membership of over 7,500 valued members.*

*Our financial outcome for the operating year of 2018 is a clear indication of our continued success. For the first time in the history of this institution, our asset base has grown by \$10 million dollars over the immediate past three-year period, boosting our asset base to \$64 million dollars. This is a milestone accomplishment.*

*In addition, we have experienced measurable increases in deposit and membership growth, we have improved our products and services, and we have enhanced our financial literacy programs. We have continued to ensure compliance with our regulatory body, while maintaining strong earnings and a strong capital position. This ensures that our credit union continues to be of service to our members and our community for many years to come.*

*I would be remised if I did not say thank you to all the employees and volunteers who contributed to the success of this organization. A special thank you to the employees and volunteers who preceded my 3-year tenure, for building such a strong foundation. To all employees and volunteers, thank you for your dedication, hard work and commitment.*

*Most importantly, our credit union would not be what it is today without the continuous support of our membership. Your loyalty to the institution has afforded us an opportunity to grow. Thank you for entrusting this institution with satisfying your financial needs.*

*St. Thomas Federal Credit Union is truly "Banking's Best Kept Secret".*

*Best Wishes for a healthy and prosperous 2019.*

*Keisha L. Richards NCRM, NCBSO  
Chief Executive Officer*



## In this issue...

EMV Chip Card Update ● e-Statement signup ● Little known facts ●  
Open membership ● Calling all volunteers! ● Loans

# Don't miss out on these

# Great Savings!



**Carnival Loan**

Up to  
**\$3,000.00**  
Rates as low as  
8% APR\*



**Installment Loan**

Up to  
**\$30,000.00**  
Rates as low as  
8% APR\*



**New Auto Loan**

Up to  
**\$50,000.00**  
Rates as low as  
3% APR\*



**Used Auto Loan**

Up to  
**\$35,000.00**  
Rates as low as  
3% APR\*



**Education Loan**

Up to  
**\$3,000.00**  
Rates as low as  
8% APR\*



**Pay Day Loan**

Up to  
**\$1,000.00**  
Rates as low as  
25% APR\*

*\*All loans are subject to credit approval, some restrictions may apply.*

# Celebrating

# 67

## Years and still growing!

STTFCU is turning 67 this year! Your STTFCU family includes 7,500 valued members and we are still growing! Pass on the gift of Credit Union membership to your immediate family and/or household members so they too can experience **"Banking's Best Kept Secret!"**



### **Traveling off island?**

Be sure to notify the Credit Union of your travel plans, so that any purchases made outside of the United States Virgin Islands won't be denied or frozen for fraud protection.

Prior to travel, kindly call us at 340-774-1299 or email [customerservice@stfcu.net](mailto:customerservice@stfcu.net).



**"like" us on facebook**  
[www.facebook.com/stthomasfcu/](http://www.facebook.com/stthomasfcu/)

**Tel: (340) 774-1299**  
**website: [www.stthomasfcu.com](http://www.stthomasfcu.com)**  
**E-mail: [ceo@stfcu.net](mailto:ceo@stfcu.net)**

*St. Thomas Federal Credit Union is federally regulated and insured by the National Credit Union Administration.*

# *THE EMV CHIP IS COMING TO YOUR MASTERCARD DEBIT CARD!*

St. Thomas Federal Credit Union is in the process of replacing our MasterCard Debit Cards with the new MasterCard EMV chip cards. EMV embeds an actual computer chip into your credit or debit card, which provides a direct encrypted connection with any device (ATM or Point of Sale), enhancing your security.

*We are dedicated to providing you with the highest level of security.*

Once you receive your new MasterCard Debit EMV Chip Card, please be sure to activate the card by calling or visiting our office and speaking with one of our member service representatives.



Daily limits for your *MasterCard Debit Card* are as follows: \$500 for ATM withdrawals and \$1,000 for Point of Sale (POS) transactions.

# *Go Green!*

*with*

*St. Thomas*  
Federal Credit Union

# *E-Statements*

**Signing up takes less than a minute!**

- Log into online banking: <https://obc.itsme247.com/836/>
- Select Info Center and then choose eStatement Options
- Choose to receive your statement electronically
- Enter your email address and click on the Accept button



*Signup today and make a difference!*

# Little Known Facts



V O L N T E E R

All that's missing is U!

Here at St. Thomas Federal Credit Union (STTFCU), we pride ourselves in providing first-class financial services to all our valued members throughout our community.

STTFCU relies on the enthusiasm and commitment of volunteers, without whom we wouldn't be able to achieve our goals. Our team is growing and now we are looking for volunteers to join us on our adventure! We have vacancies in the following committees: Nominating and Supervisory committees. Please contact Sinada Hendrickson at 340-774-8865 or at [ceo@stfcu.net](mailto:ceo@stfcu.net) about your interest in volunteering. Thank you for your continued support!

## Do We Know How To Find You?

Have you moved, changed your cell phone number, or have a new email address? Did you inform St. Thomas Federal Credit Union? It is vital that we have updated contact information.

In order to confirm your identity, contact information can only be updated in person. Visit any branch to fill out a quick form. We promise that it's worth the peace of mind!

## We're here to help!

At St. Thomas Federal Credit Union we value your membership. We can help if you are experiencing a financial hardship. Contact Mrs. Paulina Euwema or Mrs. Hester Alejandro to discuss your options by calling 774.1299.



## Do you know what Elder Abuse and Financial Exploitation is?

Financial exploitation is a fast-growing form of abuse of seniors and adults with disabilities.

The Federal Elder Justice Act, enacted in 2010, defines financial exploitation of

the elderly as, "the fraudulent or otherwise illegal, unauthorized, or improper act . . . that uses the resources of an elder for monetary or personal benefit, profit, or gain, or that results in depriving an elder the rightful access to, or use of, benefits, resources, belongings, or assets."

Given their advanced age and increased dependence on others coupled with the fact that older adults tend to have more financial assets, the elderly are particularly vulnerable to financial exploitation. This is especially the case where an elderly individual suffers from dementia or some other mental incapacity that weakens their ability to make sound financial decisions.

<https://elder.findlaw.com/elder-abuse/elder-financial-abuse-and-exploitation.html>



[www.facebook.com/stthomasfcu/](http://www.facebook.com/stthomasfcu/)

Tel: (340) 774-1299

website: [www.stthomasfcu.com](http://www.stthomasfcu.com)

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*Featured Club of the month!*



Sign up for our featured club of the month. 2019 Carnival Clubs will be deposited to your share account by March 5<sup>th</sup>.

*Other All Purpose clubs offered:*

- Education club
- Vacation club
- Christmas Club



*Upcoming Closures*

- February 18, 2019 – President’s Day
- April 1, 2019 – Transfer Day (observed)
- April 18, 2019 – Holy Thursday
- April 19, 2019 – Good Friday
- April 24, 2019 – Food Fair (close at 12 p.m.)
- April 25, 2019 – J’ouvert
- April 26, 2019 – Children’s Parade



*A2A Transfers*

Imagine how much time you would save if you could do all of your banking at once. Well, St. Thomas Federal Credit Union is pleased to offer A2A (Account-to-Account) transfers, a service that allows you to transfer money between your STTFCU accounts and accounts you hold with other financial institutions. Once you have completed the necessary paperwork to get your accounts set up, you will be able to transfer funds from your STTFCU account to other accounts through Online Banking. To learn more about A2A transfers or to set up your accounts today, call our Member Services Department at (340) 774-1299.

**Mobile App is *HERE!***

**Download our New Mobile App for *FREE!***

**FEATURES:**

- ✓ Check account balances
- ✓ Apply for loans
- ✓ Transfer Money between accounts
- ✓ Mobile check deposit



**Download for iPhone**

Scan the code with your mobile device to download our app.



**Download for Android**

Scan the code with your mobile device to download our app.



**Tel: (340) 774-1299**

**website: [www.stthomasfcu.com](http://www.stthomasfcu.com)**

**E-mail: [ceo@stfcu.net](mailto:ceo@stfcu.net)**