



On The Money

Achieving Your Financial Wellness & Dreams

TOGETHER MOVING FORWARD.

"IN THE MIDDLE OF DIFFICULTY LIES OPPORTUNITY" – ALBERT EINSTEIN

2020 has been one of the most challenging years that I can remember because of the impact it has had on individuals, families, businesses, communities, this nation and the world. The pandemic has changed the way we live, interact and do business. Additionally, these uncertain times have increased concerns about the future, leaving many unsure about what's to come. Orlando Credit Union has been there for our members and community for more than 84 years, and we plan to be there to help you find a way forward now and in the future. So, what can we do?

Find opportunities amid difficulty.

There is no better time to re-focus priorities and consider possibilities than when you are outside of your comfort zone. Determine your end goal, be resourceful and persistent, and be open to exploring new options. Find your passion and commit to achieving your goals. Think about this in terms of financial fitness as well. Whether your goal is to live debt-free, pay for your children's education or retire early, developing a disciplined action plan is going to make a difference in the outcome. And remember, Orlando Credit Union has financial solutions to help you succeed.

This applies to businesses as well. COVID has required most businesses to adapt in one way or another to survive. From working at home to adding delivery options to creating cleaning protocols and barriers, companies have been adapting and, subsequently, improving their ability to serve their customers both now and in the future. Orlando Credit Union is no exception.

Our passion is serving members. By adapting to change and listening to member feedback, the credit union is taking the necessary measures to make it easier for



Suzanne Weinstein
President & CEO

members to find the solutions and guidance they need. Within the past few months, we have done the following:

- Introduced an online scheduling tool for members to make branch appointments,
- Added a Telly/Interactive Teller Machine (ITM) to our Casselberry branch and extended the hours that Telly, our virtual assistant, is available to 6 pm on weekdays,
- Rolled out tap-to-pay (contactless) debit cards to make it easier and safer to make payments,
- Upgraded secure email within online and mobile banking and added a Help Center,
- Updated our statement and eStatement format to make it easier to read and identify important account information, and
- Added eStatements to our mobile app.

And that's not all. We will be:

- Opening a branch in Lake Nona in November 2020, and
- Adding several new products and services that members have been asking for later this year and into next year.

Let's continue moving forward together, embracing challenges as opportunities to improve and grow. Thank you for putting your trust in Orlando Credit Union. We look forward to helping you achieve your passion.

New Branch Location!

LAKE NONA



Orlando Credit Union is excited to announce the opening of our newest branch in Lake Nona November 2020. Be on the lookout for details.

MEMBER Benefits



LOOKING FOR THE PERFECT GIFT FOR AN ANNIVERSARY, BIRTHDAY, THANK YOU OR TO GET A JUMP ON YOUR HOLIDAY SHOPPING? Next time you visit an Orlando Credit Union branch, purchase a Visa Gift card and save yourself time and the hassle of gift returns. Use it anywhere Visa is accepted. Get yours today.



NOW IS A GREAT TIME TO REFINANCE YOUR CURRENT MORTGAGE. Talk to one of our experts to see if refinancing is right for you. For rates, please visit orlandocreditunion.org/rates.

IMPORTANT INFORMATION:

BOARD APPLICATIONS:

Orlando Credit Union is currently accepting applications for the Board of Directors or Supervisory Committee. Applications for candidacy will be accepted through 5:00 pm on Tuesday, December 15, 2020. To obtain an application, please visit orlandocreditunion.org/Volunteer. All applications are reviewed by the credit union's Nomination Committee for completeness and suitability for the credit union's leadership needs.

Find a Shared Branch Location, AROUND TOWN AND EVERYWHERE YOU GO!

With more than 5,400 CO-OP Shared Branch locations and hundreds of Shared Branch express self-service locations nationwide, you can conduct transactions just like you would at your home credit union. That's because we're part of the CO-OP Shared Branch network. Make deposits, transfers

and account inquiries, and get person-to-person assistance with your accounts, even when you're far from home. To find out more about shared branching, visit www.OrlandoCreditUnion.org/atm-branch-locations.

FINANCIAL Wellness Tips



HOW TO RECOVER FROM A FINANCIAL SETBACK

The financial trajectory in our life is full of ups and downs. As the saying goes, "That's life." We are all going to experience times when we feel like the wind is at our back, and other times when we feel like our financial world is caving in on us.

If you find yourself in the second category, it will be okay. First, know that you're not alone. Many people have been in your shoes before and have come out on the other side.

Second, know that there are tangible steps you can take today to get yourself back on the path to the financial wellness. So dust yourself off, take a deep breath, and read on for some strategies to get you back on your feet.

Don't panic. Take a deep breath. You've got this. You will turn this situation around. You're already starting by reading this article! It may seem small, but small steps accumulate over time, and soon you will be back on track.

Note that fear is your worst enemy. Fear can cause you to make rash decisions. Just take it easy, don't beat yourself up, and take one thing at a time.

Assess the setback. Is this a short-term setback, or something that will impact you over the long run? Is this a one-time mistake that you can learn from, or is it part of a recurring pattern that you need to break? Try to get a realistic picture of your financial situation by making a list of your losses and comparing it to your budget. By confronting your situation head-on, you are more likely to find peace and start your way back to financial wellness.

Cut your losses. Don't fall victim to the sunk cost fallacy. A sunk cost is a past cost that you can't recover. The sunk cost fallacy is the belief that you can't give up because of all of the time and money that you've already spent. Don't listen to this voice. It is asking you to throw more money down the drain. Just accept that the money is gone, and look ahead to how you can get back on track.

Create a plan of action. Start with small steps that get you early wins so that you can build momentum. If this seems like too big of a challenge, a GreenPath financial Expert can help you develop a plan that works for you. Call 1.877.337.3399 for a free financial consult. A plan is important because it shows you what success looks like and how it is achieved. Plans can always be adjusted. If you think you need some tweaks, don't be afraid to make them.

Find your joy! Doing things that make you happy is an important part of sustaining the path to financial wellness. There are lots of free and inexpensive things you can do to find your joy as you embark on this journey. Check out the activities at your local library or park. Join a running club. Take up reading, writing, or drawing as a hobby. These activities can keep you happy and motivated while helping to relieve some of the daily stress.



"TWO-DOS" FOR FINANCIAL HEALTH

How exactly do you get your finances where you want them? Everyone's situations and goals are a little bit different, but these two financial health to-dos are a great place to start.

#1 CHECK UP ON YOUR CREDIT REPORT

A great credit score makes it easier to get credit and can make you eligible for lower interest rates, saving you money in the long run. A low score typically means you'll have to pay higher interest on a loan, or could lead to denial of credit. It's not the only way to measure your financial health, but it is an important factor.

It's a great idea to check your credit report regularly. "The important thing is to make sure your information is correct, and that you are paying on time and reducing credit balances," says Lauren Simon, financial wellness expert for GreenPath Financial Wellness. You can pull a free credit report once a year from AnnualCreditReport.com.

#2 MAKE A PLAN!

One of the most important steps toward strong credit and financial health is to make sure you pay your bills on time. A budget can help you stay on track.

- Add up all your income sources to find out how much money you have each month
- Write down all your bills and expenses
- Prioritize to decide what is non-negotiable
- Plan for how much money you will devote to your bills, living expenses and savings.

By setting your budget in advance, it's easier to manage your money to meet your goals. There's no quick fix for a low credit score. It takes time and persistence. Did you know GreenPath offers credit report reviews, credit counseling and debt management services? Visit OrlandoCreditUnion.org/member-resources/financial-education/greenpath or call 877-337-3399 to learn more and speak with a financial expert.

Want to know more? Visit our [FinancialFitne\\$\\$ Center](http://FinancialFitne$$Center) at OrlandoCreditUnion.org.



Tell Us Your Best Credit Union story AND ENTER TO WIN A \$50 GIFT CARD!*

International Credit Union (ICU) Day® will be celebrated October 15, 2020, to raise awareness about what it means for members around the world to have a credit union as their financial partner. This day also reflects how credit unions contribute to a brighter future by providing financial empowerment to people through financial services, education, and support. This year's theme is "Inspiring Hope For A Global Community".

Please share with us your favorite experience at a credit union, a time a credit union helped you when you really needed it, a day a credit union employee made your day or the positive impact a credit union made in your community. If you share your story, you will be entered to win a \$50 VISA Gift Card!*

Share your story with us from 10/1/2020 through 11/15/2020 for a chance to win.

Stop by a branch or visit our website to enter!



Visit OrlandoCreditUnion.org for branch locations and hours or call us at 407.835.3500.

*No account opening, membership or purchase is necessary to enter or win. To enter: 1) Complete the Share Your Story registration form online at OrlandoCreditUnion.org/ICU-Day-Contest, or mail an entry which includes your credit union story, your first and last name, email address, address and phone number between 10/01/2020 and 11/15/2020 to Orlando Credit Union, C/O Marketing, 945 South Orange Avenue, Orlando, FL 32806. All entries must be postmarked or received on or before 11:59 pm 11/15/2020. All entries have an equal chance of winning. Odds of winning depend on the number of eligible entries received. Drawings for prizes will take place November 30, 2020. Winners must respond to notification of winning within 24 hours to receive prize. Unclaimed prizes will be forfeited within 48 hours of notification. Must reside in the United States. Prize winners are responsible for all taxes, fees, or other assessments that may be imposed upon the winner of any prize in this promotion. All federal, state, and local rules and regulations apply. Void where prohibited by law, taxed or restricted. Must be 18 years of age or older. Employees or immediate family members of Orlando Credit Union, its affiliated companies, their advertising and promotional agencies, associates, or agents, are ineligible. All stories submitted will become the property of Orlando Credit Union and permission is granted to use in future Orlando Credit Union marketing and communication.

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E-STATEMENTS
NOW AVAILABLE
ON MOBILE!

