

CENT\$ABILITIES

Enjoy the summer sun with Orlando Federal Credit Union!

Message

FROM THE CEO



Suzanne Weinstein
President & CEO

YOUR FEEDBACK MATTERS

Over the past couple of months, I have personally reviewed much of the feedback provided to us through the member survey we launched earlier this year. I, along with other members of the executive team, have been involved in making calls so that we are hearing first-hand what members are saying. Although many people are satisfied with Orlando Federal, we have some work to do to better serve our members' needs.

Here's what you told us and how we are addressing:

"WHY DON'T YOU WORK WITH APPLE PAY?"



Great news! Orlando Federal Credit Union has rolled out Apple Pay — and Google Pay, Samsung Pay, Microsoft Pay, Fitbit Pay and Garmin Pay. Members can now upload Orlando Federal credit and debit cards into their digital wallets and use them at participating merchants.

"KEEP MY ACCOUNTS SAFE; ADD MORE SECURITY FEATURES."

Rest assured that keeping our members' money and personal information safe and secure is our number one priority. Orlando Federal has many security protocols in place to protect our members and the credit union. Our Online and Mobile Banking has enhanced encryption and multi-factor authentication. Although this requires taking some extra steps when logging in from a new device and with certain third party antivirus or security software programs that do not allow computers to store cookies, this is security that is in place to protect members. Additionally, Orlando Federal introduced Fraud Text Alerts to notify members of debit and credit card transactions that could be fraud. If we notice an unusual transaction and we have a cell phone number, you will receive a text message that provides you the ability to let us know on the spot if the transaction is legitimate or not.

"I WOULD LIKE TO SEE IMPROVED TECHNOLOGIES AND AUTOMATIONS."

Orlando Federal is continuously working to upgrade our technology solutions to make

banking more convenient for members. Last year, we converted to a new Online and Mobile Banking platform which has an infrastructure that makes it possible to add new features. Earlier this year two new online banking functionalities were added: **Purchase Rewards**, which provides Orlando Federal debit card holders with the opportunity to earn cash back from stores and restaurants when using their debit card to make purchases at participating merchants, and **Money Management**, which provides members a 360° view of all their financial accounts, including those at other financial institutions. This makes it easier to track spending, monitor cash flow, manage debt and set goals. And there's more to come, later this year, Orlando Federal will be rolling out a new loan payment tool to make it easier to track your loan due dates and make payments from your outside bank accounts.

"OPEN NEW BRANCH LOCATIONS AND ADD ATMs."

Orlando Federal is continuously evaluating new locations for branches; we will take your feedback into account. In the meantime, we do belong to Co-Op's Shared Branching Network, which allows members to access their Orlando Federal accounts at more than 5,000 participating credit union branches nationwide. This also includes branches throughout Florida, including the greater Orlando area. Did you know that Orlando Federal offers surcharge-free access to the Presto ATM network — the ATMs located at Publix locations? In an effort to make ATM access convenient, we have partnered with CU 24 Here and Publix's Presto networks to provide you with more surcharge-free options.

MEETING MEMBER NEEDS IS A TOP PRIORITY FOR ORLANDO FEDERAL

I really appreciate your willingness to share feedback and suggestions for the improvement of Orlando Federal. My team and I are listening and evaluating everything you are telling us to determine ways that we can better meet your needs. Our goal is to become your number one source for banking and financial guidance, if we are not already. We know that you have many choices for financial services and we thank you for choosing us.

- Suzanne

Orlando Federal Member Benefits

Being a member has never been more valuable! Take a look at these special member benefits — all yours just for belonging to Orlando Federal.



SPRINT SUMMER OF HUNDREDS!

Get a new phone and earn up to \$300! It's summer lovin' for Orlando Federal members! When you switch to Sprint, you can get up to \$300 in cash rewards for activating new lines. That's Sprint's best plan with unlimited talk, text, data, and HD-streaming including Hulu!

Visit OrlandoFCU.org to learn more!



WHEREVER YOU GO, WE'RE THERE.

Providing you unparalleled convenience.

Orlando Federal Credit Union is a participant in the CO-OP Shared Branch network. As a member, you have access to nearly 5,500 shared branch locations nationwide as well as in Puerto Rico, Guam, Italy, Netherlands, Germany, United Kingdom and Belgium.



Experience more this summer with Credit Union Travel. Orlando Federal members can save 15%-40% on hotels compared to other booking sites. Simply visit our website to access CU Travel Club, activate your membership and check out the amazing deals.



Home Improvement

Tips & Tricks

Make Your Home Your Castle

If finding (and buying) your dream home is out of reach for the time being, why not give your house a little love with a re-do. According to the Orlando Regional Realtor Association, the inventory of homes available for sale is low and home prices are on the rise. So why not consider, making your current home, your castle.

Putting your money into the right remodels may even make it more desirable for future buyers, if you decide to sell later. That said, all upgrades are not created equal when it comes to adding value. If you're looking to tackle projects that will create a decent return on investment, leading experts suggest considering these remodeling projects to add the most value:

ADD AN OUTDOOR SPACE

Having an outdoor living area is on the wish list of many home buyers these days. Adding a deck, a patio or an outdoor kitchen seems to add more value to your home these days than putting in pools, as they add to the maintenance of the homes. According to the Remodeling 2018 Cost vs. Value Report for the Orlando Area, you could expect to recoup 44% of your costs for backyard patios and up to 75% of costs for deck additions, depending on the materials you use. Pools, on the other hand, only add an average of 20 percent to the home's value, according to Investopedia.

MAKE YOUR HOME ACCESSIBLE

Boomers want to "age in place" and stay at home as long as they can, according to AARP. As a result, adding features to make a home safe, low maintenance and easy to use can add a 68 percent return on your investment. It can be as simple as adding cabinets with roll out shelves or choosing native plants to reduce landscaping maintenance. Also, choosing exteriors such as vinyl siding or composite decking, as they require little upkeep and can add value.

CREATE CURB APPEAL

Improvements that yield the greatest value to home sellers include those that can be viewed from the outside, including replacing the garage door, upgrading the front door

and adding stone veneer to your home. Garage door replacements lead the way with a little over 98% of costs recouped on the project, with costs recovered for stone veneer slightly less at 97%, according to the Remodeling 2018 Cost vs. Value Report.

UPGRADE THE HEART OF YOUR HOME

Making minor upgrades to your kitchen is still a great investment. Refacing cabinets, adding new counter tops and updating your hardware can go a long way in making your home feel new and modern. And with a return on investment of 80%, it is well worth the cost. If you're set on a complete overhaul, costs run \$22,000 on average, but can go as high as your imagination (and your pocketbook) allows. Sure, you might get the kitchen of your dreams, but your return will decrease to 65% or lower, depending on certain factors.

At the end of the day, it is a good idea to research and get a sense of what your investment may be worth in the marketplace. But don't forget, it is just as important to consider the value it brings to you and your family — after all, it is your castle.

Looking to remodel? Keep Orlando Federal in mind to help you finance your dreams. We offer competitive financing and options to help you make a solid investment. Call today to speak to one of our knowledgeable home loan professionals.

TO LEARN MORE, VISIT ONE OF OUR BRANCHES OR VISIT US ONLINE AT WWW.ORLANDOFCU.ORG

REFERENCES:

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<https://www.costvsvalue.com>

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IMPORTANT CHANGES FOR MOBILE DEPOSIT

EFFECTIVE IMMEDIATELY:

Due to regulatory changes, Orlando Federal will require the following endorsement when using the mobile deposit feature: **FOR MOBILE DEPOSIT ONLY TO FEDERAL CREDIT UNION.**

Checks deposited via mobile deposit that do not include this endorsement may be returned.

BOARD MEMBERS ELECTED

Orlando Federal Credit Union recently held their 82nd annual meeting event at the Westmoreland Branch location. Board members Chick Metcalf and Lawrence Strawn were re-elected to three-year terms.

Metcalf and Strawn will rejoin board members F.J Flynn, Grace Chewning, Christopher McCullion, H. Vincent Preston, and Maria Neff Caulder.

NEW HOURS

Beginning July 2, 2018, we will be changing our hours. The drive-thru hours of Westmoreland, Semoran, Millenia, Apopka, Casselberry will now be 8am-5:30pm (Mon-Thurs) and 8am-6pm (Fri).

Also, the Casselberry lobby will now be closed on Saturdays.

All other lobby and drive-thru hours will remain unchanged.

Visit OrlandoFCU.org for a full list of our hours of operation.



CELEBRATE SUMMER WITH RED HOT SAVINGS

Save with rates as low as **1.99% APR*** for up to 60 months

Apply Now! www.orlandofcu.org

Celebrate Summer and save when you refinance your high-interest vehicle loan or purchase your new vehicle with Orlando Federal.

*APR= Annual Percentage Rate for vehicles 2012 or newer, up to 60 months, for highly qualified individuals. Cost per \$1,000 at 1.99% for 60 months is \$17.52 per month. Cost per thousand borrowed does not include title, taxes or insurance premiums or any other applicable costs. Rates are determined by each member's overall credit history and loan-to-value ratio. Rate good for vehicle loans originated and closed on or before August 24, 2018. Offer is not applicable to loans currently financed through Orlando Federal Credit Union. Minimum Loan amount is \$5,000. Call for competitive rates on other terms or vehicle model years. Rates are subject to change without notice. Other restrictions may apply.