

JANUARY 2020



expanding Horizons

How to Make 2020 the Year You Stick to Your Money Saving Resolution

Let's face it – New Year's Resolutions are hard to stick to, whether they are financial goals, health goals, whatever. So, how do we help ourselves stick to a goal of saving money or getting out of debt? Check out the following tips to help improve your bank account in 2020.

Set a SMART Goal

SMART stands for: Specific, Measurable, Attainable, Realistic, and Time-bound. SMART goals can help you break apart your goal and understand what it will really take to achieve it. For example, if you want to save money, your SMART goal could be "Save \$5,000 by the end of 2020." Setting a certain amount (\$5,000) makes the goal specific and measurable, and "the end of 2020" makes it time-bound. Make sure that the goal you are setting is actually possible for you – if the amount you are trying to save each month means you'll have to live off of pennies and ramen noodles, choosing a smaller goal for now will help you stay on track in the long run.

Start with Easy Wins

It is much easier to stick to a goal when the "end" of the goal is not a whole 365 days away. Break up your end goal to give yourself small wins. For instance, one of your goals could be to "save \$200 each paycheck." For each paycheck that you put away \$200, that's a win to celebrate! If you want to go even smaller, you could say, "pack lunch 3 days this week," or "make your own coffee 4 days this week." Small goals like these are steps on your way to reaching your bigger end goal.

Automate Savings

We've all heard the saying, "can't miss what you never had." That's the mantra we are channeling with the

idea of automating your savings. If you already have retirement contributions set up to come out of your paycheck before it ever reaches your checking account, you know what we're talking about. Set up automatic transfers to deposit money into your savings account each time you get paid. If it doesn't feel like you're missing or losing anything when you're saving money, it is much easier to swallow. This method is also the path of least resistance – if you don't have to actually "do anything" for the money to end up in your savings account, it is more likely to happen.

Reward Yourself

We all deserve a little treat sometimes! Rewards also help our brains stay on track. Try to reward yourself when you hit certain milestones. For instance, if your goal is saving \$5,000 in a year, try going out to eat or grabbing an extra latte after each \$1,000 you save. Be sure not to splurge so much that you throw yourself off track.

Keep Your Goals Front and Center

It is much easier to stick to a goal when you are constantly being reminded of that goal – especially if you can relate it to something emotional. For instance, if your goal is to save \$10,000 for your upcoming wedding, being reminded of your special day is great motivation to make it happen. Put your engagement photos or photos of your dream wedding dress in places you will see them often – your phone background, your computer wallpaper, in your wallet, etc. If you're constantly being reminded of why you're doing something, it is much easier to keep yourself from faltering and spending more than you should on something else.

Bonus Tip Reach your goal faster by placing the money you've saved in an dividend bearing account so your money works for you! Patriot offers a continuous saver certificate account that allows you to make deposits in increments of \$10 or more and earn a much higher interest rate than in a regular savings account. These accounts incur penalties if you remove the money before a set date, which can serve as extra motivation not to take any money out until you've reached your goal. Visit <https://www.patriotfcu.org/personal-banking/certificates/> or any of our branches to learn more.



A message from the President of Patriot Federal Credit Union

From our Family to yours... Happy New Year!

As we begin a new year, it's important to begin with a heartfelt thank you! Patriot had a wonderful 2019, and you continue to drive our success. Loans, deposits, membership, assets, dividends paid as well as earnings have all increased year over year for the past four years. And our board members and employees want you to know how grateful we are for your patronage. Without you, our 'family' can't survive. We've been truly blessed.

During the past four years Patriot has experienced tremendous growth. Below is a chart which highlights this growth. And sometimes a picture (or a chart) is worth a thousand words.

Dollars listed in (000's)

Year-end	Assets	Loans	Shares	Earnings	Members
2015	\$524,125	\$311,063	\$458,983	\$2,884	51,686
2016	\$558,283	\$376,717	\$491,091	\$3,703	55,008
2017	\$591,112	\$438,791	\$517,379	\$4,113	59,291
2018	\$658,160	\$515,377	\$577,201	\$5,888	67,058
2019*	\$733,551	\$573,805	\$637,015	\$6,504	72,965

*Estimated: This document was penned prior to year-end 2019

These numbers are very good, but still only numbers. What are members are saying about Patriot Federal Credit Union is more important.

- Readers and listeners have selected Patriot as: "Best Bank/Credit Union" in Public Opinion newspaper Reader's Choice awards, "Best of the Best" in both the 'bank' and 'credit union' category by readers of the Record Herald/Echo-Pilot newspaper, "Best in the Tri-State" in the financial services category by listeners of "WAYZ" and "101.5 Bob Rocks" radio stations.
- Additionally, your credit union was named, for the second year in a row as one of the "Top 200 Healthiest Credit unions" by depositaccounts.com, and one of the "Top Local Credit Unions" and "Top Mortgage Lenders" by The Central Penn Business Journal.

Additionally you should know that:

- Callahan & Associates ranked Patriot in the top 6% of all credit unions, both within the commonwealth of Pennsylvania and nationally based upon return to savers, return to borrowers and member service usage.

While we're grateful, yet humbled, by these accomplishments and recognition from our members and the communities we serve, they are a by-product not a target of what we do – that being to serve the financial needs of our members to the best of our ability.

Our focus remains on: 1) Patriot is convenient; 2) Patriot offers the products and services that meet your needs; and 3) Patriot cares!

With this in mind, we strive to make our services more convenient and improve the member experience. Last year there were a number of initiatives to keep us moving in this direction. For example, instant issuance of credit and debit cards was introduced, the re-issuance of debit cards with EMV chip security was completed, enhancements to our eBranch and Mobile App that included card controls and much more were rolled out, the on-line loan application process was improved, as well the replacement of all Patriot ATMs and ITMs with teller machines that allow members to choose the denominations of the currency that is dispensed was launched and will continue into 2020. These items were accomplished thanks to staff working on continuous improvement, along with the patience, understanding and support of our members during times of change.

As we head into 2020, we are very excited about what lies ahead for the credit union and you, its members. Without getting into more detail at this time, rest assured that we will continue to expand our menu of services and products to better meet your needs. I'll be sharing details on these initiatives as we prepare to introduce them.

In closing, I would like to personally thank you and all of our members for choosing Patriot as their financial provider of choice and for continuing to consider your credit union as new needs arise. We expect that what we do and how we treat our members will help us continue to grow. If you know a family member, co-worker, or friend who could benefit from our services but isn't yet a member of Patriot, please recommend us to them. We'd appreciate the opportunity to serve their financial needs as well.

Sincerely, your servant,

Brad R. Warner, CEO
Patriot Federal Credit Union

ATM Upgrade Update

In December Waynesboro West and St Thomas ATMs were upgraded to Smart ATMs. These new Smart ATMs have the ability to dispense denominations of your choice (i.e., \$5, \$10, and \$20).

To learn more about additional ATM upgrades in your areas please visit <https://www.patriotfcu.org/atm-upgrades>.

TurboTax \$25,000 Sweepstakes

Treat Yourself this Tax Season

Save on TurboTax and get a chance to win \$25,000

Love My Credit Union® rewards



Save up to \$15

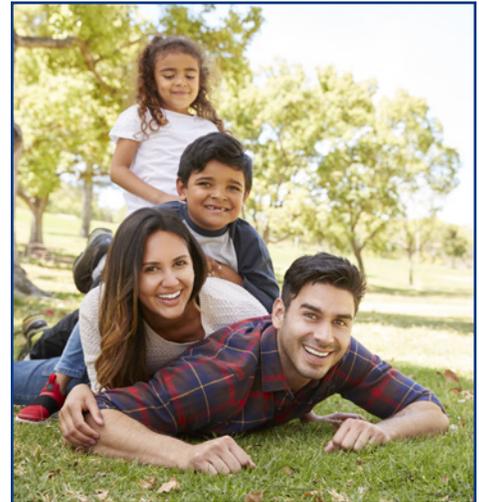
Treat yourself to a stress-free tax season! Patriot Federal Credit Union has teamed with TurboTax to **save you up to \$15** on TurboTax and a **chance to win \$25,000**.

- **Right for your unique tax situation. Simple filer? Homeowner? Investor? Freelancer or side-gigger?** TurboTax has a solution for you.
- **File with confidence.** TurboTax guarantees 100% accurate calculations and runs thousands of error checks as you go. With TurboTax, you'll get your biggest possible refund.
- **Help if you need it.** It's easy to get support along the way — from answers online anytime, to unlimited advice and a final review of your return from a TurboTax Live CPA.
- **\$25,000 Sweepstakes.** Try TurboTax Online for free by February 13th to be automatically entered to win the \$25K Grand Prize, or one of twelve \$1,000 prizes.¹

To enter the sweepstakes and access the member discount, click on the TurboTax web banner located on our credit union's website. Start today and save!

Visit turbotax.intuit.com/lp/loy/guarantees.jsp for TurboTax product guarantees and other important information. Limited time offer for TurboTax 2019. Discount applies to TurboTax federal products only. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc. in the United States and other countries.

TurboTax \$25,000 Sweepstakes. NO PURCHASE OR FINANCIAL DISCLOSURE NECESSARY. Open to legal residents of the 50 United States or the District of Columbia, 18 years of age or older at time of entry, who are customers of participating Financial Institutions or employees of participating businesses. Void in Puerto Rico and where prohibited by law. Sweepstakes ends 2/13/20. Subject to complete Official Rules and all applicable federal, state and local laws. For Official rules including participating Financial Institutions and businesses, odds of winning, alternate method of entry, and prize descriptions, visit the Official Rules. PRIZES: ¹ Grand Prize: A check for \$25,000. Retail value, \$25,000. 12 First Prizes: A check for \$1,000. Retail value, \$1,000 each. Maximum retail value of all prizes is \$37,000. The odds of winning a prize depend upon the total number of eligible entries received by the end of the Promotion Period. SPONSOR: Intuit Inc., 7535 Torrey Santa Fe Rd, SDG-1A-04-05B, San Diego, CA, 92129.



YOUR FUTURE DESERVES THE BEST.

2.35% APY^{*} FOR 5 YEARS

Protect and Grow Your Nest Egg with the "Best of the Cumberland Valley" Share Certificate.

Call 888-777-9982 or visit patriotfcu.org to learn more.



* Annual Percentage Yield (APY) of 2.35% on 60-Month Certificate for the \$10,000 - \$24,999 tier. Other rates and tiers are available with a minimum opening balance of \$1,000. Rate effective 12/11/19 and is subject to change without notice. The APY assumes that all interest remains on deposit until maturity. Withdrawals and fees could reduce earnings. Substantial penalty for early withdrawal. At maturity the certificate will automatically renew for a term of 60 months at the prevailing rate. Not valid with any other offer. Other exceptions may apply.

THIS CREDIT UNION IS FEDERALLY INSURED BY THE NATIONAL CREDIT UNION ADMINISTRATION.



Enjoy the Savings

Transfer Your Balance to a New Patriot Visa® Credit Card

1.64%

Intro APR¹ until 6/30/21 for Balance Transfers Conducted Through 12/31/20



8.99%

AS LOW AS APR Thereafter²

¹ APR Annual Percentage Rate. Introductory APR for Balance Transfers is 1.64% until 6/30/21 for balance transfers submitted through 12/31/20, with NO Balance Transfer Fee. Rate will return to the normal rate based on your credit score after 6/30/21. ² APR at the normal variable rate of 8.99% to 17.25% based on your credit score. The APR will vary with the market based upon The Wall Street Journal Prime Rate which was 4.75% as of January 1, 2020 plus 4.24% for credit scores of over 735. All loans are subject to credit approval. Programs, rates, terms and conditions are subject to change without notice. Foreign transaction fee of 1% of the amount of the transaction in U.S. dollars. VISA® is a registered trademark of Visa International Service Association. **THIS CREDIT UNION IS FEDERALLY INSURED BY THE NATIONAL CREDIT UNION ADMINISTRATION.**

Effective January 1, 2020, Western Union services will be discontinued at all Patriot branches.

Scholarship for College Bound Students

2020 Baumunk Scholarship Competition

Patriot is committed to assisting young adults who would like to continue their education. Each year, the Richard E. Baumunk Memorial Scholarship is awarded to a high school senior who will be attending an institution of higher learning immediately after graduation.

The winner will receive a \$2500 scholarship awarded over 2 years, with the second year's distribution contingent upon a first year GPA of 2.5 or higher. The scholarship was established in the memory of Richard Baumunk, a former educator and member of the board of directors.

To qualify for the scholarship, you must meet the following requirements:

- Be a member of Patriot with at least \$5 in a share savings account
- Be a 2020 graduate with a GPA of 2.5 or higher and be accepted as a full-time student at an institution of higher learning carrying 12 credit hours or more
- Submit a 300 to 500 word typed essay entitled, "My Credit Union is important to me because..."

To enter this year's competition, submit a cover sheet with your name, address, telephone number and Patriot account number, along with your essay to:

Patriot Federal Credit Union
Scholarship Competition
Attn: Marketing Department
P.O. Box 778
Chambersburg, PA 17201-0778

Essays must be received by Patriot's Marketing Department no later than Friday, April 3, 2020.

Important Early Closing Notice

On Tuesday, January 14th, the following branches will be closing at 5:30 pm, for internal training.

Chambersburg: Lincoln Way East (branch and drive-up) and Wayne Avenue (drive-up)

Waynesboro: Waynesboro Financial Services Center (drive-up)

Hagerstown: North Pointe (drive-up)

Note: Our Contact Center and the Lending Center will be closing at 5:30 pm as well.



Getting a Tax Refund via Direct Deposit?

Follow These Instructions for the Routing and Account Number

If you're filing your taxes and are expecting a refund, please provide the following information to ensure that your refund is processed correctly:

- **Patriot's Routing and Transit Number**
231379979
- **Your Patriot Account Number**
 - Refund Deposited into your Checking Account – use the 12 digit number on the bottom of your checks beginning in "77001..." and choose checking.
 - Refund Deposited into your Savings Account – use your membership identification number on your membership card and choose savings.

Make sure you DO NOT use your debit card number as the account number, as this will cause a rejection and/or a delay in processing your refund. Please be sure that the beneficiary of the tax refund is an owner of the account to which the direct deposit is being made.

IMPORTANT NOTICE ABOUT FEES

Please be advised that beginning March 1, 2020, the following fees will be changed:

- Garnishment/Levy Fee - \$125.00
- ATM withdrawals on Essential Checking Accounts will be \$2.00 after 6 withdrawals (includes all ATM's)
- Returned Deposited/Presented Item Fee: Items drawn off accounts of other persons - \$10.00 each