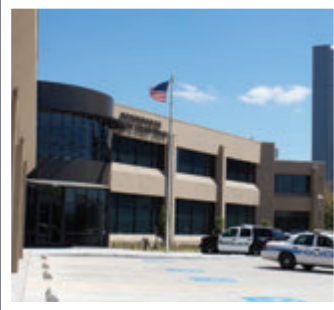




# The HPCU Advantage

Summer/Fall 2017 Newsletter

*Our credit union through the years...*



**Houston Police**  
CREDIT UNION

*For Those Who Serve™*

## Calendar of Events

### September

- *Saturday, 2nd:* Closed—Labor Day
- *Monday, 4th:* Closed—Labor Day
- *Friday, 15th:* 10:00am to 2:00pm—Shred Day

### November

- *Friday, 10th:* Closed—Veterans' Day
- *Saturday, 11th:* Closed—Veterans' Day
- *Thursday, 23rd:* Closed—Thanksgiving Holiday
- *Friday, 24th:* Closed—Thanksgiving Holiday
- *Saturday, 25th:* Closed—Thanksgiving Holiday

### December

- *Friday, 15th:* 10:00am to 2:00pm—Shred Day
- *Friday, 22nd:* Closed—Christmas Holiday
- *Saturday, 23rd:* Closed—Christmas Holiday
- *Monday, 25th:* Closed—Christmas Holiday

*"After almost 80 years, the cooperative philosophy of "People Helping People" that continues to drive the credit union movement is still our focus."*

*- Ayn Talley,  
President*

## New Memorial Branch Drive-up Hours

Mon-Fri 7:00am - 6:00pm  
Sat 9:00am - 1:00pm  
Sun Closed

Remember, you can access your account 24/7 using online and mobile banking. We offer the convenience and safety of a wide variety of online and mobile services, right at your fingertips! So whether you're out-of-town, out of the country, or just up at all hours of the night, you can access your account at any time.

## uChoose Rewards®

Register for uChoose Rewards today! Then, use your Houston Police Credit Union Platinum Rewards credit card to start earning 1 point per \$1.00 for all your purchases—wherever you shop! Redeem points for the rewards you want—the choices are endless!

### **What is uChoose Rewards®?**

It's a rewards program that earns you points every time you use your Houston Police Credit Union Platinum Rewards credit card. You can also earn additional points for shopping at participating retailers with your card. Redeem your points for any reward of your choice from a vast online catalog.

### **How do I get started?**

Visit [uChooseRewards.com](http://uChooseRewards.com). Click the Register link (under New to uChoose Rewards) and follow the prompts to create your User ID and password.

## Rebranded Debit & Credit Cards



The Houston Police Credit Union brand is evolving and becoming more unified. Recently we updated our logo and brand colors, and introduced a new tagline and website. Now our cards are getting a facelift too! Stay tuned for more information on these exciting new designs that will be available soon. We'll keep you updated through our website!

## Introducing Chip-Enabled Debit Cards

Houston Police Credit Union now offers debit cards with chip technology. The embedded computer chip provides more security and wider international acceptance. It also adds a new layer of protection against fraud for purchases made at the point of sale.

Information programmed into the chip is personalized for your account and each transaction generates a unique code, adding an extra safeguard against unauthorized use and counterfeiting. These cards are already in wide use around the world and are now becoming the standard in the U.S.

### **When will I get my Chip-Enabled Debit Card?**

To ensure that all of our cardholders have additional protections offered by Chip-Enabled Debit Cards as soon as possible, we anticipate replacing all cards by Summer 2018. Once your new card arrives, be sure to activate it for use and then destroy your old card.

There's no need to request a new card. You'll automatically receive your Chip-Enabled Debit Card in the mail. Additionally, there's no charge for the new card. If you're planning to travel internationally or have an immediate need for a Chip-Enabled Debit Card, please contact us at 713.986.0200 or 800.927.8707.

## Federally Insured

We've received a couple inquiries to confirm HPCU is still federally insured. The answer is positively yes! In 2015, HPCU embarked on a mission to improve the service delivery provided to our members. Part of the process involved a member survey to determine exactly what our members referred to their credit union as.

Amongst many variations of our legal name, the most commonly used was "Houston Police Credit Union"—noticeably omitting the term "federal". As a result, the decision was made to modify our member-facing and marketing name to Houston Police Credit Union or HPCU. Our legal name, however, remains Houston Police Federal Credit Union. Rest assured that your funds on deposit today are safe and remain federally insured by NCUA.

## Deposit Insurance

As a member of Houston Police Credit Union, you are part owner in our not-for-profit financial cooperative. HPCU is a federally chartered credit union which means that each member's deposits are insured up to at least \$250,000.00 by the NCUA.

This includes funds in savings, checking, IRAs and CDs. Through regulation and supervision, the NCUA provides a safe and sound credit union system, which promotes confidence in the national system of cooperative credit. NCUA operates to protect consumer rights and member deposits.

## Beware of Phishing

Don't click on links in e-mails that ask for personal information. Never open unexpected attachments. Delete suspicious messages, even if you know the source. Phishing is when internet fraudsters impersonate a business in an attempt to trick you into giving out your personal information, such as usernames, passwords, and credit card details. Legitimate businesses don't ask you to send sensitive information through insecure channels.

For example, a fraudulent email may state that NCUA will add money to the member's account for taking part in a survey. The link embedded in the message directs members to a counterfeit version of NCUA's website with an illicit survey that solicits credit card account numbers and confidential personal information. Be aware that NCUA will never ask for personal account or personally identifiable information as part of a survey.

Visit the federal government's website to help you be safe, secure and responsible online: <http://OnGuardOnline.gov/phishing>

## 7 Ways to Protect Your Credit Score

When you swipe your credit card, you might not be thinking about what your creditors are doing to make sure they recover the money they just loaned you. But, as you make your next purchase, make sure to protect your credit score. Your credit score is a three-digit number that creditors use to assess how likely you are to repay your loans. A high score can help you qualify for the lowest interest rates and gives you the ability to borrow money for purchases.

Here are seven things you can do to make sure your credit score stays healthy:

- 1.** Pay back your debts on time. How you've repaid past debt is the most important factor (35.00%) in calculating your credit score.
- 2.** Apply for new credit only when you need it. Ten percent of your credit score is determined by how many new credit accounts you've opened and the number of times lenders have checked your credit. Another 15.00% of your score is determined by the length of your credit history. When you add a new account into the mix, the average age of your credit accounts drops.
- 3.** Don't co-sign. Be cautious about co-signing a loan—even for family members—unless you are willing and able to take on the payments later if necessary. If a payment is missed and you don't pay it, it can negatively affect your credit score.
- 4.** Consider keeping starter cards open. Cards designed for people without a credit history, called starter cards, usually have high interest rates and fees, low limits and few rewards. Even though you've stopped using them, it's a good idea to keep them open. This will help the 15.00% of your score that comes from the length of your credit history. It also will help the even bigger part (30.00%) of your score that's based on your utilization ratio: your credit card debt relative to your total available credit.
- 5.** Guard your personal information. Be very careful when giving out your Social Security number, birth date, credit card numbers and other personal information. Use secure websites, and be cautious on phone calls. Don't leave paperwork with this information on it lying around—shred it.
- 6.** Regularly monitor all your accounts. Even if you don't use them, check each account to make sure there aren't charges, such as annual fees, and that no one is fraudulently using your card. Order a free credit report from [annualcreditreport.com](http://annualcreditreport.com), the only site sanctioned by the Federal Trade Commission, or, call 877.322.8228. If you stagger your reports from the three reporting agencies, you can get one report every four months.
- 7.** Stay diligent. Make sure that the good credit score you've worked so hard to build stays that way.

## Do's & Don'ts of Home Buying

If you're in the market for a new home, you'll have fewer problems and delays qualifying for your loan if you follow these helpful do's and don'ts to prepare for the application and speed the approval process.

- ✓ **DO** keep originals of all pay-stubs, bank statements and other important financial documents. Your lender is required to update any documents that are over 30 days old prior to the closing of your mortgage loan. This is required even if your loan is approved.
- ✓ **DO** have a copy of your employment history for the past two years, including contact information.
- ✓ **DO** have your residence history for the past two years available, such as your rental agreements or your mortgage account number.
- ✓ **DO** have a copy of your social security card.
- ✓ **DO** have a copy of your divorce decree, if applicable.
- ✓ **DO** have copies of your federal income taxes for the past two years.
- ✓ **DO** provide all documentation for the sale of your current home, e.g., sales contract, closing statement, employer relocation/buyout program.
- ✓ **DO** notify your loan officer if you plan to receive gift funds for closing costs.
- ✓ **DO** notify your loan officer of any employment changes, e.g., change of employer, recent raise/promotion, transfer, change of pay status, etc.
- ✗ **DO NOT** change jobs/employers without inquiring about the impact this change would have on the approval of your mortgage loan.
- ✗ **DO NOT** make major purchases during or prior to closing, such as a new car, furniture, appliances, electronics, etc. This may impact your qualification ratios. Please confer with your loan officer to calculate what your ratios would be with additional debts.
- ✗ **DO NOT** obtain and/or deposit unusually large sums of money without notifying your loan officer. FNMA/HUD\* guidelines require documentation as to the source of these funds, e.g., copy of bonus check, copy of tax refund, copy of insurance settlement, gift letter with copy of check and deposit slips, etc.
- ✗ **DO NOT** close/open or transfer any asset accounts without inquiring about the proper documentation required for your loan file. For example, if you transfer all the funds in your stock account to your savings account, documentation is required.
- ✗ **DO NOT** open or increase any liabilities, including credit cards, signature loans, etc., during the loan process. Please check with your loan officer for any documentation that will be required and what impact this would have on your qualification ratios.

For most people, this is just a matter of organizing documents they already have on hand and using common sense. Taking a little time to get your papers in order for the loan officer will make the application easy and the approval process swift. A little time spent now means a lot of time—and even money—saved later, so follow these tips to take the headache out of home ownership.

\* FNMA = Federal National Mortgage Association. HUD = U.S. Department of Housing and Urban Development.

## Love My Credit Union Rewards

HPCU Members Get Cash Rewards, Deep Discounts and Exclusive Savings! Credit union members have saved nearly \$2 billion with Love My Credit Union Rewards discounts! The more offers you take advantage of, the more you save.

- \$100.00 cash reward with every new line activated with Sprint! Current customers will receive a \$50.00 cash reward for every line transferred into Sprint Credit Union Member Cash Rewards; plus, get a \$50.00 loyalty cash reward every year for every line\*
- Save up to \$15.00 on TurboTax Federal online and downloadable tax products
- Get trusted protection and true savings with TruStage Auto & Home Insurance Program
- Get an exclusive smoke communicator and a \$100.00 gift card with a new ADT monitored home security system; call 844.703.0123 to activate this special offer
- Earn cash back with Love to Shop at over 1,500 online retailers

Visit [LoveMyCreditUnion.org](http://LoveMyCreditUnion.org) to start saving today!



**Activation Fee:** Up to \$30.00/line. Credit approval required. Sprint Credit Union Member Cash Rewards Offer: Offer begins January 1, 2017. Offer ends December 31, 2017. Available for eligible credit union members and member employees (ongoing verification). Tax ID required to establish business account. Switch to Sprint & receive a \$100.00 cash reward for each new smartphone line activation. Requires port-in from an active number (wireless or landline). Existing customers receive a \$100.00 cash reward for new smartphone line activated and/or a \$50.00 cash reward for each smartphone line transferred to program. New lines requires activation at point of sale. Maximum 15 lines. Sprint account must remain active and in good standing for 31 days to receive Cash Reward. Excludes MBB devices, tablets and Sprint Phone Connect, upgrades, replacements and ports made between Sprint entities or providers associated with Sprint (i.e. Virgin Mobile USA, Boost Mobile, Common Cents Mobile & Assurance). May not be combinable with other offers.

**\$50.00 Loyalty Cash Reward:** Members can earn one \$50.00 cash reward annually when Sprint account remains active and in good standing for 1 year. Maximum 15 lines. Cash Reward issued by CU Solutions Group. Allow 6-8 weeks for Cash Reward to be deposited to your credit union account. If the Cash Reward does not appear after 8 weeks, visit [LoveMyCreditUnion.org/sprintrewards](http://LoveMyCreditUnion.org/sprintrewards) and click on "Cash Rewards Tracker".

**Other Terms:** Offers/coverage not available everywhere or for all phones/networks. May not be combinable with other offers. Offer, terms, restrictions and options subject to change and may be modified, discontinued or terminated at any time without notice. Restrictions apply.

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## Our History

Originally founded on October 21, 1937, towards the end of the Great Depression, Houston Police Credit Union was created by Houston police officers as a means to establish a financial institution that was owned and operated by the local police force—a financial cooperative. Their mission was to provide reasonably-priced loans and a safe place for life savings for Houston Police Department employees and their families.

The credit union had 14 charter members and in the beginning was a meager operation. When a member wanted to apply for a loan, an appointed officer would take the paperwork in his squad car to the member and then return the forms to the credit union, which was originally a small office in HPD's Property Room. Alex Laux was the first approved loan. The loan limit was \$25.00.

In 1966, with over 2,150 members and \$2.5 million in total assets, the credit union grew large enough to warrant moving out of HPD headquarters and into a separate building. Located at 1600 Memorial Drive, it is still in use as the main branch today.

Membership, assets, and product and service offerings has continued to increase over the years. With a board of directors comprised of HPD executives and officers, the credit union has continued to remain relevant to the lives of its members, even adapting the drive-up at the main branch to accommodate various official vehicles including SWAT trucks and helicopters.

As our membership has grown, so has the credit union. As of 2017, the credit union serves HPD staff, employees, and their families in three locations. Membership has grown to over 26,000 and assets have reached over \$682 million. From serving academy recruits with equipment loans to retirement savings and planning, our credit union has become a vital part of our members' lives through every stage of their career.

## Summary of Operations

Total Assets	\$682,924
Loans to Members	\$380,562
Member Savings	\$582,795
Total Reserves	\$93,095
Total Income	\$15,167
Total Expenses	\$7,450
Total Income Before Dividend Distribution	\$7,717
Regular Dividends to Members	\$3,992
Net Operating Expense Ratio	0.73%

*Dollar amounts in thousands as of June 30, 2017*

## Our Founders



## Our Purpose

Houston Police Credit Union exists to promote the financial well-being of its members. We will maintain the financial strength of the credit union through a broad range of innovative financial products, prudent management of members' resources and the excellent service provided by a dedicated, well-trained staff.

## Membership

### **Why Join?**

At Houston Police Credit Union, our tagline is For Those Who Serve™. Our goal is to provide Houston Police officers, civilian employees and retirees unbeatable service and unmatched value so you can concentrate on what's most important in life.

We have three conveniently located branches and hundreds of surcharge-free Credit Union Friendly ATMs in the Houston area—and we're still growing. With your loyalty and strength in numbers, our credit union will continue to serve you and the community that you so selflessly protect.

### **The Credit Union Difference**

Houston Police Credit Union's mission is an easy and natural fit with the credit union philosophy and credo "People Helping People". That's the essence of what you do for us—the citizens of our beloved Houston—and you do it with distinction. We at Houston Police Credit Union strive to do the same for you.

At our credit union, you are part owner—not just another customer. Unlike a traditional bank, you have a say in the direction we take—not stockholders. We're a not-for-profit cooperative, which means the earnings we get are given back to our members in the form of lower rates, higher dividends and lower fees. Your financial success is our success.

### **Eligibility**

It's easy to become a member of Houston Police Credit Union. With a one-time membership fee of \$0.25, you can join the credit union, and take advantage of all the products and services we have to offer.

### **Who can join?**

- Active Houston police officers
- Retired Houston police officers
- Active Houston Police Department civilian employees
- Retired Houston Police Department civilian employees
- Surviving spouses of deceased members
- Family members of the above including:
  - Spouse
  - Children (includes daughter- and son-in-law)
  - Siblings
  - Parents (includes mother- and father-in-law)
  - Grandparents
  - Grandchildren
  - Great grandchildren
- Any legal dependent of the main member or the main member's spouse

To become a member of Houston Police Credit Union, visit any of our branches or give us a call, today!

## Contact Us

### **Member Services**

713.986.0200 main  
800.927.8707 toll-free  
713.986.0394 fax

### **Lending Services**

713.225.6267

### **Telephone Banking**

713.227.7478  
800.609.1692 toll-free

### **Lost or Stolen Debit Card**

800.554.8969 toll-free  
973.682.2652 outside U.S.

### **Lost or Stolen Credit Card**

855.510.4590 toll-free  
301.287.3298 outside U.S.

## Locations & Hours

### **Memorial Branch—Main**

1600 Memorial Drive  
Houston, TX 77007

#### *Lobby Hours*

Mon-Fri 7:00am - 4:30pm  
Sat 9:00am - 1:00pm  
Sun Closed

#### *Drive-Up Hours*

Mon-Fri 7:00am - 6:00pm  
Sat 9:00am - 1:00pm  
Sun Closed

#### *Call Center Hours*

Mon-Fri 7:00am - 4:30pm  
Sat 9:00am - 1:00pm  
Sun Closed

**Visit us on the web:**

**HPCU.coop**

It's only a click away!

### **Travis Branch\***

1200 Travis Street  
Floor 20  
Houston, TX 77002

#### *Lobby Hours*

Mon-Fri 8:00am - 4:30pm  
Sat-Sun Closed

### **Willowbrook Branch**

17314 State Highway 249  
Suite 107  
Houston, TX 77064

#### *Lobby Hours*

Mon-Fri 8:30am - 4:30pm  
Sat-Sun Closed

\* Restricted access. Branch is available to members with security access to Houston Police Department only.



# Celebrating 80 Years

*A message from the president*

My career at Houston Police Credit Union began 26 years ago. In this time, I've had the sincere privilege to witness HPCU recognized and awarded locally and nationally for its financial stability, strategic growth and exceptional financial value to members in the form of direct benefits. Most importantly, I've had the honor of being part of a team working diligently to demonstrate our commitment to our most valuable asset—our members. As we approach our 80th year milestone, it brings me great honor to affirmatively pronounce that we are living out our purpose of promoting the financial well-being of our members and maintaining HPCU's financial strength through a broad range of innovative financial products, prudent management of our members' resources and the excellent service provided by our dedicated, well-trained staff.

It is my belief that our 14 charter members would be extremely proud of the progress that HPCU has made over the years. A lot has changed since our humble beginnings in 1937, but our commitment to our members remains the same. After almost 80 years, the cooperative philosophy of "People Helping People" that continues to drive the credit union movement is still our focus.

We're proud of our old age—80 years strong—and excited to celebrate this milestone. Thank you to all of our members and employees—past, present and future. In 80 years, you've shaped HPCU into what it is today. Together, we'll shape our next 80 years.

A handwritten signature in cursive script that reads "Ayn V. Talley". The ink is dark and the signature is fluid and legible.

Ayn Talley,  
President

 **Houston Police  
CREDIT UNION**  
1600 Memorial Drive, Houston, TX 77007