



# MoneyMatters

Agent Edition

## Shop Smarter This Holiday Season

This year, say no to retail credit cards and reach for a low rate credit card instead. Or, if you're on a budget, shop with a prepaid debit card.

Did you know the average APR on retail credit cards has skyrocketed to 23.23 percent (according to a CreditCards.com survey). That's more than 8 points higher than the average general-purpose credit card.

And, unless you pay off your credit card balance each month, your overall debt can get out of hand fast. A survey by MagnifyMoney.com found that consumer debt increased an average of \$986 just during the holiday season!

Luckily there are smarter options to choose from—below are 4 reasons to leave retail credit cards behind and instead shop with a low rate credit card or prepaid debit card.

### 1 Credit Union credit cards have much better rates.

Credit cards at credit unions usually have a lower interest rate, which will save you money on monthly payments if you carry a balance each month.

### 2 Look for Rewards

Some cards can come with rewards like cash back or points for travel or merchandise. These rewards typically can be used for use at a variety of places, while retail cards can't.

### 3 Prevent overspending with a prepaid debit card.

You control how much money goes on a prepaid card. So choose an amount that fits your budget and stop worrying about overspending.

### 4 Prepaid cards are a good way to go.

There is no credit check to get one and the card isn't linked to any personal information or bank account, so there's no information to worry about getting stolen. This is especially beneficial when shopping online.

So this year ignore the retail credit cards. Come January, both you and your wallet will be glad you did. Learn more about your Credit Union's credit and debit cards at [figfcu.org/credit-cards](http://figfcu.org/credit-cards).



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## CEO's View

Dear Member,

The last quarter of the year is upon us and for our most active members this means it's time 'Your Credit Union Gives Back'. This is what we call the rebates and dividends we give back to you each year.

This year, we plan on returning approximately \$2 million to you. This is cash we're giving back over and above our already great pricing on our everyday offerings. Add the \$2 million to our already standing superior pricing and service, and we beat just about anything you could hope to get from any bank.

Please note that I included our service in that last sentence. Giving back \$2 million means little, unless accompanied by great service. And, since our software upgrade in February, some of you have been less than satisfied. I want you to know, we heard you loud and clear. Additional staff has been hired and longer hours are being worked in order to better serve you.

As a result of these changes, the average hold time for our Call Center has significantly decreased. Also, although on a steep learning curve as part and parcel of the upgrade, our entire staff now has a mastery of our new Accounting, Lending, Online and Mobile Banking systems. So, if you experienced rough spots in the first couple of months after our upgrade, I am confident you will now experience a smoother path.

Delivering great and personal service to our members is the hallmark that makes our Credit Union great. Having said that, our member service scores have fallen from our historic 90% to about 81%; we will get back to the 90% or better, that is our promise to you.

There are a number of ways to reach us - whether you have a question or need to make a transaction:

- Call 800.877.2345 and follow the prompts to connect to the department you want.
- Walk into any of our branches Monday - Friday.
- Email [feedback@figfcu.org](mailto:feedback@figfcu.org) with your query. (We answer these queries on weekends as well.)
- Click 'Online Chat' on our website and connect to our Member Service Representatives.
- Email any one of us; our individual email addresses are our first name initial and full last name, followed by @figfcu.org as the trailer. For example, mine is [mherter@figfcu.org](mailto:mherter@figfcu.org).
- Sign-On to Online or Mobile Banking to check your balance, transfer money, deposit checks or use our free Bill Pay service.

And, don't forget that Farmers employees with Direct Deposit get paid one day early. Not a Farmers employee? We offer all our members auto loans with rates as low as 1.24% APR, Cash Rewards on our Platinum Credit Card and so much more! Just give us a call and we'll walk you through all the benefits your membership offers you.

Thank you for being a member of our Credit Union family.

Mark Herter  
CEO

## The Card That Pays You To Shop!

VISA® Platinum



Earn points with our **VISA® Platinum Credit Card** by buying what's already on your shopping list - earn points and redeem them for cash or merchandise.

- Rates as low as 10.99% APR\*
- Travel, merchandise and events also available
- 1% cash back on all purchases

Apply today! [figfcu.org/credit-cards](http://figfcu.org/credit-cards)

\*APR = Annual Percentage Rate



**Ronald Osborne**  
Farmers Insurance Agent  
Kent, WA

As a part of the Farmers family, we're uniquely positioned to help agents meet their financial goals, but don't just take our word for it. We asked Farmers Insurance Agent **Ronald Osborne** a few questions about his experience with the Credit Union and, well....just keeping reading to hear his response.

**At what point in your agent cycle did you join the Credit Union?**

I was a Farmers Insurance Agent for about 10 years before I realized what I was missing by not being a member of the Credit Union.

**What kind of accounts/services do you have with the Credit Union?**

I had an expansion loan with another Financial Institution (FI) that I transferred to the Credit Union - for better terms! I also have a Visa Credit line, Checking and Savings accounts and an HSA (which the other FI stopped offering because it wasn't profitable for them)

**If you have an agent-specific product, what was your reasoning for opening that account?**

Since the Credit Union knows all about how Agents do business with Farmers, it just seemed natural to move my financial needs here. Having my loans managed by the Credit Union has just been simpler and more beneficial to me.

**How has the Credit Union helped your business' finances?**

All Agents know that Folios are rarely the same month to month. Having my accounts with the Credit Union helps me better manage my finances because they understand the nature of our cash flow.

**Has your business grown since dealing with the Credit Union?**

Yes! By partnering with the Credit Union, I was able to hire 3 people AND purchase an agency. My PIFs doubled to 3,000+!!! This couldn't have happened without the Credit Union's help.

**What would you tell other agents about your experience with the Credit Union?**

Wow, where do I start? I think the most important part of my relationship with the Credit Union is having access to empowered decision makers. The reason the process of obtaining loans with the Credit Union is faster and easier is because they have direct access to Farmers, so they can get financials much quicker than other FIs. Having this kind of direct access is invaluable to help grow your agency.

**In the future, do you plan on continuing to do business with the Credit Union?**

Absolutely!

**In your opinion, what separates the Credit Union from other banking institutions?**

Since, the Credit Union is member owned and doesn't have to answer to a share price, they look at each individual loan/account and make decisions based on the member. The Credit Union clearly has a much better understanding of an Agent's needs than any other FI.

So if you need office space, looking to expand your agency or just want a little extra cash, the Credit Union should be your first stop. We're not just a credit union; we're your Credit Union and thank you for being a member of our Credit Union family.



**We Make Buying An Office  
Or Investment Property Easy**

Financing from your Credit Union is easy! We offer competitive loan terms and rates on purchases and refinances. The monthly rent payment you are making today could be used to repay a loan on a property you OWN. And, your contract value can be used as a down payment.

**Contact us today to get pre-approved.**

[commercialloans@figcu.org](mailto:commercialloans@figcu.org), or call 800.877.2345, ext. 6613

# Loan Rates

AUTO Fixed Rates		AGENCY SECURED <sup>2</sup> Terms up to 84 mo.	
Term	Fixed Rate (APR <sup>1</sup> as low as)	TYPE	Rate (APR <sup>1</sup> as low as)
48 mo.	1.24%	Variable	4.24%
60 mo.	1.74%	Fixed	4.99%
72 mo.	2.24%	AGENCY SECURED LINE OF CREDIT	
		TYPE	Rate (APR <sup>1</sup> as low as)
		Variable	4.99% <sup>3</sup>

<sup>1</sup>APR = Annual Percentage Rate. Rates listed are current as of 9/27/2016 and are subject to change without notice. Rates shown are our preferred rates based on credit worthiness and a 0.50% Direct Deposit/Folio Direct Deposit discount, if applicable and a 0.25% discount when you purchase through the Farmers Insurance Federal Credit Union Car Buying Service. <sup>2</sup>Borrow up to 60% of Contract Value if you are a DM or your average monthly sales count is 150+. Otherwise, borrow up to 50%. <sup>3</sup>Borrow up to \$50,000.

# Calendar

**The Credit Union will be closed in observance of:**

**Thanksgiving**  
Thursday and Friday  
November 24-25

**Christmas Eve**  
Observed Friday  
December 23  
(The Credit Union will be closing early. Call your local branch for hours of operation.)

**Christmas Day**  
Observed Monday  
December 26

**New Year's Day**  
Observed Monday  
January 2, 2017

# Unlimited Freedom



No more worrying about running out of data or surprise overage charges. Keep saving even more because of where you work.

**4 lines for \$35 /line** — **Unlimited** —  
Data Talk Text

**+\$25/mo for additional lines 5 to 10**

\$100/mo for 2 lines, \$30/mo/line for lines 3-10. Plus \$5/mo/line discount applied w/13 invoices. Req. eBill. Discounted phone additional \$25/mo/line. Other monthly charges apply.\* All rates per month.

Get unlimited data, talk and text all while on the Sprint Network. Enjoy mobile optimized streaming videos, gaming and music. And, unlimited 4G LTE data for most everything else.

Streaming is optimized with video streams at up to 480p+ resolution and music streams at extreme quality at up to 500kbps. Gaming limited at up to 2mbps. Data deprioritization applies during times of congestion.

## Sprint Discount Program

Offer for members of **Farmers Insurance Federal Credit Union**

Questions about this offer? Email [maria.c.aparicio@sprint.com](mailto:maria.c.aparicio@sprint.com) or call or visit your nearest store!

Be sure to mention this code.  
Corporate ID: NAFAR\_ZAG\_ZZZ  
Call Sprint Sales: 866-639-8354  
Visit a local Sprint Store: [sprint.com/storelocator](http://sprint.com/storelocator)



\*Monthly charges exclude taxes and Sprint Surcharges [incl. USF charge of up to 17.9% (varies quarterly), up to \$250 Admin. and 40¢ Reg. /line/mo. and fees by area (approx. 5-20%)]. Surcharges are not taxes. See [sprint.com/taxesandfees](http://sprint.com/taxesandfees).

**Activ. Fee:** Up to \$30/line. Credit approval req. **Sprint Unlimited Freedom Plan:** Includes unlimited domestic Long Distance calling, texting and data with video and music streaming that may be optimized and 5GB of high-speed Mobile Hotspot, VPN and P2P data. After the 5GB, MHS, VPN and P2P usage limited to 2G speeds. Third-party content/downloads are add'l charge. Int'l svcs are not included. All while on the Sprint Network. **Quality of Service (QoS):** Customers who use more than 23GB of data during a billing cycle will be de-prioritized during times and places where the Sprint network is constrained. See [sprint.com/networkmanagement](http://sprint.com/networkmanagement) for details. **Usage Limitations:** To improve data experience for the majority of users, throughput may be limited, varied or reduced on the network. Sprint may terminate service if off-network roaming usage in a month exceeds: (1) 800 min. or a majority of min.; or (2) 100MB or a majority of KB. Prohibited network use rules apply—see [sprint.com/termsandconditions](http://sprint.com/termsandconditions). **\$5 Discount:** Select SDP and CL only. Receive a \$5/mo/line discount for lines 1-10 on Unlimited Freedom Plan. Avail. for select company/org. liable business lines, eligible company employees or org. members (ongoing verification). Tax ID req. to establish business acct. Discount subject to change, avail. upon request and applies to monthly service for Unlimited Freedom Plan. No additional discounts apply. Account must remain in good standing to receive svc credits. **Other Terms:** Offers and coverage not available everywhere or for all phones/networks. No discounts apply to plan. May not be combined with other offers. Restrictions apply. See store or [sprint.com](http://sprint.com) for details. © 2016 Sprint. All rights reserved. Sprint and the logo are trademarks of Sprint. N165611

## MoneyMatters

Quarterly publication of **Farmers Insurance Federal Credit Union**

800.877.2345  
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Your non-IRA savings are federally insured to \$250,000. IRAs to \$250,000 by the NCUA; National Credit Union Share Insurance Fund, an arm of the NCUA, National Credit Union Administration, a U.S. government agency.



We do business in accordance with the Federal Fair Housing Law and The Equal Credit Opportunity Act.