

# Feedback

December 2012

Volume 50

The publication for members of Riegel Federal Credit Union

## CREDIT UNION HOURS

Monday - Wednesday

9:00 - 5:00

Thursday

9:00 - 6:00

Friday

9:00 - 6:00

Saturday - Milford

9:00 - 12:00

(Drive-up only)

Saturday -

Flemington and Clinton

9:00 - 12:00

## CONTACT NUMBERS

### Milford

Local:

1-908-995-2326

Toll Free Number:

1-800-635-6829

Fax Number:

1-908-995-2508

Loan Dept. Fax Number:

1-908-995-0714

### Flemington

Local:

1-908-782-4587

Toll Free Number:

1-888-635-6355

Fax Number:

1-908-284-2208

### Clinton

Local:

1-908-730-8773

Fax Number:

1-908-730-7356



## RIEGEL FEDERAL CREDIT UNION

*Hunterdon County's Premier Credit Union*

*SERVING OUR MEMBERS SINCE 1960*

## Do You Know the Difference Between Choosing Credit and Debit? This Holiday Season, Understand Your Choice at the Register.



Every time you go shopping you are asked how you want to pay at the register—debit or credit? Do you understand the difference when you hand them your card? Anytime you use a credit card like your Riegel Federal Credit Union VISA, your purchase is handled as a signature-based, "credit" transaction processed through the VISA® network. The credit union extends you credit, or a loan of the required funds, which you will later pay back through your VISA billing statement.

The choice between "credit" and "debit" arises when you use a check/debit card like your Riegel Check Card. When choosing "debit" at the register, you will be asked to enter your PIN (Personal Identification Number). Your transaction will be sent through the online network used by that merchant to process the payment from your checking account.

On the other hand, if you select "credit," you will be asked to sign for the transaction. When you make a signature-based "credit" purchase with your Riegel Check Card, your transaction is processed through the VISA card network. A hold

will then be placed on the required funds in your checking account. The transaction may be processed and deducted from the account a few days later.

Did you know that choosing "credit" also provides several benefits to both Riegel FCU members and the credit union?

**Enjoy Protection For Your Purchases.** By choosing "credit," your Riegel Check Card transactions are directed through the VISA network – which is necessary to enjoy the maximum level of VISA security. You can feel good about the security of your signature-based, "credit" transactions since you'll receive all the protections of your VISA card such as fraud protection and zero liability for unauthorized use!

**Help Your Credit Union Cover Expenses.** Did you know that when members choose signature-based transactions, they're helping Riegel FCU? When you select "credit" at the register, Riegel FCU receives a small amount of interchange income to cover the expenses of our card services program – these include dispensing cards, processing members' purchases in the VISA network, and covering fraud losses. Since these costs are ongoing, recouping them through interchange income allows Riegel FCU to keep offering low fees and competitive loan and deposit rates to our members.



# NOTICE OF ANNUAL MEETING

Fellow Members:

December 31, 2012

Plans are being finalized for the 53rd Annual Meeting of our Credit Union, which will be held on Wednesday, April 17, 2013 at the Oak Hill Golf Club in Milford. We hope you are planning to be with us.

Tickets will go on sale at the Credit Union on Monday, March 4, 2013. The member ticket price for the dinner will be \$10.00 and guest tickets will be \$15.00. We will have Cocktail hour from 5:30 to 6:30, a short business meeting\* at 6:30 followed by a dinner buffet at 7:00.

In accordance with Riegel Federal Credit Union's Bylaw's, the Credit Union Secretary hereby submits the following Annual Election Notice:

There are two terms expiring on the Board of Directors. The following two incumbent Directors have been re-nominated for election by the nominating committee:

Lillian Bennett

Larry Hummer

Nominations for vacancies may also be made, but only by petition. Any member who wants to submit a Nomination Petition is urged to obtain petition forms and petition rules which are available at the main Credit Union office. When returned, the petition must be signed by at least one (1%) percent of the Credit Union members with a maximum of 500. Each nominee by petition shall submit with the petition, a statement of qualifications and biographical data, and a signed certificate stating that they are agreeable to nomination and will serve, if elected to office. Any member 18 years of age or older may submit a petition for nomination. All petitions must be returned to the main Credit Union office by February 9, 2013.

The election shall be determined by plurality vote and shall be by mail, except when there is only one nominee for each vacancy. An election will not be conducted by ballot and there will be no nominations from the floor where there is only one nominee for each position to be filled. If there are nominations by petition, those names, along with the incumbents, will be placed on the ballot and mailed to all members sixteen (16) years of age and older. The results of the election will be announced at the Annual Meeting.

Thanks to your loyalty and support, we continue to be committed to providing quality service. The officers, who are elected and appointed to serve you, thank you for the privilege and we look forward to seeing you at the Annual Meeting.

**RIEGEL FEDERAL CREDIT UNION**

\*Business meeting may be attended without paying ticket price.

## LARRY J. HUMMER

Incumbent Nominated By  
Nominating Committee

Larry is the Vice Chairperson of the Credit Union and has served 37 years on the Board of Directors. He assists in making decisions pertaining to loan rates, dividend rates, and methods which improve member service. He is retired from the Milford Mill and resides in Milford, NJ with his wife, Jan.

## LILLIAN BENNETT

Incumbent Nominated By  
Nominating Committee

Lillian has been a Credit Union member for 27 years and has served 7 years on the Board of Directors. Prior to joining the board, Lil was a member of the Supervisory Committee, which is responsible for internal auditing, for 8 years. She has been employed at Stem Brothers, Inc. in Milford, NJ for 24 years. She resides in Holland Township, NJ with her husband, Bill.

Visit Riegel Federal Credit Union website at:

<http://www.riegelfcu.org>

E-mail the Savings Department at:

[dphlips@riegelfcu.org](mailto:dphlips@riegelfcu.org)

E-mail the Loan Department at:

[rfuloan@riegelfcu.org](mailto:rfuloan@riegelfcu.org)

## We Need Your Help!

### *Important Account Management Tip*

If you move or plan to be away for an extended period of time, please provide us with your new or temporary address before leaving. Because of a "Return Service Requested" message on our envelopes, undeliverable mail cannot be forwarded. We often end up reprocessing undeliverable mail a number of times. This occurs even though we hold onto each piece and wait a week or two before sending it out again. We appreciate you taking a moment and helping us serve you by giving us a quick phone call and notifying us of any address changes. Thanks!

## Protecting Your Good Credit



Your credit history is one of the most valuable assets you possess. It's a direct reflection of your ability to repay money borrowed from a financial institution, including those who issue credit cards, mortgages, and vehicle or student loans. Good credit can be the difference between opportunity and denial. Protecting your credit against fraud or identity theft and avoiding damaged credit is simple when you follow these helpful tips:

- Shred any paperwork containing personal information.
- Secure documents containing personal data in a locked file drawer, cabinet or box.
- Limit the number of credit cards you use and carry.
- Don't give out personal information over the phone, through the mail or over the Internet unless you initiate the contact.
- Take your name off mailing lists so that you are less vulnerable to identity theft.
- Memorize your Social Security number and passwords to avoid having them recorded in your wallet or purse.
- In the event of a lost or stolen credit card, call the credit card company immediately. File a police report and contact all three credit bureaus to request that a "fraud alert" be placed on your name and Social Security number.
- Order a copy of your credit report from each of the three major credit bureaus on a yearly basis. Look to the Credit Union as your financial partner with the resources to help you build and maintain your good credit rating.

## PROTECT YOUR CHILD'S INFORMATION



New data shows that identity theft is increasing most among young children. In fact, identity theft among children ages 5 and under grew 105% since last year – the highest growth rate of any age group. Adults can check their own credit reports to see if someone has misused their information, but most parents don't expect their children to have credit files, so they rarely think to request a report for them.

Here are some tips on what you can do to ensure your child's identity stays safe and secure:

- ✓ Keep your child's Social Security card, birth certificate and other important documents in a safe in your home or in a safe deposit box.
- ✓ Contact Experian, TransUnion and Equifax to request a free credit report for your child. You will need to prove your relationship to the child with a birth certificate.
- ✓ The credit report for your child will show if your child has credit. If your child does have credit, that's a sure sign something is amiss, so immediately contact the Federal Trade Commission ([www.ftc.gov](http://www.ftc.gov)), Internal Revenue Service ([www.irs.gov](http://www.irs.gov)) and the Internet Crime Complaint Center ([www.ic3.gov](http://www.ic3.gov)) to report your child's identity theft.

Keeping an eye on your child's credit report can help ensure his or her identity remains safe. For more information on a savings account for your child at Riegel FCU, please call us at 1-800-635-6829.

**Park Your  
TAX REFUND  
Here!**

**Have access to your money within a few days by sending your 2012 tax refund to the Credit Union. By listing your Credit Union account and other important information, your refund can be deposited directly into your savings or checking. Call us today for more details.**

# ATM Use Safety Tips



1. Always pay close attention to the ATM and your surroundings. Use an ATM in a well-lighted location that is free of shrubbery and decorative partitions or dividers and be aware of your surroundings throughout the entire transaction. When leaving, make sure you are not being followed. If you are, drive immediately to a police or fire station, or to a crowded, well-lighted location or business.
2. Do not use an ATM that appears unusual looking or offers options with which you are not familiar or comfortable.
3. Do not allow people to look over your shoulder as you enter your PIN. Memorize your PIN; never write it on the back of your card. Do not re-enter your PIN if the ATM eats your card -- contact a bank official.
4. Never count cash at the machine or in public. Wait until you are in your car or another secure place.
5. When using a drive-up ATM, keep your engine running, your doors locked and leave enough room to maneuver between your car and the one ahead of you in the drive-up line.
6. If you are involved in a confrontation with an assailant who demands your money, COMPLY.
7. If you know of, or experience a crime at an ATM, report it immediately to the ATM owner and to the local police.



| FACTS        | WHAT DOES RIEGEL FEDERAL CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?  |
|--------------|---|
| <b>Why?</b>  | Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.  |
| <b>What?</b> | The types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> <li>- Social Security number and checking account information</li> <li>- overdraft history and credit history</li> <li>- payment history and transaction or loss history</li> </ul> When you are <i>no longer</i> our customer, we continue to share your information as described in this notice. |
| <b>How?</b>  | All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Riegel Federal Credit Union chooses to share; and whether you can limit this sharing.  |

| Reasons we can share your personal information   | Does Riegel Federal Credit Union share? | Can you limit this sharing? |
|--|---|-----------------------------|
| <b>For our everyday business purposes</b> – such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or to report to credit bureaus | <b>YES</b>                              | <b>NO</b>                   |
| <b>For our marketing purposes</b> – to offer our products and services to you  | <b>YES</b>                              | <b>NO</b>                   |
| <b>For joint marketing with other financial companies</b>  | <b>YES</b>                              | <b>NO</b>                   |
| <b>For our affiliates' everyday business purposes</b> – information about your transactions and experiences  | <b>NO</b>                               | <b>We don't share</b>       |
| <b>For our affiliates' everyday business purposes</b> – information about your creditworthiness  | <b>NO</b>                               | <b>We don't share</b>       |
| <b>For nonaffiliates to market to you</b>  | <b>NO</b>                               | <b>We don't share</b>       |

| What we do   |   |
|--|---|
| <b>How does Riegel Federal Credit Union protect my personal information?</b> | To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.   |
| <b>How does Riegel Federal Credit Union collect my personal information?</b> | We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>- open an account or show your government-issued ID</li> <li>- apply for financing or provide account information</li> <li>- give us your contact information</li> </ul> We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.                  |
| <b>Why can't I limit all sharing?</b>  | Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>- sharing for affiliates' everyday business purposes – information about your creditworthiness</li> <li>- affiliates from using your information to market to you</li> <li>- sharing for nonaffiliates to market to you</li> </ul> State law and individual companies may give you additional rights to limit sharing. |

| Definitions            |  |
|------------------------|--|
| <b>Affiliates</b>      | Companies related by common ownership or control. They can be financial and nonfinancial companies.<br>- <i>Riegel Federal Credit Union has no affiliates</i>  |
| <b>Nonaffiliates</b>   | Companies not related by common ownership or control. They can be financial and nonfinancial companies.<br>- <i>Riegel Federal Credit Union does not share with our nonaffiliates so they can market to you.</i> |
| <b>Joint Marketing</b> | A formal agreement between nonaffiliated financial companies that together market financial products or services to you.<br>- <i>Our joint marketing partners include CUNA Mutual Group's MEMBERCONNECT</i>      |

**Questions? Call 800-635-6829 or go to [www.riegelfcu.org](http://www.riegelfcu.org)**