



NEWSLETTER

A quarterly publication for our member/owners

Fourth Quarter 2019

2019 bites the dust with a plethora of change!

By Rod Garza
Chief Executive Officer

It seems like just yesterday we were celebrating the holidays, getting ready to say goodbye to 2018, and looking at mortgage rates as low as 5%.

Short term certificates of deposit had risen to 3.5% and the smart money (whomever they are) assured us of four Federal rate hikes in the new year.

How wrong they were. The first quarter had barely started when mortgage rates began to fluctuate downward, and, on the investment side, the 3% CD disappeared.

The Fed first fought to keep rates even, then began lowering them. The only question now seems to be: "How low will they go?"



Mortgage rates can now be found lower than 3.50%, and CD investment rates are below 2.00%. There is no change in sight, and one can only wonder what Santa will bring us in time for the Alena Cola election year.

You should be happy to

know that through it all, your credit union was able to exercise sound and stable operational strategies for the benefit of our members.

We have continued offering deposit rates that are both sustainable and above market.

We are continuing to focus on attractive CD products, the occasional promotional offering, and Money Market accounts for members who want even higher returns without sacrificing flexibility.

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The More You
TRANSFER
The More You SAVE!

No VISA
Balance Transfer Fees!

Check out our VISA card lineup today!

THE HOME YOU WANT.
A LENDER YOU CAN TRUST.

APPLY ONLINE!

**Send us a new member and you'll be entered into our quarterly drawing for \$100!
The more members you refer, the more chances you have to win!***

**Drawing will be held the last business day of each quarter. Winners will be notified by phone or e mail. Additional restrictions may apply.*



October 17, 2019

Celebrate International Credit Union Day

International Credit Union (ICU) Day® celebrates the spirit of the global credit union movement. The day is recognized to reflect upon the credit union movement's history, promote its achievements, recognize the hard work and share member experiences.

International Credit Union (ICU) Day® has been celebrated on the third Thursday of October since 1948. This year's theme is: **Local Service. Global Reach.**

The ultimate goal is to raise awareness about the tremendous work that credit unions and other financial cooperatives are doing around the world and give Jeremy Cofield members the opportunity to get more engaged.

The day of festivities for credit unions and financial cooperatives globally include fundraisers, open houses, contests, picnics, volunteering and parades.

On October 17, 2019, join your global credit union family to celebrate the 71st anniversary of ICU Day®!

2019 bites the dust

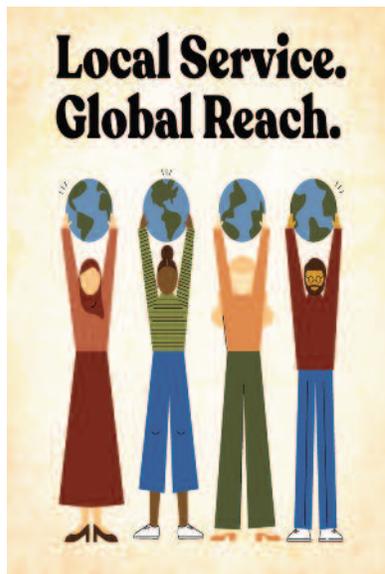
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In addition, ask about our new youth accounts and our digital capabilities.

We have also maintained our very attractive loan pricing products. Our VISA, auto, and personal loan products are among the most attractive deals you will find anywhere. Even our 30-year fixed rate mortgage has kept up.

We strive to offer the most efficient, personalized, digital service possible and will always work for the consideration of our members.

Stay tuned for news about our new products and services Cheryl Haynes in the fourth quarter.



Enter SWSFCU's kids' holiday contest

We're giving away presents this year!

Stop by the credit union beginning Monday, November 25, Lillie Benedict, to enter the drawing for a holiday prize.

The drawing will be held December 20.



Holiday Skip-A-Pay!

The holidays are approaching and you're probably wishing you could take the money normally applied to your monthly credit union loan payment and use it for holiday gifts, and perhaps travel to visit family.

SWSFCU's Winter Skip A Pay can let you do just that!

Come into the branch, check our or website, e mail, or phone to get information on how to apply to Skip A Payment in either November, December, or January.

Digital Convenience *with a Personal Touch*



At SWSFCU, we understand that you need a credit union that keeps up with your busy lifestyle. That's why we've made sure we have all the services you need to simplify your banking and make your life a little easier!

We're always adding digital convenience services to let our members know how much we care. That's one of the greatest advantages of our credit union—we're always striving to add a personal touch and be available for you when you need us.

Contact us today at (925) 228-4545 or visit our website at swsfcu.org to sign up for any of our eServices or even if you have questions!

Now's a great time to use or sign up for any one of our eServices so you can bank on your schedule!

- Online Banking
- Mobile Banking App
- eStatements
- Online Bill Pay
- CardValet
- And more!

WIN \$25!

**We've hidden four members' names in this newsletter.
If you find yours, call us and win \$25.**

FUN 'n GAMES ...

A CHRISTMAS CAROL

The leftover letters will reveal a humorous quote from Rizzo the Rat in "The Muppet Christmas Carol."

Print your name on the side of the puzzle, then put your solution in an envelope with your name and daytime phone printed on the outside (so we can draw one winner from all the correct entries). Bring us your entry or mail it back in another envelope.

NOTE: Participation in this game authorizes release of your name in our promotional materials, such as our newsletters.

THE RULES: All the words listed on the list below appear vertically, horizontally, diagonally, or backwards in the box. Circle or draw a line through the words you find and cross out those words in the list. The remaining letters spell out our message to you.

H	R	M	O	T	H	E	R	A	T	E	S	I	A	R
C	T	E	G	O	O	R	C	S	L	A	W	A	Y	S
T	R	L	J	A	C	O	B	M	P	T	A	U	G	
U	E	H	A	D	T	P	M	T	A	E	H	P	C	G
R	K	N	E	E	D	V	S	R	E	O	H	P	H	C
C	C	R	L	E	W	I	T	M	L	A	A	O	A	O
E	O	C	B	E	R	N	F	I	N	S	S	S	I	A
A	N	E	P	H	E	W	D	T	T	T	T	N	L	
U	K	G	C	R	S	A	O	Y	S	G	C	U	S	R
I	M	N	L	G	Y	M	M	N	N	O	O	N	H	E
I	A	C	R	A	T	C	H	I	T	O	L	T	U	T
P	R	E	S	E	N	T	D	T	S	S	D	S	M	C
C	L	E	R	K	N	D	R	E	Z	E	N	E	B	E
G	E	F	O	F	U	T	U	R	E	O	R	H	U	P
D	Y	A	P	P	A	R	I	T	I	O	N	C	G	S

APPARITION, BEDPOST,
 CHAINS, CHESTNUTS,
 CHRISTMAS, CLERK,
 COAL, COLD, CRATCHIT,
 CRUTCH, EBENEZER,
 ENGLAND, FIDDLER,
 FUTURE, GHOSTS,
 GOOSE, HOLIDAY,
 HUMBUG, JACOB,
 KNOCKER, MARLEY,
 MISER, NEPHEW,
 PARTNER, PAST,
 PHANTOM,
 PRESENT, PUDDING,
 RAISE, SCROOGE,
 SPECTER, TINY TIM,
 UNCLE, WEALTH

Last issue's solution: "If you do not sow in the spring,
you will not reap in the autumn."

And the winners are...

Austyn Wolford and **Stephanie Caravajal** found their names hidden in last quarter's newsletter and won \$25 gift certificates.

Trina Butler won our Emily Lowe drawing in the Fun 'n Games contest, and received a \$25 VISA gift card.

**CHECK YOUR QUARTERLY STATEMENT
FOR THIRD-QUARTER DIVIDENDS.**



Upcoming Holidays

WE'LL JOIN YOU IN OBSERVING

Columbus Day	October 14
Veterans Day	November 11
Thanksgiving	November 28-29
Christmas Day	December 25

Shell Western States Federal Credit Union

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Loan Officer: Lori Hubbard

Member Services: Briana Frakes

Member Services: Yesenia Varela

IT Manager: Remus Magwili

Accounting Specialist: Jesse Tran

Your savings are federally insured to

\$250,000 by the

National Credit Union Administration,

(NCUA), a U.S. Government Agency.

Your IRA investments are insured

to an additional \$250,000.



**EQUAL HOUSING
LENDER**