

SUMMER 2020

aim

Local Government Federal Credit Union



PARAMEDIC
Jennifer T.



FIREFIGHTER
Shannon W.

COURAGE and COMMUNITY

LGFCU salutes NC's first responders



PUT A CHILL ON YOUR
SUMMER ENERGY BILL

YOU DECIDE: THE ESSENTIALS
OF ESTATE PLANNING



Online life, meet the LGFCU Visa Debit Card.

When your online life calls for a card you can trust, add the LGFCU Visa® Debit Card to your accounts.

After all, your Visa Debit Card is an easy and secure way to pay for both your online and point-of-sale purchases. The card conveniently debits funds directly from your primary LGFCU Checking Account. Plus, you'll be able to check your usage and balances anywhere, anytime through Member Connect, through the 24-hour Voice Response System at 800.328.4543, or at CashPoints® ATMs.

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For details, visit lgfcu.org/debitcard.

Built for times like these



Maurice R. Smith

Chief Executive Officer
27-year member



As I write this edition of *The Point* for you, here's a description of my day so far. It's March 19, 2020. I'm standing in my office at 6:46 a.m. COVID-19 has taken its toll on the markets, communities and families for days now. I check my computer and the stock market is expecting another down day. Then, I wonder how to share with you what this all means.

In the financial services world, we call this a disruption. It disturbs the normal activities of our daily lives and business. As a matter of course, your Credit Union prepares for disruptions that could come as an economic event like a recession, a technology threat such as a virus, or an environmental catastrophe that could render our offices unavailable.

So, when this pandemic threat surfaced, we were not entirely thrown for a loop. Many of our business continuity plans on how to deal with an unexpected event are useful here. Our technology teams are reinforcing our ability for telework. Our finance teams have reassured us our conservative investments are shielded from the wild market swings. Our partnership with State Employees' Credit Union has proven even more valuable as we work collaboratively to ensure our retail services are available.

However, we haven't seen anything like this before. While this disruption started as a health incident, it has quickly morphed into an economic event. If you have money in the market, you've probably noticed the dip in rates. Perhaps you and others you know have had jobs directly affected by the closures. The availability of daycare alternatives can be expensive. Doctor visits may have pushed up your medical expenses. Any of these incidents may have put a strain on your household budget.

I pray that by the time you read this message, life will have returned to some semblance of normal.

No matter what happens, your Credit Union was built for times like these. LGFCU is keenly fixated on your household. When you ponder your financial choices, we want you to think of us. Ask us how we can help your family. I bet you dollars to doughnuts we can help you with an answer.

Together, we can find financial solutions to your needs, at lgfcu.org.

 lgfcu.org/ceopoint



Aim is a quarterly publication of Local Government Federal Credit Union. As a not-for-profit cooperative, our mission is "to improve the lives of our members." Aim reaches more than 215,000 member households, providing financial education and aspirational articles featuring LGFCU members. Printed with soy-based inks on 10% recycled and 10% post-consumer waste paper.

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Shannon W.
Greensboro Fire Department

Jennifer T.
Johnston County EMS

HANKSGVILLE
FIRE



COURAGE *and* COMMUNITY

LGFCU salutes NC's first responders

Forget what you see on TV – the firefighter and paramedic you'll meet here are the real deal when it comes to first responders. They're among the many inspiring LGFCU members who serve in fire, rescue and law enforcement roles across North Carolina, and we're grateful for all of them.

On a typical day at Greensboro's Ladder Station 7, senior firefighter Shannon W. arrives by 8 a.m., to start his 24-hour shift with equipment checks and literal housekeeping duties: cleaning bathrooms and taking out trash.

He and his colleagues even do their own grocery shopping — in the fire truck, in case of a call — and pay for their own meals.

"We protect the community and keep it safe, but it's also about setting an example," Shannon said. "We need to show good character, treat people respectfully, and educate them. It's even about making kids happy, when we spray water or give them stickers or blow the truck horn."

A member of the LGFCU Advisory Council, Shannon takes his community spirit everywhere he goes.

"I love the Credit Union and I love being part of the council, being in the know," he said. "Just yesterday I told someone about the firefighters' debit card [which benefits the North Carolina State Firefighters' Association]."

"Saving a life isn't always bringing someone back from cardiac arrest. The best experiences are the little things.

It's about the people you help ... There's a sense of pride, knowing you played a big role in the betterment of their life."



Paramedic
Jennifer T.



On a given day, Shannon extinguishes fires, treats patients, and undergoes training that ensures he is ready to respond to citizens' calls. "No day's the same," he says.

"We protect the community and keep it safe, but it's also about setting an example. We need to show good character, treat people respectfully. ... It's even about making kids happy, when we spray water or give them stickers or blow the truck horn."



Firefighter
Shannon W.

'Use it or lose it'

Shannon entered the firefighting world at age 15 through the Burlington Fire Department's Explorer Program for teens interested in firefighting careers. At age 20 he began his professional career there in his hometown, before moving to the Greensboro Fire Department in 2018.

"I fell in love with it," he said of the work. "It's the adrenaline of calls — bring your tools and your medic bag and extinguish fires, stabilize vehicles, treat patients. I'm also a fan of the 24/48 schedule; we work one day on, two days off, in a constant cycle. But no day's the same, and that's important to me."

Also part of firefighters' daily shifts are training and drills, to keep up with fire suppression tactics and to maintain their certifications, which range from EMT to child safety seat technician. Shannon is working toward a two-year community college degree in fire protection technology too.

"Every day's a learning curve, like how to do a second-floor rescue in the dark," he said. "It's use it or lose it, every day."

Firefighters also conduct "pre-plans," Shannon said, to become familiar with the structures in their territory.

"We're there to update our contact information for building keyholders and do walk-throughs to assess the age of a structure, its layout and its roofing material," he said. "This is all entered into our computer for preparation in case we get a call to that site."

All of these workday events, of course, happen around response calls to the station. Calls usually range from four to 15 each day, for anything from a headache complaint to a fire in progress.

Worst day, best day

Now age 27 and recently married to wife Ashley, Shannon understands the larger role firefighters hold within his community.

"[In this job], you see bad stuff that you can't control," he said. "Our biggest coping method is that we discuss things openly. I tell myself it's reality, part of life. You have to set it aside and have your mind right for the next incident."

"In a true emergency, when somebody is having their worst day, we can help turn it into their best day," he said. "What makes me proud is seeing the positive end result: We perform CPR on someone and two weeks later we get a letter saying, 'You saved my life.' Or we provide quick response to a house fire to minimize the damage, and the family is back in their home in months."

"It's really rewarding."

At Ladder Station 7 in Greensboro, senior firefighter Shannon W. and his fellow first responders work 24-hour shifts that include much more than fighting fires: The team also cleans, cooks, educates the community on fire safety — and makes children smile with the toot of a fire truck horn.

'Nothing like TV'

Paramedic Jennifer T. of Johnston County EMS has been on the job a little longer than Shannon: 17 years as a professional, and three as a volunteer before that.

"I love this job so much," said Jennifer, who is assigned to county stations in three- to six-month rotations. "It's nothing like TV, that's for sure. You never know from one minute to the next what the next call will be.

"It's about the people you help — saving a life isn't always bringing someone back from cardiac arrest. The best experiences are the little things, helping a choking kid, giving a person the oxygen and meds they need before they even get to the ER.

"It feels really good," she said. "There's a sense of pride, knowing you played a big role in the betterment of their life."

Extra steps

Jennifer is also certified as a Johnston County Community Paramedic. Through this program, paramedics visit the homes of chronically ill patients who frequently call for EMS help, to provide education and resources in collaboration with the patient's health care team.

"[Paramedics] also do a lot of education and online training to keep our skills current," she said. "Some of those skills you don't use all the time, so that's important. And we teach the newer staff. Some people come to this as a second career; we even have retired teachers."

"The biggest thing is education. Being better prepared improves outcomes. We can teach the community CPR and teach them to recognize the signs of a stroke. When a teacher knows to start CPR, those three to five minutes till we arrive are crucial."



Paramedic
Jennifer T.



"It's the adrenaline of calls — bring your tools and your medic bag and extinguish fires, stabilize vehicles, treat patients. No day's the same, and that's important to me."



Firefighter
Shannon W.

Jennifer is a continuing education instructor through Johnston Community College, teaching first responder training at area stations. She's also a member of the Johnston County Crisis Intervention Team (CIT).

"CIT training helps us better handle mental health crisis calls," she said. "We can facilitate interventions, direct patients to mobile counseling, and collaborate with other organizations and programs to get them appropriate treatment. It means we can make a difference."

'A better generation'

Making a difference is a family affair at Jennifer's home in Kenly: Her husband, Stacey, is a fire captain in neighboring Clayton, and one of her three sons is a junior firefighter there.

To Jennifer, the role of first responder means looking beyond the busyness of each day, toward the future. In Johnston County, the work of paramedics like her has led to dramatic improvements in survival rates from heart attack, and the development of public education programs.

"The biggest thing is education, preparing people for an emergency. Being better prepared improves outcomes," she said. "We can teach the community CPR, and to recognize the signs of a stroke. When a teacher knows to start CPR, those three to five minutes till we arrive are crucial.

"It's giving back," Jennifer said. "I'm a good paramedic, but I want even better if the day comes that my mama or my children need services. I want to know I played a part in that. I want to leave behind a better generation." ➔



"I love this job so much. It's nothing like TV ... you never know from one minute to the next what the next call will be."



Paramedic
Jennifer T.

From crisis response to finding new ways to serve the chronically ill, paramedic Jennifer T. says her work is all about making a difference: "There's a sense of pride, knowing you played a big role in the betterment of [a] life."

How to help your first responders



Do you know what to do in an emergency?

First responders like Jennifer and Shannon say basic knowledge can go a long way in helping them save lives at home, work, school, and in your neighborhood.

Even small steps can help: Check with your local fire department on how to register your home's fire alarm, so firefighters are more prepared to help you in an emergency.

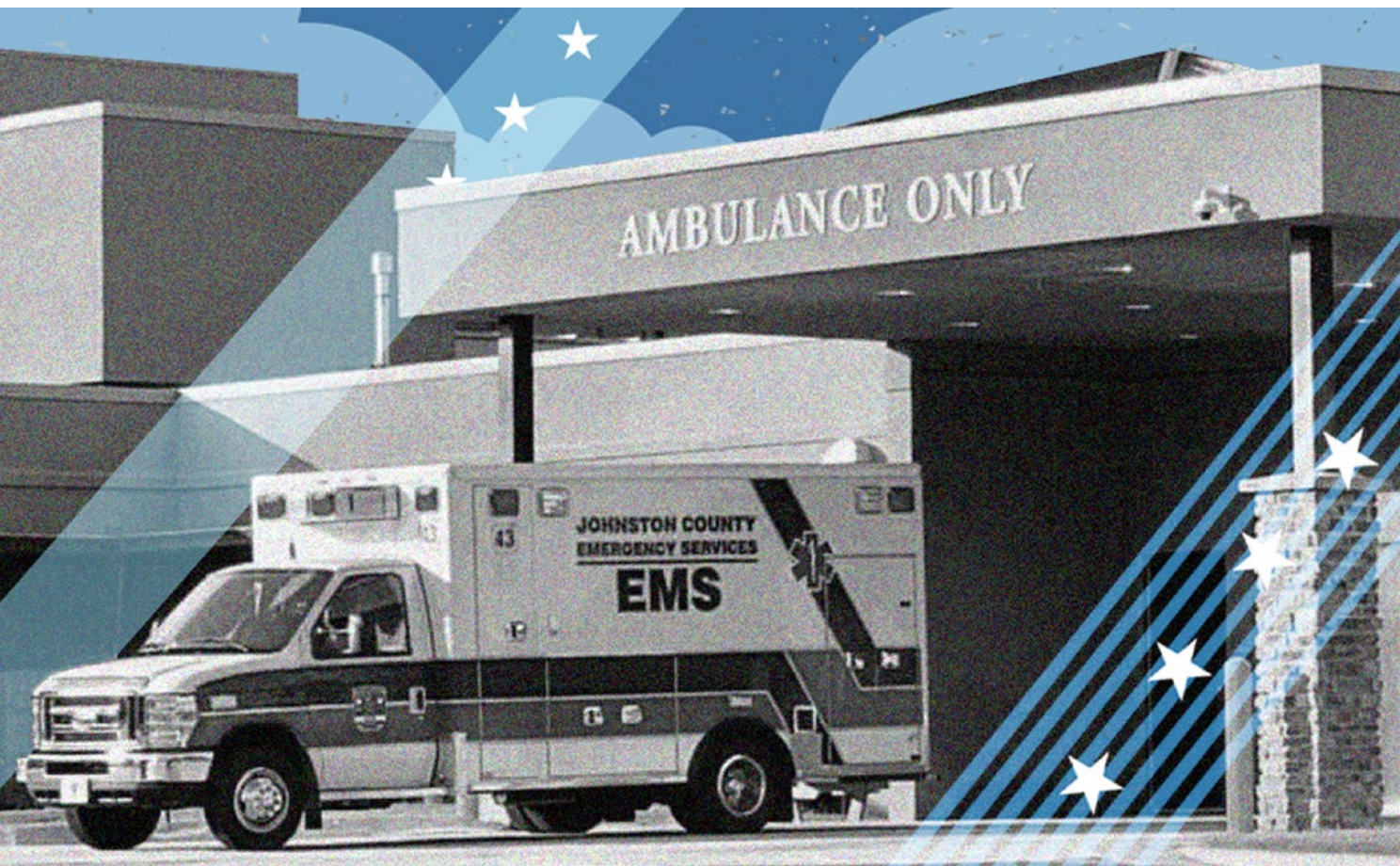
Take first aid training: Visit your city or county website to see what's available. Or check out the American Red Cross' search-by-location list of affordable online and classroom courses on topics from CPR to water safety, at redcross.org/take-a-class.

The American Heart Association offers classes too; search heart.org/course-catalog-search.

And parents and educators can find materials on fire and safety here:

- ▶ **Safe Kids North Carolina**, on social media and at safekids.org/coalition/safe-kids-north-carolina
- ▶ **Sparky.org**, for games, videos and activities, through the National Fire Protection Association (NFPA)

Accidents and illness happen every day — just ask a fellow LGFCU member who's a first responder. By learning how to help yourself, you can be part of the "courage and community" team!





PUT A CHILL ON YOUR SUMMER ENERGY BILL

Like the mercury in your window thermostat, your home cooling bill goes up during the summer. However, these energy-saving tips may help keep the heat from burning up your power bill.

EASY WAYS TO FIND COOL SAVINGS



Bump up your thermostat one degree from its normal setting. But don't sweat! Your ceiling or circular fan moves air around the room and across your skin, so you feel cooler. Experts predict you may save up to 8% on your energy bill during the season by combining these two steps.



Arrange your room so furniture isn't blocking wall air returns. This way more air circulates in the room and you don't have to lower your thermostat to feel cooler.



Close blinds and window coverings before you leave each day to lower your room temperature and your air conditioning costs.



If you can access your air conditioner filter, heating and cooling experts recommend doing monthly checks and quarterly replacements. Dirty filters make your system work harder, which means a higher bill.



Put high energy bills on ice with the hottest technology. If available to you, talk to your electricity provider about adding a smart device to your central air conditioner. At no charge to you, the provider will install a device that automatically reduces your home's midday power consumption — and your bill — since that's the hottest time of the day. In return, your provider may automatically give you an annual bill credit. That's a good down payment on family fun time.

COOL YOUR POWER BILL THIS SUMMER AND STASH MORE MONEY FOR A RAINY DAY.



FAT CAT® Fun Page

Hey kids: Grab a pencil, pen or crayon and have some fun with these activities, created just for you!

COIN GRASS KID SAVE SUN SWIM

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



Find these 6 hidden words in the puzzle!



List below the 5 things that are different in these two pictures!



Add some color!



1. _____
2. _____
3. _____
4. _____
5. _____



FAT CAT® is for kids ages birth through 12. Visit lgfcu.org/fatcat for more details.

THE ESSENTIALS OF ESTATE PLANNING

If you're among the 82% of Americans without an estate plan, now's the time to provide clear direction to your family.



According to a 2019 Merrill Lynch survey, only about 18% of U.S. couples age 55 and over have an estate plan. Respondents without a plan said they are afraid to think about end of life details. But, it's important to get beyond those fears and make a plan.

WHAT'S INCLUDED IN AN ESTATE PLAN?

A complete estate plan consists of the following documents:

IN TIMES OF ILLNESS

- Durable power of attorney
- Living will
- Health care power of attorney

FINAL WISHES

- Will
- Letter of last instruction



Having an estate plan in place ensures your health care wishes are honored (if you are unable to make the decisions yourself), and provides your family with written, legal direction on how to distribute your assets after death. This way your family is not left to decide what you would or wouldn't want to happen.

HOW DO YOU CREATE AN ESTATE PLAN?

Through its low-cost Estate Planning Essentials Program, the Credit Union can connect you with a local attorney who can guide you through the process of documenting your wishes.

Working with a local attorney allows the lawyer to get to know you and your personal situation. If your situation is more complicated (e.g., disabled children, blended family, assets in multiple states), working with someone nearby can help ensure no details are missed, such as accidentally disinheriting a loved one.

As your needs change it's important to revisit your estate plan. The first plan you create may not be the plan you need later in life.

Find more details on managing your estate at lgfcu.org/estateplan.

Local government units surprised with special “Thank you” treats during COVID-19



LGFCU is thankful for the essential workers on the job during the COVID-19 pandemic. As a small gesture of appreciation to those on the front lines, LGFCU’s Membership Development Officers sent gift cards or arranged meal delivery from locally-owned restaurants to 55 local government units across the state, including these members of the Lenoir County Sheriff’s Office at the W.E. “Billy” Smith Detention Center in Kinston.

Picture: Patti B., Teresa W., Letitia C., Joe H., Jastine P., Audrey B., and Terry A.

Follow us on social media to see more ways LGFCU is giving back to the community.

SHRED EVENTS

Find us at a Shred Event near you:



Need an easy way to securely dispose of personal papers? LGFCU’s got you covered with free community paper shredding events!

Friday, August 14
Town of Mills River
9 a.m. to noon
Mills River Town Hall
124 Town Center Drive | millsriver.org



meet the **MDO**

You can catch LGFCU’s Membership Development Officers (MDOs) at your employee benefits fair, your downtown event and many places in between. MDOs spend a lot of time getting to know members like you! So, meet **April Hatley, MDO since 2016.**



BACKGROUND

Human Resources (HR), including as an HR analyst with the City of Newton. “I have always had a love of helping people!”

THE JOB

“It’s possible for an MDO to visit three different counties, for three different events, in one day. This is what I love most about being an MDO — every day is different and I get to share LGFCU love across the state!”

FAVORITE PART OF BEING AN MDO

“My [other] favorite part of being an MDO is the opportunity to network with our members and carry out our purpose, ‘to improve the lives of our members.’ It is a true honor to be working so closely with our membership.”

TAP INTO LGFCU CONVENIENCE

“ I really like using the website. I’m on it almost every day through my phone.”

Brian G.
Nonprofit organization, Charlotte
Member since 2007



Brian G. relies on LGFCU’s Member Connect to manage his money wherever he goes. With its 24/7 online mobile* access, he can easily check account balances, pay his bills and even apply for a loan,† all from his smartphone.

For anytime, anywhere convenience, visit lgfcu.org/memberconnect today.

Federally insured by NCUA

* Data fees may apply. Check with your service provider.
† Subject to approval.

LGFCU
LOCAL GOVERNMENT
FEDERAL CREDIT UNION

NIGHT AT THE RACES

HICKORY MOTOR SPEEDWAY, SATURDAY, 8/22

3130 US 70, NEWTON, NC ▪ TICKETS: \$12.50 AT THE GATE ▪ GATES OPEN 4 P.M.

LGFCU is proud to be a sponsor of Night at the Races

Night at the Races is a fun way for racing fans of all ages to help Foothills families in need and show appreciation for our first responders!

Night at the Races is hosted by the Foothills Chapter of the nonprofit **Pink Heals**, which partners with public safety personnel and local businesses to support communities.

GET IN ON THE ACTION AT NCPINKHEALS.COM.



YOUR RATES

Loan Rates As of May 4, 2020

Adjustable Rate Mortgages*	Rate	APR	Margin	Floor Rate
5-year ARM 80% or less LTV	3.375%	3.353%	1.50%	3.25%
5-year ARM 80.1–90% LTV	3.875%	3.856%	2.00%	3.75%
5-year ARM 90.1–100% LTV	4.375%	4.359%	2.50%	4.25%
5-year ARM (First-Time Homebuyer) [†] 100% LTV	4.375%	4.359%	2.50%	4.25%
5-year ARM [‡] 100.1–110% LTV	5.375%	5.365%	3.50%	5.25%

Variable Rate Loans	Rate
Home Equity ^Δ Up to 90% LTV	4.00%
Signature Personal Open/Closed-end, Unsecured	10.75%
Salary Advance (cash account <\$500) Open-end, \$500 maximum	13.50%
Salary Advance (cash account ≥\$500) Open-end, \$500 maximum	7.00%
Visa [®] Credit Card Grace period	9.75%

Fixed-Rate Loans	Rate
New Vehicle [§] Up to 36 months	3.75%
New Vehicle [§] 37–60 months	4.25%
New Vehicle [§] 61–72 months	4.50%
New Vehicle [§] 73–96 months	5.75%
Used Vehicle Up to 72 months	4.50%

Deposit Rates As of May 4, 2020

Products	Min. deposit	Rate	APY
Regular Shares	\$25.00	0.40%	0.40%
Fat Cat Shares	\$5.00	0.40%	0.40%
Zard Shares	\$25.00	0.40%	0.40%
Holiday Cash Club	\$0.00	0.40%	0.40%
IRAs	\$25.00	1.00%	1.01%
Health Savings Account	\$0.00	1.00%	1.01%
Checking [¶]	—	0.15%	0.15%
Money Market Shares	\$250.00	0.60%	0.60%
6-month Share Term Certificate [Ⓜ]	\$250.00	0.60%	0.60%
12-month Share Term Certificate [Ⓜ]	\$250.00	0.65%	0.65%
18-month Share Term Certificate [Ⓜ]	\$250.00	0.70%	0.70%
24-month Share Term Certificate [Ⓜ]	\$250.00	0.75%	0.75%
30-month Share Term Certificate [Ⓜ]	\$250.00	0.75%	0.75%
36-month Share Term Certificate [Ⓜ]	\$250.00	0.80%	0.80%
48-month Share Term Certificate [Ⓜ]	\$250.00	0.85%	0.85%
60-month Share Term Certificate [Ⓜ]	\$250.00	0.90%	0.90%

For current rates, visit lgfcu.org/rates.

All rates, terms and conditions can vary and are subject to change.

For additional information on any Credit Union accounts visit lgfcu.org, contact your local branch or call us at **888.732.8562**.

Calls may be recorded for quality assurance.

APR : Annual Percentage Rate
APY : Annual Percentage Yield
ARM : Adjustable Rate Mortgage
LTV : Loan To Value

* These rates are for new first mortgage loans and are subject to change daily. The rates for existing adjustable-rate mortgage loans are subject to change at predetermined intervals and may be different from the rates for new mortgages.

Future rates and payments determined based on adding a margin to the index (5-Year Constant Maturity Treasury Yield rounded up to the next highest one-eighth of one percentage point).

† Special financing for first-time homebuyers (5-year ARM).

‡ Interest paid on the loan portion that is greater than fair market value is not tax deductible for federal income tax purpose. Consult a tax advisor for further information regarding the tax deductibility of interest and charges.

Δ Subject to approval. APR (Annual Percentage Rate) is based on the current index plus a margin. The current rate is 4.00% APR. The APR is a variable rate, subject to change quarterly. The index is based on the 26-week Treasury bill rate for the quarter and is set on or after the 15th day of the second month after the end of each calendar quarter adjusted up to the nearest 0.25%. The maximum quarterly rate adjustment is 0.50%. Over the life of the loan the maximum APR will be the initial rate plus five percentage points or 12.75% APR, whichever is higher, but never more than 18% APR. The payment amount will change if the APR changes. Costs and fees associated with a HELOC may range from \$0 to \$1,600. HELOC interest payments may be tax deductible; consult your tax advisor. HELOCs are only available in North Carolina, South Carolina, Virginia or Georgia.

◆ New vehicle is defined as current, prior or upcoming year model with 10,000 miles or less.

Ⓞ Minimum deposit to open each account. Initial checking deposit must cover first box of checks and first \$1 monthly service fee. The minimum balance to earn dividends in your Share/IRA/SEP/CESA accounts is \$25; for Share Term Certificates and for Money Market Share accounts, \$250.

∞ Share Term Certificates are Fixed Rate accounts. Dividends are automatically paid monthly by transfer from the STC to another deposit account. If the term is six or 12 months, you may request that your dividends be paid when the STC matures. The early withdrawal penalty for all certificates is 90 days dividends or the actual dividends earned, whichever is less.

Fees and/or other conditions may reduce the earnings on an account.

Quoted rates, dividends and annual percentage yields (APY) are subject to change daily at the discretion of the Board of Directors.



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Consider financing that hits home.

Whether you already have a place you call home, or you're planning to become a homeowner, talk with LGFCU about your financing needs. Your Credit Union offers affordable, convenient and flexible terms to help you achieve homeownership.*

Home purchase. LGFCU has a range of Fixed-Rate and Adjustable Rate Mortgages with financing available up to 100 percent.

Construction. If you're planning to build a new home or build onto your existing home, the LGFCU Construction Loan offers a construction phase, with conversion to a permanent mortgage when the building is complete.

First-time homebuyer. If you're looking to purchase your first home, or if you haven't owned a home in the past three years, consider the LGFCU First-Time Homebuyers Loan.

Home Equity Line of Credit.† Looking to make home improvements? A Home Equity Line of Credit (HELOC) may be a welcome solution.

To get all of the terms and conditions on the Credit Union's home financing options, visit lgfcu.org/rates or call us at **888.732.8562.‡**

* Mortgages are subject to approval and are available only in North Carolina, South Carolina, Virginia, Georgia or Tennessee.

† Subject to approval. Costs and fees associated with a HELOC may range from \$0 to \$1,600. HELOC interest payments may be tax deductible; consult your tax advisor. HELOCs are only available in North Carolina, South Carolina, Virginia or Georgia.

‡ Calls may be recorded for quality assurance.