

LA CAPITOL'S QUARTERLY NEWSLETTER

For Members of La Capitol Federal Credit Union

October 2016



IN GOOD TIMES AND BAD

PRESIDENT'S PERSPECTIVE

Michael Hooper
President/CEO of La Cap

In the last newsletter, I wrote to you about the importance of being prepared. Unfortunately, the subject of that article has been put to the test twice this year. North Louisiana experienced catastrophic flooding in March. A few months later, we experienced a second major flooding event in south Louisiana.

Our first concern when disaster strikes is always the safety of our staff, members, and fellow Louisianans. During both flooding events, we immediately put our disaster recovery plan into action, checking on the safety of all La Cap staff. We also began immediately assessing our capabilities, making sure that members continued to have full access to their accounts.

At no time during the flooding events or aftermath did any of our systems fail or go offline. Several of our branches closed temporarily due to impassable roadways, but our dedicated staff reported to work as soon as

it was safe for them to do so. Thanks to our staff's devotion and reliability, we were able to serve our members when you needed us most. Before the floodwaters even receded in some places, we were already providing loan payment extensions, disaster loans, and credit limit increases.

Perhaps our staff's greatest achievement was in their contributions to the humanitarian response. Staff traveled into flooded areas—some staff driving in from hours away—to gut homes and lend themselves to the recovery efforts. Through a number of generous donations, we distributed 5,000 bottles of Powerade, clothing, tools, school supplies, and more to affected co-workers and community aid organizations. It is truly humbling to see first-hand how strong our state and communities are in times of crisis.

Unfortunately, there are also opportunists who swoop in to take financial advantage of

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*Whatever your situation,
La Cap is here to help.*
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situations like these. At La Cap, we don't do that. When we say that our mission is to improve your financial well-being, we mean it in good times and bad. Raising our rates right now would be to the disadvantage of those who need our help the most. That's why we've kept our same, low rates: to help our members save money on the financial assistance they urgently need.

If you've been affected by the flooding and need some help getting back on your feet, please contact us. If you've received an unfair rate from another lender, we may be able to refinance your loan and reduce your rate. Whatever your situation, La Cap is here to help. **Together we thrive.**



SAMSUNG pay

NOW AVAILABLE WITH YOUR LA CAP DEBIT OR CREDIT CARD

LA CAP MEMBERS & EMPLOYEES RAISE MORE THAN \$8,000 FOR CHILDREN'S MIRACLE NETWORK

La Cap raised more than \$8,000 to benefit Children's Miracle Network hospitals in Louisiana, which includes: Our Lady of the Lake Children's Hospital in Baton Rouge, Christus St. Frances Cabrini Hospital in Central Louisiana, Christus Health Shreveport/Bossier in Northeast Louisiana, and Children's Hospital of New Orleans. La Cap collected funds for the Children's Miracle Network and held a number of fundraising events and received a grant from CO-OP Miracle Match, which dollar-for-dollar matched the funds that La Cap raised.



Fundraising took place between July 15th and August 12th and donations were collected in a number of ways. At branch teller windows, Children's Miracle Network paper icons were sold; staff held a drive-thru carwash; donations were collected for a staff Miracle Jeans Day; and a Branch Family Bronco Party was held. La Cap's efforts raised \$4,091.26, which were matched by CO-OP Miracle Match's generous donation-match for a total of \$8,180.

QUICK TIP: REMOTE DEPOSIT

Deposit checks to your account anytime and anywhere with the La Cap app. It's quick, easy, and secure. Here's a step-by-step guide for making a Remote Deposit on your tablet or smartphone:

1. Open the La Cap app.
2. In Menu, click Transactions, then Deposit Check.
3. Choose the account to which the check will be deposited.
4. Enter the amount of the check.
5. Click Capture Image.
6. Verify that the whole check is visible and legible, including all four corners.
7. Repeat steps 5 & 6 for the backside of the check.
8. Click Submit Deposit.



Use Your Debit Card Often?

WE'LL PAY YOU

4.25% APY*

WITH ALL ACCESS
ADVANTAGE CHECKING



lacapfcu.org
800.522.2748

La Capitol
FEDERAL CREDIT UNION

FEDERALLY INSURED
BY NCUA

* APY = Annual Percentage Yield. La Cap Checking (Share draft) Accounts are variable rate accounts. La Cap may change the dividend rate for your account as determined by the credit union Board of Directors. Dividends are posted and compounded monthly. No minimum balance required to maintain the account. Applicable fees and conditions could reduce the earnings on your account. Qualification to earn dividends: - 25 or more posted non-ATM debit card transactions per month: - 4.25% APY on balances up to but not exceeding \$5,000 - .15% APY on balances exceeding \$5,000. If qualification stated is not met: - .15% APY on entire balance. Must meet criteria for opening a checking account.

FEATURED RATES

OTHER RATES AND TERMS ARE AVAILABLE. SEE ALL OF OUR RATES AT LACAPFCU.ORG.

New Vehicles

APR as low as

2.49%¹

(36 mos.)

No Payment for up to 90 Days

Real Estate

Click for Rates

Visit our website:
lacapfcu.org

Signature

APR as low as

7.15%²

Checking

Earn

4.25%³
APY

Dividend on up to
\$5,000 each month

1. Other terms and rates are available. The actual Annual Percentage Rate (APR) will be quoted based upon a review of your overall credit performance and can include possible discounts for which you must qualify. You can elect to defer payments for up to 90 days (some restrictions apply); interest continues to accrue during deferment period. The stated rate includes the Loan to Value (LTV) of <80%. Loan products are available to qualified, creditworthy La Capitol members. APRs quoted are subject to change without notice.

2. APR = Annual Percentage Rate. Loan products available to qualified creditworthy members. APR listed for a loan amount of at least \$10,000. The amount of your loan may affect your interest rate. Other rates available. Ask for complete details. The stated rate includes the maximum possible discount of 0.25% APR.

3. APY = Annual Percentage Yield. La Cap Checking (Share draft) Accounts are variable rate accounts. La Cap may change the dividend rate for your account as determined by the credit union Board of Directors. Dividends are posted and compounded monthly. No minimum balance required to maintain the account. Applicable fees and conditions could reduce the earnings on your account. Qualification to earn dividends: 25 or more posted non-ATM debit card transactions per month; 4.25% APY on balances up to but not exceeding \$5,000, 0.15% APY on balances exceeding \$5,000. If qualification stated is not met: 0.15% APY on entire balance. Must meet criteria for opening a checking account.

GETTING YOUR MONTHLY FINANCES IN ORDER

Do you ever feel overwhelmed about keeping your finances in order? More than one-third of adults do, and an estimated 76 percent of Americans are living from paycheck to paycheck, according to a recent survey. If this applies to you, it's time to start really getting down to business about keeping your finances organized and avoid missing payments.

Pay bills online – You can pay most of your bills online, so you might want to take advantage of that. Having too much paper—bills, checks, etc.—increases the chance that things will get lost and bills will not get paid on time. By using Bill Pay through La Cap Home Banking and the La Cap app, it's easy to track what bills you've paid.

Open an emergency fund – No one wants to find themselves strapped for cash, especially in an emergency. That's why it's wise to start building a just-in-case fund to help keep things in order.

\$1,000 is a good initial goal. After you've saved \$1,000, your new goal should be a month's take-home pay. Increase your goal each time you reach it. If you are able to save three months' worth of take-home pay, you will be in a good position to handle future emergencies.

Keep a checklist handy – Start each month by making a checklist of each bill you know will be arriving. Keep the list in the same place at all times, and be sure to update it regularly. You can refer to it whenever you need to verify whether you've paid—or you haven't paid—a bill. Whether via mail or email, not all important documents always make their way to you in a timely manner, so keeping a list helps you stay on track and notice if something wasn't delivered on time (which can be a common occurrence).

Start a retirement plan – While you're getting your finances in order, it's a good time to set up a 401(k) or other retirement



plan (if you haven't already) to help you save for the future.

A long-term plan for contributing to your equities will help secure your retirement, ensuring you have enough money to make the purchases you need despite inflation. Try to invest as much as you can in a 401(k), and take advantage of whatever company matches are available to you. If you don't have access to a 401(k), you can open an IRA.

STAY SECURE BY UPDATING YOUR SOFTWARE

According to Norton AntiVirus, one of the world's largest antivirus software companies, "ignoring [computer software] updates can have serious consequences" to the security of your information. The reason is simple: software updates commonly feature fixes to vulnerabilities that can be used to commit fraud against you. While it may seem temporarily inconvenient, updating your apps, web browsers, smartphones, and computers helps guard you against viruses

and malware. Protect yourself against the latest online attacks by keeping your software updated. Consider changing the settings of your software and devices to update automatically, rather than manually. That way, you'll receive the latest updates as soon as they become available.



Annual Audit

The Supervisory Committee has engaged Postlethwaite & Netterville, Certified Public Accountants, to complete the annual audit of La Capitol Federal Credit Union. In conjunction with the audit, the auditors will select a sample of member share and loan accounts to verify the account balances directly with the account owner by letter. If your account has been selected as part of the auditing process, you will receive a letter from Postlethwaite & Netterville requesting that you confirm the information provided on a designated account.

From sofa to stadium, Visa gets you closer to your Super Bowl LI dream



Use your La Cap Visa debit or credit card on everyday purchases from 9/1/16 to 11/30/16 for a chance to win a trip to Super Bowl LI!*



Roundtrip airfare for two.
3-night stay in Houston, TX.
2 seats at Super Bowl LI and more.

No matter how you pay, choose Visa.



*See details at visa.com/nflsweeps

NO PURCHASE OR OBLIGATION NECESSARY TO ENTER OR WIN VISA SUPER BOWL LI SWEEPSTAKES. Non-Purchase Entries and Purchase Entries have an equal chance of winning. Open only to legal residents of the fifty (50) U.S. and D.C., 18 or older as of 9/1/16. For complete details including details on Non-Purchase Entries, see Official Rules at visa.com/nflsweeps. PIN-based and ATM transactions are not eligible. Void in Puerto Rico and where prohibited. Sweepstakes ends 11/30/16. The NFL Entities have not offered or sponsored this Sweepstakes in any way.

Contact Information

Personal Assistance Line

800.522.2748 or 225.342.5055
8am-5pm, CST, M-F

TEL-a-Cap 24/7

800.835.2227 or 225.342.9123

Fax

800.297.2717 or 225.342.9135

Website

lacapfcu.org

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Credit Review Committee

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