

the Exchange

**Boston Firefighters
Credit Union**
Banking for First Responders

Change and Transitioning

As you know by now, our branch in West Roxbury was closed during the last week in March. We understand the decision to close impacted some of our members in that area of Boston. We want to share some information with you that will hopefully make this transition a bit easier.



- The pandemic has taught us how to do many banking tasks from home or on our phone. As promised, we are moving forward with improving our technology tools in order to provide the best remote services. Decisions regarding partnerships are currently being made and the results will be apparent by year end.
- If it is difficult for you to travel to Dorchester, most of your transactions can be done electronically and all of our team members are ready and able to talk to you about your specific needs and how we can help you. If you have concerns, please contact us today and we will ensure that you are properly set up to utilize those electronic functions.
- Metro Credit Union will be moving into our West Roxbury space and we have reached an agreement with them that will allow our members to continue using the ATM free of charge. Our hope is that this will fulfill the immediate cash need our members have that obviously can't be satisfied with a computer or mobile device.
- We would like you to know that all West Roxbury staff members will remain employed at BFCU. They have all been reallocated to other positions within the credit union with an emphasis on our call center in order to provide the best possible service in that critical area.

As always, with change there is apprehension but we promise every member that our commitment to member service and the banking experience you are used to receiving from us will not change.

ATTENTION



Alert: Check Cashing Scam!

Scenario 1

You get a check in the mail. It could be from someone you know or think you know. It says, "Please deposit this into your account and send me/us some of the money right away. . ." usually to an address you do not recognize, or a foreign country. The note is usually a desperate plea for help, and for your troubles, you can keep the balance of the money. You do it. You send off a check from your account. You feel good about helping someone out of a jam...until you find out that the deposited check was bogus and never clears. Meanwhile the check you sent clears your account and the money is gone. Since you wrote and signed the check, you have no recourse. YOUR MONEY IS GONE. Now you don't feel so good anymore.

Criminals have been using this scheme very successfully to rob innocent people and they are getting better at the angles they use to fool you. Now instead of it being just a trick where someone claims to be in a jam, a more recent scam has popped up around the apps that help you sell your things.

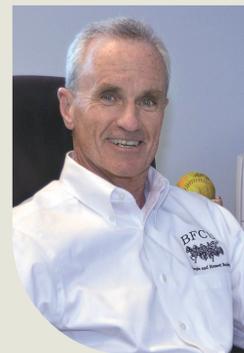
Scenario 2

Someone may want to purchase your sporting equipment, or whatever else you have up for grabs that you posted on an app. This person wants to help you avoid paying the fee the app charges so they offer to send you a check for the full asking price instead. You send them the product and when you receive the check, it is for too much money! Seems like an innocent mistake, right? Nope, they are trying to fool you. They say, whoops, can you send me back the difference? And you do. Only the check was no good to begin with. So now they have your item and they have your money!

Don't be a victim to any scam that sounds too good to be true because it usually is. If you are unsure, you can bring the check into our branch and ask us about it.

President's Message

From the desk of John B. Winne,
President and CEO



As I sit and write this on St. Patrick's Day, it is impossible to avoid reflection on the past year and all that has transpired since we last attempted to celebrate this long-standing Boston Irish holiday. At this time last year we were at the early stages of the pandemic and were fearing that the shutdown of much of our economy would last more than a few weeks. Now we stand, one year later, and we are just beginning to see the light at the end of the tunnel. For the first time in 12 months there is an optimistic feeling in the air and as President Biden stated last week, we may be getting together this year to celebrate with family and friends on July 4.

Much has happened since March 2020 and I will attempt to recap some of the major issues from the viewpoint of BFCU.

I begin by recognizing and thanking our team at the credit union. They were loyal, they were dedicated to the credit union and its members, they were flexible as numerous changes were implemented including the introduction of a work from home call center which has been very successful in meeting our members' needs.

I especially want to recognize and thank all of those at the credit union in our mortgage departments. The past 12 months have literally been crazy. We have been busier than ever, and our team has been working constant overtime as we are still seeing a record number of applications flowing in. Despite the hard work of our team, mortgages have been slower to close. Everyone involved in the process is working on overdrive but lead times for appraisals and legal work have extended beyond normal and we are grateful to our members for their patience and understanding.

Outside of the credit union, we all want to express our gratitude for the people who worked so hard and so fearlessly to get us to the other side. The list is long but certainly begins with our members, the first responders who were at the front lines of the fight to save lives, especially last spring when so much was unknown. We thank our world class medical community in Boston for the sacrifices made by so many doctors, nurses and hospital staff as they battled an enemy unlike anything they have ever seen. Finally, we are grateful to the science community for the unbelievable speed with which the vaccine was developed (much of the work done in our own back yard) and is the reason for the optimism we feel today.

The past year was a trying one for our country. The pandemic, the death of George Floyd and the ensuing racial unrest, the presidential election and the events of January 6 in Washington D.C. all took their toll on all of us. It is easy to forget, however, that we still live in the greatest country in the world, we have the best system of first responders working daily to keep us safe, we have the best medical care keeping us healthy and we have the greatest scientific minds who may have just achieved their greatest victory ever.

Let's all take a moment to be grateful for all we have, to be grateful for all the people in so many walks of life that make this a great country and to be proud to call ourselves Americans. God bless the USA.

For Each Stage of Life, The Right Plan Makes All The Difference!

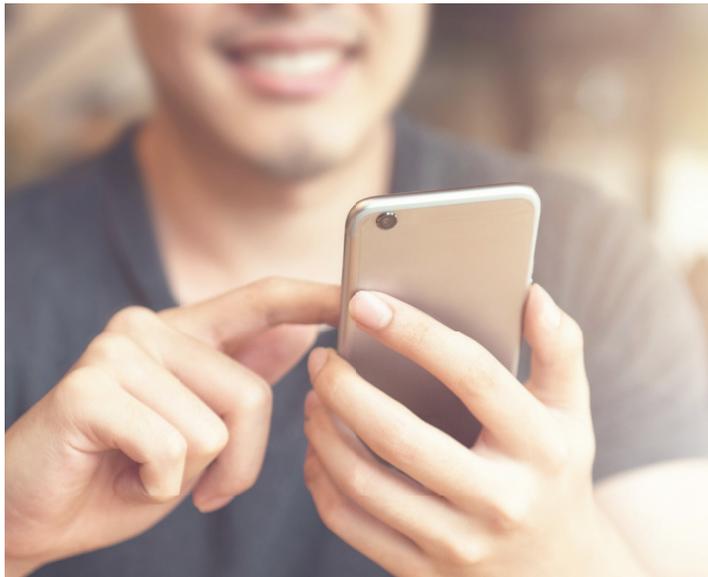


GET TO KNOW BFCU FINANCIAL ADVISOR Ray Lazcano

With a detailed and passionate approach to every member's individual goals, BFCU Financial Advisors can help you make that plan to put you on the road to where you want to be!

Call 857-220-0152 or email rlazcano@bosfirecu.com

*This Investment product is not a deposit product of Boston Firefighters Credit Union and as such is not an obligation of BFCU, not guaranteed by BFCU and is not insured by MSIC or federally insured by NCUA. Advisors with BFCU Financial Advisors are registered representatives of CUNA Brokerage Services, Inc. Securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor. CBSI is under contract with the financial institution to make securities available to members. Not NCUA/NCUSIF/FDIC insured, May Lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution. CUNA Brokerage Services, Inc., is a registered broker/dealer in all fifty states of the United States of America.



Use **Zelle**

To Make Instant Person-To-Person Transfers **TO ANYONE** From Your BFCU Account!

Why hold money in a 3rd party app or give that app your debit card or account info? Pay other people from the BFCU mobile app or online banking with ZELLE – even if their accounts are not at BFCU!

EASIER, FASTER & MORE SECURE! Select the Zelle option in the BFCU App or BFCU Online Banking, enter your recipient's name and email or mobile phone, and send the funds! TRY IT OUT TODAY!

Starting That College Search?

Edmit

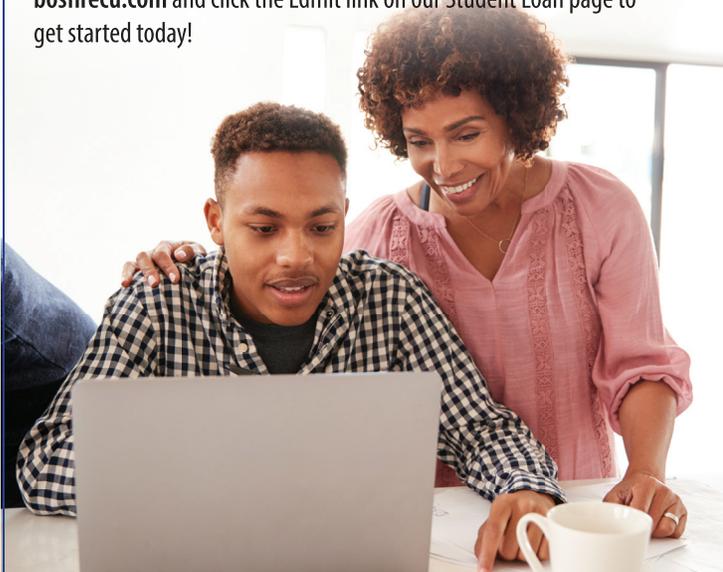
Can Help with The Financial Figuring!

While college financing can be intimidating, we've got a great tool to help you simplify the process!

It's called EDMIT, and it's a personalized counseling service for BFCU Members to help you find the best reach & safety schools for your budget; get a strategy to maximize merit & financial aid awards; compare costs & values of different schools & majors, and more!

The Average EDMIT Family Saves \$5,000 in College Costs!

Don't get overwhelmed by the college search experience! Go to bosfirecu.com and click the Edmit link on our Student Loan page to get started today!



The Search Is Over. The Choice Is Made. Now For The Financing...



Relax! You've got BFCU!

And we have a number of great options to help you finance school expenses. Depending on the gaps you need to fill, we have competitive options to help you take care of it all! Our **College Tuition** loan has a low long-term fixed rate. Our **Student Choice** program helps fill the gaps left behind from federal loan programs, with low rates, no origination fees and flexible payment options. For younger students we offer low-cost Elementary/High School Loans.

Visit bosfirecu.com for details.

Member Services:



DEPOSITS

Free Checking	IRAs & IRA CDs
eChecking	All Purpose Club
Regular Savings	Christmas Club
Money Market Accounts	CDs
HS/College Student Accounts	Jake Jr. Account

REAL ESTATE LOANS

Mortgages:
Fixed Mortgages, Adjustable Mortgages,
Investment Property, Retirement, Veterans,
First Time Homebuyer

Home Equity Line of Credit

PERSONAL LOANS

Unsecured	Holiday
Vacation	Line Of Credit
Tuition	Share Secured

CONSUMER LOANS

Automobile/Motorcycle/Boat Loans
VISA® Credit Card
MA Save Energy Loan

eSERVICES

Mobile/Text Banking*		
Mobile/Remote Check Deposits*		
Direct Deposit	Online Banking	Apple Pay
Bill Pay	eStatements	Zelle
Debit Card		

SERVICES

Surcharge Free ATM Networks	Shared Branching
Payroll Deduction	Wire Transfers
Pre-Authorized Payments	VISA® Gift Cards
Property & Casualty Insurance#	Notary
BFCU Financial Advisors†	24 Hour Hotline
Extended Car Warranties	GAP Insurance
Medallion Stamp	

*Carrier Fees May Apply

#Eastern Insurance products are not federally insured by NCUA

†Securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor. CBSI is under contract with the financial institution to make securities available to members. Not NCUA/NCUSIF/FDIC insured, May Lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution.

  Federally Insured by NCUA
Equal Opportunity Lender

Consumer Loan Interest Rates

Loan Type	APR*
Auto (new or used)	as low as 2.49%
Personal	as low as 7.99%
Tuition	6.99%**
VISA® Platinum Credit Card	9.90%



*APR = Annual Percentage Rate. Rates reflect a .50% discount for automatic payments from your BFCU account. Rate may vary based on terms and individual credit scores. **This rate does not apply to the Student Choice private loan.

Locations & Hours

Main Branch

60 Hallet Street, Dorchester, MA 02124
(Located across from Florian Hall)

Lobby and Drive-Thru Hours

Monday - Friday 8:30am - 3:30pm
Saturday 8:30am - 12:30pm

Call Center Hours

Monday, Tuesday,
Wednesday, Friday 8:30am - 5:00pm
Thursday 8:30am - 7:00pm
Saturday 8:30am - 12:30pm



Holiday Closings

Monday, April 19th
Patriots Day

Monday, May 31st
Memorial Day

Monday, July 5th
Independence Day Observed

Contact Numbers

Main Phone:	617.288.2420
The Hot Line:	800.552.4379
Lost VISA Card:	866.820.5839
Lost Debit Card:	833.337.6075
Enfact Fraud Watch:	844.682.4502
1st Floor Fax:	857.220.2158
2nd Floor Fax:	617.288.8750

You can also text us at 617.288.BFCU (2328)

Board of Directors

Dan Magoon, E-21 – Retired - *Chairman*
Kevin Meehan, E-7, Gr. 1 - *Clerk*
Sean P. Costello, L-19 – Retired - *Vice Chairman*
Joseph Finn, Fire Commissioner/Chief -
Retired - *Treasurer*

Charles M. Buchanan, Jr., E-24 - Retired
Christopher Burke, Car 8, Gr. 2
Joseph Casper, Headquarters
Daniel Dowling, MA State Police
Ralph Dowling, FAO, Gr. 2
Sean O'Brien, L 7, Gr. 3
Billy O'Sullivan, L-23, Gr. 1
Joseph Quinn, L11, Gr. 4
Marc Sanders, E-7, Gr. 4
Edmund M. Street, L-18 – Retired

©2021 212362



Simple and Honest Banking for First Responders