

## VideoCU | ChatCU | TextCU: Instant Access & Answers

Take your banking experience to the next level—from anywhere—using our new VideoCU, ChatCU and our popular TextCU.

With VideoCU, you can become a member, apply for a loan, add a joint owner, order a debit card, reset a pin or just about anything else you would do in a First Federal office. Every video is answered by one of our local Contact Center Representatives who will offer support and guidance through the entire process. VideoCU is safe & secure so you can rest assured your conversation is private.

ChatCU is back! Members can now use ChatCU a live chat option on our website. This service lets you connect to a Contact Center Representative as you access our website. You can chat in real time about your account, our products and services, or any other First Federal related issue you have questions about while online. If you have a specific question that needs a personal touch but don't want to pick up the phone, ChatCU is just the thing!

One of our popular services is TextCU. Using your mobile phone, members can obtain information by using our text communication platform we call TextCU. Simply send a text message to our First Federal phone number, 319-743-7806 and we will provide a prompt, informative response to you! No worries, we're not going to text any personal information or account numbers. Text CU is safe, secure and convenient! Plus, if you know the specific office phone number of one of our employees, you can use TextCU and send a text message directly to their office! Start trying TextCU today! (message data and rates may apply).

### The Best Credit Card in Iowa!

What do you need in your wallet? A First Federal credit card gives you all of the features you'll ever need:



- Choose either a low fixed rate with a Visa Premium card, OR a Visa Cash Rewards card with 2% cash back on purchases
- Free balance transfer
- No annual fee
- Credit Builder is a credit card that is available to help build or repair credit history

To learn more about each of these cards, call or stop by your nearest First Federal office. Apply in minutes at [firstfedcu.com/creditcards](https://firstfedcu.com/creditcards). Subject to credit approval.

### Skip a Payment During the Holidays!

Does your budget need a little breathing room during the holiday season?



The Skip-A-Pay program gives you the option to defer one monthly payment in November, December, or January on your qualifying First Federal loans for a small fee. Take advantage of our holiday skip-a-payment program and treat yourself to a more joyful and stress-free holiday season.

For details, visit [firstfedcu.com/skip-a-payment](https://firstfedcu.com/skip-a-payment) or call us at 319.743.7806 today!

## Employee Spotlight

Jill Ferguson

**Hometown:** Cedar Rapids, IA

**Roles:** I started my career as a drive-up teller! I currently serve as a Personal Banker specializing in consumer lending.

**Education:** Banking classes through Kirkwood and AIB.

**Family:** Married with three sons and four grandchildren

**Things I Like to Do:** I like to travel, play cards, spend time with friends and golf.



## Become a Board Member

Nominations will soon be open for a seat on our Board of Directors. Our board members represent thousands of Members to ensure the Credit Union is providing the products and services to meet our Member's expectations and needs. Board Members help the Credit Union develop our long-range strategic plans while overseeing the financial performance of the Credit Union. Board meetings are generally held on the third Monday of each month at 5:30 p.m. and last approximately two hours. For additional information visit our website at [firstfedcu.com/become-a-board-member](https://firstfedcu.com/become-a-board-member). Let us know of your interest!

## Mortgage Advice

Fixed Rate vs. Adjustable Rate Mortgage:  
Which is better?

Many borrowers ask which is better: a fixed rate loan or an adjustable rate (ARM) loan. The simple answer is “it depends”. Fixed-rate mortgages do make sense for some people. For instance, if your budget is so tight that even a small increase in your monthly payment would break your budget, a fixed-rate mortgage makes sense. With a locked-in rate, you’ll always know what your payment will be.

With interest rates trending higher, many borrowers are choosing an adjustable rate loan (ARM) as a better option for their mortgage loan. ARMs are appealing to homeowners who want lower initial payments or relocation flexibility. Mortgage rates are often lower with an adjustable-rate mortgage versus for a comparable fixed rate loan, which means your monthly payment will be more affordable. If you’re advancing in a career that could require you to move within a few year or trade up to a bigger home before the introductory rate period ends, you’ve benefitted from that lower rate.

You’ll want to do the math to make sure that if rates rise after the introductory period, your income can handle the higher monthly payments. But if interest rates stay low or even fall, adjustable-rate mortgages can potentially save you a lot of money.

We work with borrowers every day to answer these questions – and we would love to work with you! Call or email today to find a mortgage solution that is right for you!

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## FFCU Foundation



### Donate Today

If you’re considering year-end charitable contributions, the First Federal Credit Union Foundation may be an option for you. The Foundation operates as a 501(c)3 tax-exempt organization that provides grants, donations and scholarships within our local community. Visit [FirstFedCU.com/foundation](http://FirstFedCU.com/foundation) for more information.

### In the Community

First Federal employees along with employees from the Cedar Rapids Kernels and HACAP, are busy with HomeRun for Hunger each Cedar Rapids Downtown Farmers Market. By the end of the season, more than one ton of produce will be collected from generous market vendors.



## Message from the CEO



I will confess that I need a lot of help when it comes to household projects. Whether I walk into my local hardware store or big box home improvement store, I instantly am out of my element and am usually immediately greeted by several employees with a ‘may I help you?’. I simply look like someone that needs help! Once I went in with my handyman that has the ‘look’ of someone who knows what they’re doing. On that occasion, all he got was a respectful nod from the employees – they could tell he knew what he needed! With our members, we recognize that we are in a position to help those that feel out of their comfort zone. Whether it is helping shape a budget through bill consolidation, establishing a savings plan, or even coaching to help buy a home, our Personal Bankers and Lenders help our members every day shape their financial lives. We’re even improving how we can communicate and help our members with our new VideoCU, ChatCU and our popular TextCU. We can communicate in any way you need us to – instantly and conveniently on your computer or mobile device. We can provide instant information and answers to help you. I encourage you to give any of them a try – you will see that each will soon become part of your First Federal toolbox.

Our annual online survey was recently completed and we have reviewed the results. The survey provided valuable feedback to our directors, management and employees. Most importantly, the survey is an opportunity for each employee of First Federal to understand our members and their perception of how they receive services. There are areas for improvement and we will be working diligently to address our weakest areas. It is part of our ongoing pursuit of excellence to recognize how we can be better. We appreciate your participation in the survey.

As always, stop in and say hi, introduce yourself or even comment on what you want First Federal to do for you!

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