

Members Newsletter

FirstFedCU.com

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Join Us for Our Westdale Grand Opening!

The opening of our new Westdale office is just a few weeks away! Located at 3810 Westdale Parkway SW, the finishing touches are being completed in anticipation of opening in early November. Mark your calendars to join us for our Grand Opening activities during the week of **November 13-18th**. Members will have the opportunity to meet familiar faces and enjoy activities, enter in drawings for prizes and giveaways, and learn about the new technology that is featured in the branch. An exact schedule of our Grand Opening week will be posted on our website and in our offices to remind you to come see us at Westdale!

Meet Our Westdale Employees!



Andrew Greco
Office Manager



Morgan Votroubek
Personal Banker



Greta Hanson
Contact Center
Representative



Board Member Spotlight

Doug Netolicky

Hometown: Ely, Iowa

Work: Vice President Sales - Wired Productions

Education: University of Northern Iowa

Family: Wife Nancy, Children: Carlee and Tyler

Hobbies: Family/Kids activities, Travel, Repairing Vintage Watches

Fondest memory of First Federal: The friendly staff knowing me by name when I was just a kid/young adult with a checking account.



Our Members Are First



The NEW FirstFedCU.com!

Check out our new, updated website at FirstFedCU.com. We have made the site easier to navigate with fresh, up-to-date information and the site works just as well on any smartphone, tablet, or laptop. There are some things that stayed the same - like accessing your accounts when you want to, twenty-four hours a day, seven days a week. The website uses best-in-class security so your accounts and information is protected! Go to FirstFedCU.com for the information you need!

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 or call us at 319.743.7806 today!

Mortgage Advice



Getting a great rate on a mortgage is about a lot more than calling a list of lenders and hoping you are getting their best quote. In fact, there are actually a number of factors that determine not only if you qualify for a mortgage, but also what interest rate you'll pay. The key criteria that are used to qualify you for the best rate possible include:

1. Credit scores Your credit score will help to determine whether you qualify for the loan and what rate you'll pay on your loan. The higher your credit score, the lower your mortgage rate, all other things being equal.
2. Employment. Mortgage borrowers that can prove steady employment for at least the past two years will contribute to a better interest rate.
3. Debt-to-income ratio. Your mortgage rate will be better if your house payment-to gross monthly income is below 28% and total of all your monthly debt payments is less than 43% of your total gross monthly income.
4. Cash Reserves. You must have enough liquid cash after closing to cover your new mortgage payment (principal, interest, taxes, and insurance) for at least the next 60 days.

Paying attention to these guidelines will go a long way toward a lower mortgage rate! Call or email me today to find a mortgage solution that is right for you!

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NMLS# 509182

In the Community



Our initial HomeRun for Hunger campaign wrapped up in September with the final Cedar Rapids Downtown Farmers Market. Partnering with the Cedar Rapids Kernels, First Federal employees and Kernels employees collected over 3,000 pounds of food that was donated to HACAP for individuals that need food assistance. The program was a great success and we look forward to continuing HomeRun for Hunger in 2018!



CardValet

First Federal's newest service for members is Card Valet, a free mobile app that lets you protect your debit card by receiving alerts and defining when, where and how your debit card is used. With CardValet, you can set transaction limits, define merchant categories and even establish geographic areas for using the card. You can even turn your card 'off' if it has been misplaced or stolen and then turn it back 'on' when you're ready to use it. The best part is you have control over your card! Download the CardValet app through the App Store (Apple) or Google Play (Android). Check out all of the CardValet details at firstfedcu.com/cardvalet.

Message from the CEO



"The times they are a changin'" are the lyrics to a classic Bob Dylan song. While my musical tastes start and stop with all things Bruce Springsteen, the Dylan lyrics are appropriate as we prepare for the opening of our Westdale office. As we researched and planned for what we wanted our Westdale office to be, we took our time to research the changing times in serving members. What we discovered is that we need to serve our members the way YOU want to be served in the way you choose. This means we have members that want fast, easy to use services, whether it's on their phone, laptop, drive-up or in our office. We have other members that want 'old fashioned' service, relying on the personal touch and traditional resources. We feel our new Westdale office is a nice balance of both: technology-rich but still with the opportunity to meet with familiar faces and be provided with 'old fashioned' customer service. As Springsteen sings, "you can't start a fire without a spark" and our Westdale office will be the spark for a new era of First Federal!

Please join us when we celebrate the opening of our Westdale office November 13 – 18th! As always, stop in and say hi, introduce yourself or even comment on what you want First Federal to do for you!

Tom Chalstrom
President & CEO
Tom.Chalstrom@firstfedcu.com

