



A Quarterly Newsletter from Naheola Credit Union • Spring 2025

HOLIDAY CLOSINGS

Memorial Day: Monday, May 26

Juneteenth: Thursday, June 19

Corner Office

At Naheola Credit Union, our top priority is safeguarding your financial well-being. I encourage each of you to take a moment to review your account security settings. Ensuring that your contact information is current and updating your passwords regularly can significantly enhance your accounts protection.

First, using strong, unique passwords is crucial. A strong password should include a combination of letters, numbers and special characters. Avoid using easily guessable information such as names, birthdays, or simple sequences. Additionally, it is important to change passwords regularly and not use the same password across multiple sites. Utilizing a password manager can help store and generate secure passwords.

Second, enabling two-factor authentication provides an additional layer of security. It requires users to confirm their identity through a second method, such as a text message or authentication app, after entering their password. This ensures that even if a hacker obtains your password, they still cannot access your account without the second factor.

Next, it is vital to monitor bank statements and account activity regularly. Setting up account alerts for transactions can help detect unusual activities quickly. If any suspicious behavior is noticed, it's important to report it immediately to the credit union. Avoiding public Wi-Fi when accessing online banking is another important measure. Public networks are not secure, and hackers can intercept sensitive data transmitted over the internet. Instead, use a trusted and encrypted connection, such as a personal mobile hotspot or a secured home network.

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Warning Signs of Elder Financial Abuse

Elder financial abuse is a growing threat in which scammers steal personal data and money from the elderly. Remaining aware of these warning signs can help you protect your aging loved ones from falling victim.

Warning Signs:

- Unusual activity in bank account, including large, frequent, or unexplained withdrawals.
- ATM withdrawals by an older person who has never used a debit or ATM card.
- Upgrade from a basic account to one that offers more complicated services the customer does not fully understand or need.
- Withdrawals from bank accounts or transfers between accounts the customer cannot explain.
- New "close friends" accompanying an older person to the bank.
- Sudden insufficient funds activity or unpaid bills.
- Closure of CDs or accounts without regard to penalties, uncharacteristically attempting to wire large sums, suspicious signatures on checks, or checks written as "loans" or "gifts."
- Rerouting of financial statements away from the customer's address.
- New powers of attorney the older person does not understand.
- A caretaker, relative, or friend who suddenly begins conducting financial transactions on behalf of an older person without proper documentation.
- Altered wills and trusts or loss of property.

If you suspect elder financial abuse of a loved one, report it to the elderly person's financial institution, the local authorities, and Adult Protective Services as soon as possible.



Sign up for Online Banking today and enroll in E-statements

e-Statements save paper and are a quick way to receive your monthly statements. Register through Online Banking and securely access your statements each month. You can access copies of statements for up to 12 months!



1-866-NAHEOLA
www.naheola.com

LOCATIONS

Main Branch

5480 Main Street
Pennington, AL 36916
205-844-5527

Demopolis Branch

698 Highway 80 West
Demopolis, AL 36732
334-287-0661

Butler Branch

302 North Mulberry Avenue
Butler, AL 36904
205-844-5380

Livingston Branch

719 North Washington Street
Livingston, AL 35470
205-844-5018

IMPORTANT NUMBERS

VISA Debit Cards

To report a lost or stolen card call 1-800-472-3272. To reset the PIN for your Visa Debit card please call 1-800-757-9848

VISA Credit Cards

To report a lost or stolen card please call 1-877-871-0939

DID YOU KNOW?

You can link your NCU accounts with your Quickbooks. Log into your Quickbooks account and link your NCU account today!



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Lastly, being cautious about phishing attempts is critical. Scammers may send fraudulent emails or messages that appear to be from a credit union, asking for account details or personal information. Always verify the legitimacy of such requests by contacting the credit union directly using a trusted contact method.

By implementing these protective measures, users can significantly reduce the risk of online banking fraud, ensuring their financial security in the digital age. We are here to support you every step of the way. If you have any questions or need assistance, please don't hesitate to reach out to our dedicated team.

- Mark Johnson, CEO

Savor the Fruits of Your Labor, Invest In an IRA!

Investing in an Individual Retirement Account (IRA) can be a smart move for your long-term financial health.

Here are some key benefits and considerations:

1. Tax Advantages:

- Traditional IRA: Contributions may be tax-deductible, reducing your taxable income for the year. Taxes are paid on withdrawals in retirement.
- Roth IRA: Contributions are made with after-tax dollars, but withdrawals in retirement are tax-free, including earnings.

2. Compound Growth: The money in your IRA can grow tax-deferred (Traditional) or tax-free (Roth), allowing your investments to potentially increase more over time.

3. Investment Options: IRAs offer a wide range of investment choices, including stocks, bonds, mutual funds, and ETFs, allowing you to diversify your portfolio.

Whether you have just started your career or you are looking to retire soon, you want to make sure you are taking full advantage of the opportunity to save for the sunny retirement days ahead. If you didn't max out your IRA last year, you can still make 2024 IRA contributions until Tax Day on Tuesday, April 15, 2025. Don't have an IRA yet? Visit one of our NCU branches to view our IRA options and open one today!

ACCOUNT DORMANCY

We want to encourage everyone to perform at least one financial transaction per year to keep your accounts from becoming dormant, therefore avoiding the account \$5 fee. A dormant account is an account with no activity for a period of twelve (12) months. To avoid this happening to your account, please perform at least one simple financial transaction (i.e., deposit, withdrawal, transfer, etc.) each year to keep your account active!

FEE/RATE SCHEDULE

ACCURATE AS OF 3/31/2025

Membership par value	\$25.00	Stop payment	\$30.00 per item
Membership Fee	\$0.25	Domestic Wire In/Out	\$15.00
Early Account Closure Fee (accounts < 6 months old at closure)	\$25.00	International Wire In/Out	\$35.00
Account History	\$1.00	Shared Account Excessive Withdrawal Fee	\$1.00 per withdrawal
Cashier's Check	\$2.00	Late Fee on Loan Payments	5% of payment, min \$10.00 max \$100.00
Check Cashing (approved non-members)	1% of check value	Money Market Excessive Withdrawal Fee	\$1.00 per withdrawal
Check Copies	\$1.00 each	Money Market Minimum Balance Fee	\$20.00
Copy Fee	\$0.50 per page	Club Account Withdrawals	\$3.00
Fax Fee (sending/receiving)	\$1.00 per page	Dormant Account Fee	\$5.00 monthly
Gift Card	\$2.00	Abandoned Property Fee	\$5.00 monthly
Statement Copy	\$1.00	Low Balance Fee (<\$25.00)	\$1.00 monthly
ATM Fee (foreign ATM/foreign card)	\$1.50	Research Fee	\$25.00 per hour, \$25 minimum
Debit Card Replacement	\$5 per card	Safe Deposit Boxes	
Uncollected Funds Fee	\$35.00 per item	3 x 5	\$15.00
Courtesy Pay Fee	\$35.00 per	5 x 10	\$40.00
Returned Item Fee	\$35.00 per item	5 x 5	\$30.00
Overdraft Fee	\$1.00 per fee	10 x 10	\$65.00