



TFCU

CELEBRATING 75 YEARS

TFCU TURNS 75!

This year, TFCU has been celebrating it's 75th Anniversary! We'd like to take this moment to thank all of our members for your continued support and we look forward to serving you for many years to come.

We'd also like to thank our founder, Gerard Bonenfant, who started TFCU in the basement of Taunton City Hall back in 1947. Each week, Mr. Bonenfant would collect as little as .25 cents from the city hall workers, deposit it into their accounts, and manually record them in a ledger book. Within a year, the Police & Fire Departments were included in the membership, at which point, the Credit Union began granting loans to its members for up to \$100. In 1950, Mr. Bonenfant negotiated the acceptance of TMLP into the ranks of the Credit Union and thereafter began adding other city departments to the membership.

The Board of Directors, Management, and staff at TFCU remain committed to both its past and its future, from its roots in the basement of City Hall to the vision of TFCU as a multi-faceted financial institution.

See page 7 for additional information on our 75th anniversary

Gerard Bonenfant
TFCU's Founder





A MESSAGE FROM THE CEO

At TFCU, our mission statement compels us to provide access to affordable financial solutions for our members. In keeping with that part of our mission, I'm pleased to announce that the merger with Coastal New England Federal Credit Union has been completed! The completion of this project means that all former CNEFCU Members' information has been moved to TFCU's banking platform and that those members can now take full advantage of all the banking services that TFCU provides. On behalf of the entire TFCU membership community, I'd like to offer a heartfelt welcome to our new TFCU Members!

As a result of this news, I'm very excited to bring you an exciting update regarding our growth in the New Bedford area. The former CNEFCU branch at 93 Union Street in historic downtown New Bedford has been temporarily closed for a full rehabilitation to a full-service TFCU branch. While under construction, all TFCU members looking for service in New Bedford may utilize our other service location at 480 Rockdale Avenue. Our construction timeline at Union Street should have our refreshed branch available to open shortly after the New Year.

We look forward to announcing a Grand Opening at Union Street in the coming months and will be inviting you to celebrate this momentous occasion with us. Having 2 full-service banking branches in New Bedford will continue supporting our commitment to serving you where you want to be served.

Nelson Tavares | President & CEO

Loans for all your needs!



New Car? Vacation? College? Wedding?
Wherever you're headed, we can help you get there with a TFCU loan!

Scan or visit www.tauntonfcu.com to apply online today.





Earn a year of extra cash!

Receive up to

\$300*

with a TFCU Easy Checking,
eStatements & Direct Deposit

Visit one of our branches today or
start the process online at
www.tauntonfcu.com.

TFCU Checking Account benefits include:

- FREE online & mobile access**
- Receive your direct deposit up to 7 days earlier with our Early Payday Program[#]
- Debit Card with access to thousands of ATMs through the MoneyPass[®] Network
- Mobile Wallet Capability^{##}

DID YOU KNOW THAT TFCU IS PART OF THE MONEYPASS[®] ATM SURCHARGE FREE NETWORK?



You can use your TFCU Debit Card at any of the 37,000 nationwide ATMs listed on www.moneypass.com without paying a surcharge.

If an address has more than one ATM, please look for the MoneyPass logo on a sign at the ATM or displayed on the ATM screen to avoid paying a surcharge.

ENJOY FAST, CONVENIENT & TOUCHLESS PAYMENTS WITH YOUR TFCU DEBIT CARD!

Mobile Wallets allow you to make purchases in stores or within participating apps by simply holding your device near the card reader or selecting the option when making a purchase in-app.

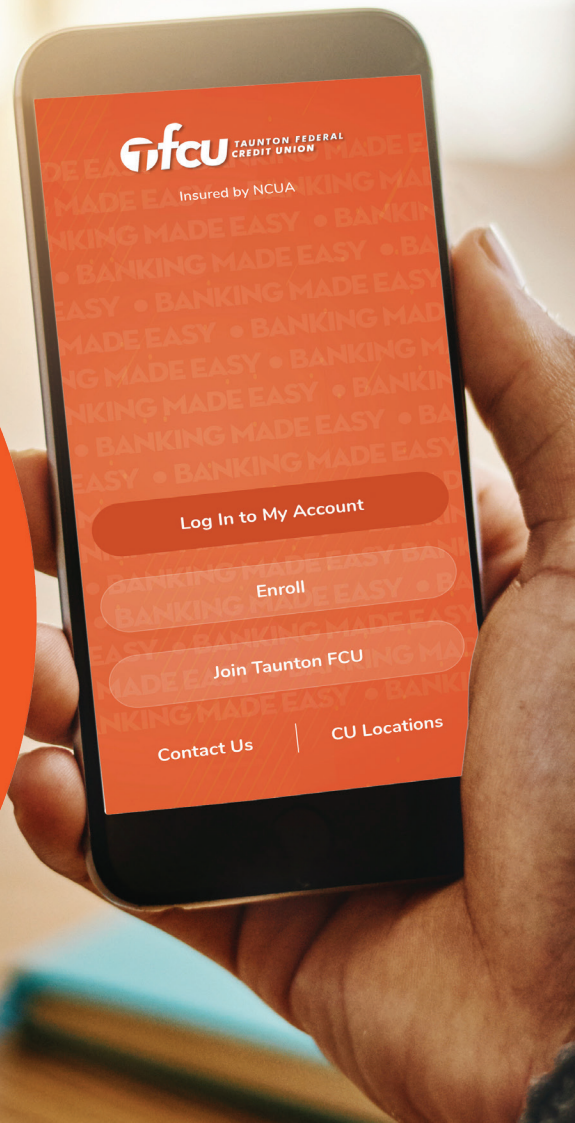
For more information, and instructions on how to add your TFCU Debit Card to your phone's wallet, visit www.tauntonfcu.com/mobilewallet today!

*Applies to new personal accounts only. Primary signer on the new checking account must be at least 18 years of age and may not be or have been a primary or joint signer on any personal checking account at TFCU. \$5 par membership must be funded independently from bonus incentive. \$300 Reward will be deposited in member's Easy Checking Account as follows: \$50 Reward will be deposited at time of account opening with TFCU; \$10 Reward will be deposited at confirmation of eStatement & eNotice enrollment; \$240 Reward will be deposited over a 12 month period, \$20 each month, starting from first Direct Deposit. Direct Deposit of at least \$50 per month must be active and account must be maintained in a satisfactory manner in order to receive monthly rewards. Qualifying Direct Deposit is a credit of your salary, pension, social security or other regular monthly income. Deposits from other Financial Institutions, microdeposits or transfers from one account to another do not qualify as direct deposit. TFCU reserves the right to discontinue the program at any time without notice as well as to disqualify members from this promotion at its sole discretion. TFCU employees, volunteers, or Board members are not eligible for this promotion. TFCU will report bonuses of \$10.00 or more on deposit accounts to the Internal Revenue Service, and a 1099 will be issued to the member at year end. Additional terms and conditions may apply. Cannot be combined with any other offer. Limited time only. After 12 months, or if the Direct Deposit is discontinued, the monthly reward will not be paid. **Message and data rates may apply. *Your direct deposits are eligible to post to your accounts when received instead of on your settlement date, which is your actual pay date from your employer or benefit provider. ##Use your mobile device to pay with Apple Pay[®], Google Pay[™], or Samsung Pay. Data rates may apply. Check with your mobile phone carrier for details. Apple[®] and the Apple logo[®] are registered trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

Account Access Made Easy!

We want you to stay connected to your accounts from wherever you are 24 hours a day, 7 days a week! Just click, tap or dial to get account information, transaction history, pay bills, transfer funds, deposit checks or check balances!

With our Online & Mobile Banking you'll be able to access your accounts 24/7 via tauntonfcu.com or our Mobile App available in the Apple™ and GooglePlay™ stores.



Scan to download our Mobile App



Not enrolled in Online Banking?

Enroll online by visiting www.tauntonfcu.com and clicking on the LOGIN button

Data rates may apply. Check with your mobile phone carrier for details. Apple® and the Apple logo® are registered trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.



Debit Card Management Made Easy with TFCU Card Control

Protect your debit card by setting up transaction alerts while also having the ability to define when, where and how your card is used. Simply download the app to your smartphone, then customize your alert preferences and usage settings to monitor and manage your debit card.

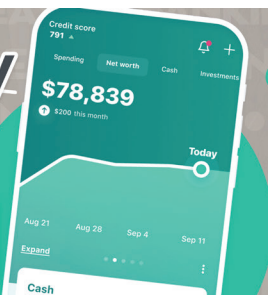
Scan to download the TFCU Card Control app or visit tauntonfcu.com/cardcontrol for more information!



Money Management Made Easy

TFCU has reestablished the connection with Intuit® to allow you to connect your TFCU account to Quickbooks & Mint!

Scan or visit www.tauntonfcu.com/intuit for more information.



LIMITATION / DENIAL OF SERVICES POLICY

Updated September 2022

Statement of Compliance

Taunton Federal Credit Union (TFCU and / or the Credit Union) will comply with all applicable state and federal regulations.

Purpose

The Board of Directors and the Executive Management team have determined that the privilege of the Credit Union services available to members shall be reserved for those who are in “good standing” with the Credit Union. The purpose of this policy is to protect the members, employees and volunteers of Taunton Federal Credit Union. To this end, this policy is enacted to address standards of member conduct in order to assure the rights and protections of the Credit Union members, employees and volunteers. This policy furthermore defines what constitutes a loss which may also serve as a basis for limiting member services.

Termination/Suspension of Services

It is the policy of Taunton Federal Credit Union to suspend, limit, deny or terminate services to members who cause a loss or are not in good standing. The Credit Union may also suspend, limit, deny or terminate services related to any member activity that impose excessive compliance burdens and costs related to federal and state monitoring and reporting requirements. If at any time, following the adoption and issuance of this policy, the Credit Union determines it is no longer able to offer services to a member it may, with prior notice to the member, terminate such and close all accounts or services it determines it is no longer able to provide the service.

These services include, but are not limited to, savings, checking and automatic teller machine and debit card privileges, direct deposit of payroll checks, automatic payment of specified debts and obligations by payroll or account deduction, the extension of new credit and wire services.

Effect on Outstanding Loans

The denial of services to a member pursuant to this policy shall not in any way operate to relieve a member of any liability it may have to the Credit Union pursuant to a loan account or otherwise.

Member in Good Standing

A member who causes a loss to the Credit Union ceases to be in good standing.

A member who verbally or physically threatens a credit union employee or attempts to disrupt any credit union operations may also be considered not in good standing. Such behavior and conduct by a member may result in revocation of savings and checking services, as well as the future right to borrow. Additionally, senior management may consider the need to seek a restraining order to prevent the member from being on credit union property and/or commence membership expulsion procedures.

Types of Limitation or Denial

Loss to the Credit Union

A member is deemed to have caused a loss when the Credit Union must charge-off a loan or account whether through non-payment, default or bankruptcy. Such a loss is considered a “pecuniary loss.”

Lending: a pecuniary loss is defined as the principal amount of any monies owed and written off as uncollectible. The amount of the pecuniary loss does not include interest and expenses.

Shares: a pecuniary loss is defined as the negative balance in the share account written off as uncollectible.

Fraud: A loss also includes exposing the credit union to a frivolous expense, intentionally or otherwise perpetrating real or potential fraud on the Credit Union or any other reason that poses a safety or soundness threat to the Credit Union.

A member may further be considered “not in good standing” if they are found to have manipulated or otherwise abused Credit Union services or products to the detriment of the Credit Union’s membership

Abusive Behavior

A member may be found to not be in “good standing” if they engage in abusive behavior or otherwise injures any person or damages any property while at any Credit Union premises or at any Credit Union function. Abusive behavior includes, but is not limited to, any attempt to intimidate or otherwise coerce an employee or volunteer during the course of performing their credit union duties, any act or threat of physical harm, abusive or vulgar language or any act that endangers the safety or well-being of another which is sufficient to cause a disruption of business at the Credit Union or a Credit Union event.

Abusive behavior further includes any type of harassment including those related to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.

Reaffirmation and Workouts

It shall not be considered a loss to the Credit Union and this policy shall not be invoked where a delinquent member has in good faith negotiated and entered into a written agreement to remedy a default, cure a delinquency and/or repay an obligation in accordance with terms and conditions acceptable to the Credit Union and that the member maintains regular payments in accordance with the agreement; provided, however, that nothing herein shall be construed to require the Credit Union to consent to repayment of an obligation other than in accordance with the original contract terms.

Denial of Services Process.

Once senior management has determined that a member shall be denied or have limited services, they will notify the member in writing of the determination to deny or limit services and the reason(s) upon which the decision is based. Management shall notify the Board of their action at the next regular meeting. Unless the member has been expelled in accordance with federal or state law and the bylaws, they can request a reinstatement of services from the Board no earlier than six (6) months after services have been suspended.

HELPING YOU PROTECT YOURSELF & YOUR FAMILY MEMBER'S FUNDS



We have all heard about the rise in fraud and phishing scams in the news lately. The reality is that these scams aren't just happening to people in major metropolitan cities, they are happening to people everywhere. Fraudsters target various groups of institutions and individuals, however recent research has shown that elder Americans have a higher chance of falling victim to fraud scams and phishing attacks. This fraud tip will focus on identifying and avoiding falling for scams targeted at our aging population.

What is Phishing?

Phishing is one of the most common methods of fraud attacks. Phishing can occur in the form of a phone call, text message or email. These messages can appear to be very convincing, and it is becoming harder to distinguish between the real contact and imposters.

Here are some tips on how to see the warning signs and avoid becoming a victim to phishing:

- Financial Institutions will never ask you to verify your account information online.
- Never provide personal financial information, including your Social Security number, account numbers or passwords over the phone or the internet.
- Never provide your passwords or Personal Identification Number over the phone or in response to an unsolicited internet request.
- Be suspicious of all unsolicited emails, texts and phone calls - if you did not initiate the communication there is a chance it could be a phishing scam.
- Look at the sender's email address - never click on the link

provided in an email that you believe is suspicious. Links can contain a virus that could impact the security of the device that you are currently using.

- Review account statements regularly to ensure all transactions are correct.

What to do if you feel you or a family member has been the target of a scam

If you receive a telephone call, email or other request that appears to be from your financial institution, but you are unsure:

- Do not provide any information
- Call your financial institution back at a number that you have on record. Do not call back the number on the caller ID.
- Visit your financial institution and speak with an employee. By letting your financial institution know, you could be helping another person in a similar situation.
- Do not feel embarrassed if you have made a mistake. Talk to your family members and the personnel at a trusted agency.
- Continue to share the knowledge and awareness about this topic to others.

The CFPB also offers a variety of helpful resources relative to this topic at www.consumerfinance.gov/consumer-tools

THANK YOU FOR BEING A TFCU MEMBER!

Please take a moment to let us know about your experience with TFCU!

Once completed, return to any TFCU location for a free gift! You can also scan the QR code to complete this survey online.

What is your name? _____ **Member Number:** _____

How would you rate your overall experience with us? ★ ★ ★ ★ ★

What benefits do you find most valuable? *Select all that apply*

- Branch Locations Convenient Hours Early PayDay Program Instant Issue Debit Cards
 Online Banking Access Mobile Banking Access Remote Deposit Telephone Banking
 Real-Time Fraud Alerts TFCU Card Control MoneyPass® ATM Network Co-Op Shared Branch Network



Additional Comments or Suggestions

Please let us know if you have any additional comments or suggestions regarding your experience and your membership with TFCU.

TFCU IN THE COMMUNITY

Every Friday when you visit a TFCU branch, you'll notice our staff dressed down in TFCU gear. Our staff dresses down for charity through our Dress Down Program! Staff participate in this program by donating money on a weekly basis in order to dress down. These funds are then distributed throughout the communities we serve. For more information, please visit www.tauntonfcu.com/community-involvement

As part of our 75th Anniversary celebration, we are selecting a staff member who participates in the TFCU Dress Down Program to select a local organization/charity in the areas we serve to receive \$75. Through this effort, we have donated over \$4,000 in Dress Down funds to our local community. Take a look below at where our staff chose to donate:



- American Red Cross | Massachusetts Region
- Associates in Behavioral Health LLC
- Attleboro Enterprises Inc
- Autism Society of America
- Best Buddies
- Boy's & Girl's Club of Greater New Bedford
- Boys and Girls Club of New Bedford
- Breathing Hope
- Citizens for Citizens
- Cory's Cause
- Cystic Fibrosis Foundation Massachusetts
- Dartmouth Natural Resources Trust
- Forever Paws
- Friends of Jack Foundation
- Friends of SMEC
- Girls Inc
- Gloria Gemma Breast Cancer Research Foundation
- Homes For Our Troops - Taunton
- James B Congdon Elementary
- Joe Andruzzi Foundation
- K9 PTSD Center
- Kiwanis
- Lakeville Animal Shelter
- Mercy Meals & More
- New Bedford Whalers Youth Football & Cheer Program
- New England Coastal Wildlife Alliance Inc
- Old Colony YMCA
- Open Shelves Food Pantry
- Rhode Island Community Food Bank
- SMILES Mentoring Program
- St Vincent De Paul New Bedford
- St. Jude Children's Hospital
- Taunton Animal Shelter
- Taunton Boys & Girls Club
- Taunton Diversity Network
- Taunton Pop Warner
- The Jake Fabian Memorial Fund
- The South Coast LGBTQ+ Network
- The Women's Center South Coast
- WAGs
- Whaling City Youth Baseball
- Winslow Farm Animal Sanctuary

If you are aware of a local charity with a worthwhile cause and would like TFCU to consider making a donation, please use our Community Giving Request form at www.tauntonfcu.com.



Spread extra holiday cheer this year!

Holiday Loans as low as

1.99% APR*

up to 12 months

Limited Time Only!

*APR is Annual Percentage Rate. Rate effective as of 10/17/22. APR advertised is the lowest rate available. Actual APR will be based on your credit score. Product is an Unsecured Personal Loan with a monthly payment of \$84.24 per \$1,000 financed. Maximum loan amount of \$1,000 not previously financed at TFCU. Only available to qualified members with credit scores of 680 & above. Regular rates and underwriting criteria apply to credit requests over \$1,000. Other terms & rates available. All loans subject to credit approval. Limited Time Only. TFCU reserves the right to discontinue the program at any time without notice as well as to disqualify members from this promotion at its sole discretion. Taunton Federal Credit Union employees, volunteers, or Board members are not eligible for this promotion. Membership is established by opening a \$5 share/savings account and is available to anyone who lives, works, worships or attends school in Bristol County, Plymouth County & Barnstable County in Massachusetts; Bristol, Kent, Newport and Providence counties in Rhode Island; and the Rhode Island towns of Charlestown, Exeter, Hopkinton, Narragansett, New Shoreham, North Kingstown, Richmond and South Kingstown. Federally Insured By The National Credit Union Administration. Equal Housing Lender. EOE. December 1, 2022.

Visit www.tauntonfcu.com/current-promotions to view all of our current specials!

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