

Member Information...

SECU Shred Days

Shredding is a safe and secure way of preventing valuable information from getting in the wrong hands. Below are upcoming SECU Shred Day events. Check with your local branch or visit ncsecu.org for additional listings.

March 25, 2017
from 9am - 12pm
12700 Spruce Tree Way
Raleigh, NC 27614

March 25, 2017
from 9am - 12pm
3300 Hammond Road
Raleigh, NC 27603

April 8, 2017
from 9am - 12pm
1473 Benson Road
Garner, NC 27529

Tax Tips

Looking for some tips to save you time, money and reduce your stress during tax season? Check out our newest Tax Tips video by clicking on the YouTube icon at ncsecu.org.

Grassroots is a publication of the State Employees' Credit Union Member Communications department. The Credit Union is a member-owned cooperative, organized to promote thrift and provide low-cost financial services. The field of membership extends primarily to employees and retirees of State Government, Public School Systems, Community Colleges, State Universities and their immediate families.

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- Tax Talk: Refund or Payment Due?
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Mobile Payment Options Expand

Last February, State Employees' Credit Union (SECU) announced the much-anticipated launch of mobile payments for SECU debit and credit cardholders. Since that time, many of you have enjoyed the simplicity of ApplePay™, SamsungPay™ and AndroidPay™, completing thousands of transactions each month at participating merchants. Recently, SECU expanded the options to include Microsoft Wallet™, offering you even more choices to simplify the way you pay!

If you are not familiar with the service, mobile payments allow you to securely use your debit or credit card to make purchases using your mobile device, such as an iPhone. Members using the application compatible with their device will add their debit or credit card to their "mobile wallet." The card number is replaced with a unique and secure 16-digit token used during the purchase process.

Enrolling is simple and instructions for all four options are available on the SECU website, ncsecu.org. From the homepage, click on Mobile Payments under the Services/Mobile Services tabs and then select the correct option for your device. There is also a "Using Mobile Payments with SECU" video tutorial available on the SECU YouTube channel. Click on the YouTube icon located in the bottom right corner of the SECU homepage to go to the video library.

In addition to mobile payments, SECU also offers Visa® Checkout. This service allows you to securely store your information with Visa to avoid the hassle of entering your payment and shipping information each time you make an online purchase using your smartphone, tablet or computer. When you enroll with Visa Checkout, you can also qualify for year round offers through online merchants, adding even more potential value! Make your online shopping simple, fast and secure by enrolling today. Detailed instructions are available at ncsecu.org by clicking Visa Checkout under the Services/Mobile Services tabs.

Tax Talk: Refund or Payment Due?

With tax season in full swing, taxpayers are either looking forward to a nice refund or dreading an amount to be paid. Here are a few things to consider, depending on which end of the spectrum you find yourself:

Expecting a Refund

- The safest and quickest way to receive your refund is by e-filing your return and having the refund directly deposited into the account of your choice.
- You can track your refund on irs.gov within 24 hours after your e-filed return is accepted by the IRS, or 4 weeks after mailing a paper return. On the IRS website, click on “Where’s My Refund?” and follow the instructions to see the status.
- The Credit Union can help make your refund work for you! Our employees can discuss topics such as retirement, insurance and/or estate planning, creating an emergency fund, paying down debt and more!
- If you receive a large refund and don’t expect your financial situation to change much next year, consider updating your tax withholdings from wages or retirement income. After all, these are funds that could be available to you during the year!

Additional Amount Due

- This year, the deadline for filing your return on time is April 18th. If you anticipate owing, there is no need to wait until the last minute and scramble to get everything done. No matter when you file your return during tax season, you have until this date to pay your amount due without incurring any interest or late payment penalties.
- If you are not able to pay the entire amount, pay as much as possible by the 18th to minimize interest and late payment penalties that will begin accruing after this date (even if you file an extension). If needed, visit irs.gov to learn more about payment options and installment agreements.
- If you owe a large amount (i.e. more than \$1,000), consider if making estimated payments during the year or adjusting the tax withholdings from your wages or retirement income is appropriate. If you owe too much at tax time, underpayment penalties may apply in addition to your amount due. It may be too late to avoid that scenario this year, but making adjustments could save you money going forward.

Tax preparation services are currently available in all SECU branches. Contact your local branch or visit ncsecu.org for more information.

SECU's Auto Power Program puts you in the driver's seat.



Visit ncsecu.org for details.

Have your eye on something special?



Seal the deal with your SECU Visa[®] Credit Card!



TurboTax[®]

Looking for a convenient and cost-effective way to complete your own taxes? TurboTax is a great option – TurboTax federal products are offered to members for up to \$20 off through SECU’s website, ncsecu.org.

When you use TurboTax to file your taxes, you are guaranteed your maximum refund.¹ TurboTax searches for over 350 deductions and credits, and finds those that apply to your unique situation. With e-file plus direct deposit, there’s no faster, easier way to get your refund (tax refund time frames will vary).

¹ If you get a larger refund or have less tax due from another tax preparation method, TurboTax will refund the applicable TurboTax federal and/or state purchase price paid. TurboTax Online Federal Free Edition customers are entitled to a payment of \$14.99 and a refund of your state purchase price paid.

Investing Basics: Why You Need a Trusted Contact Person

Planning would be easy if we could control all variables, eliminate uncertainty and guarantee results. Instead, we typically plan for the worst and hope for the best. The good news is that careful planning can be effective in helping you achieve financial goals and minimize risks. A particular risk often overlooked is declining mental capacity. Credit Union Investment Services (CUIS) can help you lessen this risk by assisting with the completion of an authorization to identify a trusted contact person when you open a CUIS account. This is someone you designate who can attest to your well-being and provide other non-financial information. This person may be in addition to your emergency contact for your other deposit accounts.

Powers of Attorney and trust planning are effective in protecting your interests in the event of incapacity. However, they may be of limited value when a person is cognitively normal but still vulnerable. Even high functioning adults are susceptible to exploitation. This type of vulnerability can result from a variety of circumstances: a dwindling social network, loneliness, sensory impairments, illness and loss of wealth. Studies suggest that older adults are more susceptible to opportunists' marketing tactics.

The risk of diminished capacity and susceptibility to exploitation increases as we age and varies from person to person. Changes in mental acuity are difficult to detect and usually occur over time. Although CUIS Investment Representatives are trained to look for red flags, they never attempt to diagnose a person's mental health. By designating someone you trust in advance, you can help CUIS safeguard you against financial predators and protect your assets should you begin to exhibit signs of diminished capacity. The person you select should be someone you trust to act in your best interest and not his or her own. You might also consider naming a secondary contact, since roughly 55% of financial abuse and exploitation cases are committed by family or others with close ties to the victim.

Diminished financial capacity and financial exploitation are key concerns for companies who serve older investors. The Financial Industry Regulatory Authority (FINRA), Securities and Exchange Commission (SEC), and Consumer Financial Protection Bureau (CFPB) have instituted broad measures to educate investors and financial services companies. However, the risks are not confined to older investors since cognitive challenges can emerge at any age. CUIS has implemented processes and procedures designed to identify risks, monitor account activity and protect members.

Declining mental capacity is not a pleasant topic to address in planning for the future, nor is establishing safeguards to protect assets from family and professionals who pretend to be trustworthy. If you currently have CUIS accounts, contact your local representative to name a trusted contact person. It could be one small decision that pays off in the future.

Investment advisory services offered to North Carolina residents through Credit Union Investment Services. Securities offered through SECU Brokerage Services. Member FINRA, SIPC. Securities products are not credit union deposits. They are not obligations of or guaranteed by a credit union or its affiliates. They are not insured by the NCUA or any federal government agency. Securities products involve investment risks, including possible loss of principal. Investment representatives are also credit union employees, who may accept deposits.



Stay in the Know with Mobile Alerts

Account and security notifications are valuable tools in helping you manage your SECU accounts. Check out the available options:

Security Alerts – SECU continuously monitors online Member Access for potential fraudulent transactions and will notify you immediately on your mobile device if and when any high risk transaction occurs.

One Time Passcode – As a more secure alternative to Security Questions, SECU offers the ability to have a One Time Passcode sent to your mobile device. During each security challenge, a unique code will be sent making this a more secure method of identity verification.

Account Alerts – Select any of the following alerts for your eligible deposit accounts: Another Chance, Deposit*, Low Balance*, Non-Sufficient Funds, Overdraft or Withdrawal*. You may also receive alerts for your latest E-Statements and notifications for new secure messages received from SECU.

To receive notifications, go to secure Member Access via ncsecu.org and click on the "Alerts" tab. Enter your Alert Destination information (such as your mobile phone) and select the alerts and notifications you would like to receive.

**Based on your selected threshold amount.*

Share & Deposit Account Rates

Effective January 26, 2017

Accounts	Minimum Deposit to Open	Dividend/Interest Rate**	APY
Share	\$ 25	0.75%	0.75%
12 Month Share Term Certificate	\$250	1.00%	1.00%
18 Month Share Term Certificate	\$250	1.25%	1.25%
24 Month Share Term Certificate	\$250	1.25%	1.25%
30 Month Share Term Certificate	\$250	1.25%	1.25%
36 Month Share Term Certificate	\$250	1.50%	1.50%
48 Month Share Term Certificate	\$250	1.75%	1.75%
60 Month Share Term Certificate	\$250	1.75%	1.75%
Money Market Share	\$250	1.00%	1.01%
Dividend Checking	\$ 0	0.25%	0.25%
Non-dividend Checking**	\$ 0	0%	0%
IRA/SEP/CESA	\$ 25	1.50%	1.51%
HSA	\$ 0	1.50%	1.51%
FAT CAT Share (Ages 0 - 12)	\$ 5	0.75%	0.75%
Zard Share (Ages 13 - 19)	\$ 25	0.75%	0.75%
Zard Checking	\$ 0	0.25%	0.25%
CashPoints Global (CPG)	\$ 0	0%	0%
Holiday Cash Club	\$ 0	0.75%	0.75%
Summer Cash	\$ 0	0.995%	1.00%
SALO Cash	\$ 0	0.75%	0.75%

Quoted rates, dividends and annual percentage yields (APY) are subject to change daily at the discretion of the Board of Directors. For the most up-to-date rate information, visit ncsecu.org, call 1.800.ASK.SECU (1.800.275.7328) or 919.839.5400 locally in Raleigh.

*Initial checking deposit must cover first box of checks and first \$1 monthly maintenance fee. Dividend Checking, Non-dividend Checking and CPG accounts are charged a monthly maintenance fee. Unless you opt out, \$1 of the monthly maintenance fee is contributed to the SECU Foundation.

**Non-dividend Checking accounts are no longer offered.

***Share Term Certificates are paid interest. All other accounts are paid dividends.

Share Term Certificates are Fixed Rate accounts. All other accounts are Variable Rate accounts with rates subject to change daily after the account is opened.

Fees, other conditions or early withdrawal penalties may reduce the earnings on an account. Ask any employee for further information about the fees and terms applicable to these accounts.

See SECU's Rules and Regulations for more information.

Board of Directors

Cynthia Jolly, Chair • **Jo Anne Sanford, Vice Chair** • **Bob Brinson, Secretary/Treasurer**

Chris Ayers • **Jim Barber** • **Shirley Bell** • **Karan Bunn** • **Jim Johnson** • **Mona Moon** • **Bob Parker** • **McKinley Wooten, Jr.**

For SECU loan rate information, visit www.ncsecu.org, contact your local branch or call SECU toll-free at 1.888.732.8562.

Tell Us About It...

We realize there are ways we can improve our service. If you have a concern, we ask that you contact management at your local SECU branch to expedite feedback. We also welcome your suggestions. Please take a few moments to let us know how we may serve you better.

Please rate your last SECU experience by circling the following...

Promptness	Courtesy	Knowledge	Level of Service
Excellent	Excellent	Excellent	Excellent
Satisfactory	Satisfactory	Satisfactory	Satisfactory
Unsatisfactory	Unsatisfactory	Unsatisfactory	Unsatisfactory

How might SECU serve you better?

If you would like a reply, please complete below...

Name

Address

City State Zip

Phone #

Email address

Please mail to:
SECU President Mike Lord • PO Box 27665
Raleigh, NC 27611-7665

If you feel that State Employees' Credit Union has not adequately addressed your concern, you can contact the North Carolina Credit Union Division at www.nccud.org or the Consumer Financial Protection Bureau at www.cfpb.gov to file a complaint.

Financial Condition

December 31, 2016 (Unaudited)

ASSETS	YEAR 2016	YEAR 2015
Cash, Investments	\$13,822,113,120	\$12,581,925,647
Loans to Members	19,913,116,757	18,085,569,992
Accrued Interest Receivable	84,430,437	41,740,001
Property and Equipment	887,540,472	775,662,481
Deposit for Insurance of Accounts	284,893,631	261,791,109
Other Assets	33,705,532	73,879,500
Total Assets	\$35,025,799,949	\$31,820,568,730
LIABILITIES & RESERVES		
Checking Accounts	\$ 3,553,853,250	\$ 3,186,054,173
Share Accounts	28,698,362,179	26,084,224,123
Accrued Interest Payable	17,421,342	15,594,674
Other Liabilities	60,220,150	51,534,348
Reserves/Undivided Earnings	2,695,943,028	2,483,161,412
Total Liabilities and Reserves	\$35,025,799,949	\$31,820,568,730

Important References

24/7 Member Services: 1.888.732.8562 • 919.857.2150

SECU Voice Response: 1.800.ASK.SECU • 1.800.275.7328 • 919.839.5400

SECU Online: www.ncsecu.org

SECU E-Mail Address: info@ncsecu.org

SECU Fax Service: 1.888.SECU FAX • 1.888.732.8329 • 919.857.2000

SECU Insurance Services: 1.866.937.7328 • 919.839.8525

Transit Routing #: 2531-7704-9

Free Credit Report: www.annualcreditreport.com

National Do-Not-Call Registry #: 1.888.382.1222

Opt Out of Junk Mail: www.dmchoice.thedma.org

Opt Out of Preapproved Offers: 1.888.567.8688 • www.optoutprescreen.com

Branch Hours: Monday through Friday, 8:30 a.m. to 5:30 p.m.