

Best Reward News

Quarter 1 | 2024

We Are Your Trusted Lender, Because You Deserve the Best

Shopping for a new (to you) vehicle can be exciting or frustrating. Unless you're planning to buy online using our Auto Buying Center, chances are you'll be visiting a number of dealerships to find the vehicle that best suits your needs and budget. Remember: Dealership financing is NOT your only option! Avoid the stress, less than desirable financing, and bogus fees that can happen in the dealership's financing office.



Because You Deserve the BEST:

Enjoy affordable payments with your TRUSTED lender. Our loan staff will assist you with loan terms that best suit YOU because they are not working for a commission; they are working for you.

PLUS, Enjoy:

- Quick Pre-Approvals
- Rates as Low as 5.95% APR*
- Flexible Terms Up to 84 Months
- No Application Fees or Pre-Payment Penalties
- Sign Your Loan Documents from Anywhere Using Email Access
- TruStage Auto Insurance Offering Discounts Exclusively for Members - Over 1,500 members have made the switch!
- Optional Credit Life, Credit Disability, & More



Apply online at www.bestrewardfcu.coop
or visit the branch nearest you today!

*APR = Annual Percentage Rate. Rates are subject to change at any time without notice. All loans are subject to approval. Loan amount, rate, and term based on the credit qualifications, model year, and loan-to-value (LTV). Advertisized rate includes all available rate discounts.

Best Reward™

FEDERAL CREDIT UNION

Where Membership is the Best Reward

Message from the President/CEO, John J. Shirilla

Dear Member,

Tax season is upon us and at Best Reward FCU, we want to make sure you protect yourself from the many scams out there seeking to obtain your financial or personal information. Below are some tips directly from the FTC (Federal Trade Commission) to help you protect yourself and others from potential scams:

If someone contacts you unexpectedly about a tax refund, the most important thing to know is that **the real IRS won't contact you by email, text message, or social media** to get your personal or financial information. Only scammers will.

If someone does reach out, here's what to do:

- **Never click on any links**, which can put malware on your computer or phone, letting scammers steal from you.
- **Check the status of any pending refund on the IRS official website.** Visit Where's My Refund to see if you're really getting a refund.
- **Share what you know.** By telling your friends and family members about the scam, you can help protect your community.

If you clicked on a link in one of these messages, or you shared personal or financial information, report it at [IdentityTheft.gov](https://www.identitytheft.gov) to get a free, customized recovery plan.

If you see this or any other a scam, even if you didn't lose money, report it to the FTC at ReportFraud@ftc.gov.

Source: Bungo, Larissa. "The IRS doesn't send tax refunds by email or text." FTC, <https://consumer.ftc.gov/consumer-alerts/2024/01/irs-doesnt-send-tax-refunds-email-or-text>. Accessed January 25, 2024.

Sincerely,



If you have a question or comment and would like to share it with our President/CEO, you can email him at asktheceo@bestrewardfcu.coop.

Make the Switch in 2024

Best Reward offers credit card options starting at HALF the national average credit card APR!* Consider moving your balances to a Best Reward VISA Platinum or VISA Platinum Rewards** Credit Card to consolidate debt and save more of your hard-earned money this year.

- No Penalty APR
- No Annual Over-the-Limit Fee
- No Cash Advance Fee
- No Transaction Fees
- Payment Protection and Free e-Statements Available
- Earn Rewards for Travel and Merchandise**



For those seeking to establish or re-establish credit, we also offer a Secured VISA Credit Card.***

Apply online at www.bestrewardfcu.coop
or contact the branch nearest you today!

*APR = Annual Percentage Rate. The APR is subject to change to reflect any change in the index and will be determined by the Prime Rate on the first day of each quarter (January, April, July, and October) of each year as published in The Wall Street Journal. All cards are subject to approval. Card limit and rate based on the credit qualifications. The Balance Transfer Fee is \$5.00 or 2.00% of the amount of each balance transfer; whichever is greater (maximum fee is \$50.00). **Rewards are available on the VISA Platinum Rewards card only. One point is earned for every one dollar spent (minus returns) and is redeemable towards merchandise, travel, or gifts cards. ***Secured VISA cards are only available with the VISA Platinum Card and are subject to approval. All secured VISA cards are reviewed annually to determine if the account qualifies for conversion to a traditional card based on the credit qualifications and payment history. The approved credit card limit is determined upon application approval and will be on hold in the Share Savings Account.

At Your Service in Brook Park

5681 Smith Road • Brook Park, OH 44142
Phone 216-367-8000
Fax..... 216-367-8001
Toll-Free 888-826-8439

At Your Service in Highland Heights

390 Alpha Park • Highland Heights, OH 44143
Phone 440-449-8383
Fax 440-449-9212
Toll-Free 833-449-8383

At Your Service in Walton Hills

21375 Alexander Road • Walton Hills, OH 44146
Phone 440-232-9540
Fax..... 440-232-1346
Toll-Free 877-232-9540

At Your Service Wherever You Are

www.bestrewardfcu.coop

Phone 24
1-800-263-8135

Best Reward's Routing Number
241073951

NMLS Number
#677699



This Credit Union is Federally Insured by the National Credit Union Administration.

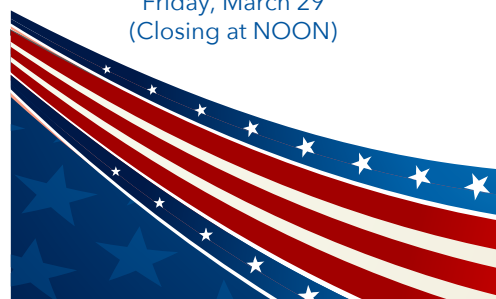


We Do Business in Accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

HOLIDAY CLOSINGS

PRESIDENTS' DAY
Monday, February 19

GOOD FRIDAY
Friday, March 29
(Closing at NOON)



At Your Service *Wherever* You Are

Best Reward Online

Access your accounts and more - 24 hours a day, 7 days a week.



Online Bill Pay

Add, delete, or change merchants easily, choose from one time or recurring payment options, conduct transfers, request alerts, and more.



Mobile Banking

Access your accounts on the go - 24 hours a day, 7 days a week. Once you enroll for Best Reward Online, download our secure and FREE Mobile Banking App on your SmartPhone or Tablet.



Mobile Deposit

Mobile Deposit is a service that allows you to deposit Drafts/Checks into your credit union accounts without visiting a branch or ATM. This service can be done anywhere using your mobile device (SmartPhone or iPad)*

**Availability of this service to any member is subject to review by Best Reward at any time.*

Account Alerts

Receive an email alert for 15 different types of activity that may occur with your account ranging from changes to your login credentials, deposits, withdrawals, insufficient funds, checks cleared, and more. This helps you avoid fraud on your account and costly overdraft fees and be more aware of your transactions conveniently and automatically!



Phone 24

Manage your accounts with any touch-tone phone, 24 hours a day, 7 days a week. Verify account balances and transaction history, transfer funds between Best Reward Accounts, verify drafts/checks cleared, request a withdrawal by draft/check, and more. Your PIN will be the last 4 digits of your Social Security Number and then you will be prompted to change your PIN. Access Phone 24 by calling a branch and selecting the Phone 24 option OR by calling 1-800-263-8135.

Visit us online at www.bestrewardfcu.coop and enroll for these FREE services today!

Free Document Shredding



Enjoy free professional document shredding by Iron Mountain offered by your TRUSTED financial institution! Collection bins are located at the Brook Park, Highland Heights, and Walton Hills Branch offices on a regular, on-going basis for your convenience. Stop by anytime during normal business hours to drop off your shredding safely and securely.

**Member Households Only - No Businesses,
Limit of 2 File Boxes Per Vehicle, Per Day.
Bins are Locked for Privacy.**

Protect Yourself When Buying a Used Car

According to Consumer Reports

"These tips will prevent frustration down the road and save you money."

- 1. Don't Skip the Test Drive** – This is a good opportunity to determine if the vehicle is worth the asking price.
- 2. Check the Car's Title** – This will help you avoid surprises that could pop up when you go to register the car.
- 3. Expect to Get a Free Vehicle History Report** – Savvy dealers and private sellers will pay for these reports – from Carfax or AutoCheck – as a way to make their cars stand out to shoppers. These reports often detail if a vehicle has been in a crash, its maintenance records, and how many owners the vehicle has had.
- 4. But Don't Rely Solely on That Report** – Though helpful, vehicle history reports aren't perfect. There are many reasons they can miss accidents, flood damage, vehicle theft, and other events that can seriously affect a used car's value as well as your decision about whether to buy it. Stay vigilant in obtaining the information you need.
- 5. Check for Recalls** – go to [nhtsa.gov/recalls](https://www.nhtsa.gov/recalls) to research any open recalls. You'll need the vehicle's 17-digit (VIN) vehicle identification number. Consumer Reports recommends that you not buy any vehicle with an open recall. With any vehicle you buy, make sure all of the recalls have been completed before you take possession.
- 6. Contact the Previous Owner** – You can often find the former owner's name on the title or on a document in the glove box. The previous owner may share additional details regarding the history of the vehicle.
- 7. Get a Mechanic's Inspection** – This expert opinion will be worth the \$100-\$200 investment to verify no major mechanical issues are overlooked and that the vehicle is roadworthy. If the seller denies you the option to have it inspected; you may want to skip the offer and find another car.

Source: Linkov, Jon. "How to Protect Yourself in 7 Easy Steps When Buying a Used Car." Consumer Reports, <https://www.consumerreports.org/cars/buying-a-car/how-to-protect-yourself-when-buying-a-used-car-a7040550851/>. Accessed January 25, 2024

Visit our Auto Buying Center now to shop for your next vehicle, calculate how much you can save by refinancing with Best Reward, get your trade-in value, and more from the privacy of your home or office.

Apply online at www.bestrewardfcu.coop or visit the branch nearest you today!

Attend our Annual Meeting

Event:
Annual Meeting

Date:
Thursday, March 21, 2024

Time:
4:00 PM



Join Us at the Branch:

Members may participate in person at the Highland Heights Branch (limited seating) or remotely.

Join Us Remotely

A link to the meeting will be available on the homepage of our website at www.bestrewardfcu.coop. The system will allow members to start logging in up to two hours before the meeting start time. From there, you can view the Annual Meeting Reports and attend remotely from the convenience of your home or office.

You may contact our CEO at asktheceo@bestrewardfcu.coop if you have any questions.

If you're not able to attend the meeting you may view the Annual Meeting Reports on the homepage of our website at www.bestrewardfcu.coop.