



The United Heritage **OBSERVER**

uhcu.org

512.435.4545

903.597.7484

800.531.2328

Volume II • 2020



FACING THESE UNCERTAIN TIMES TOGETHER

We understand that many of our members' financial well-being has been affected by the COVID-19 pandemic. Our service remains strong and our mission of "People Helping People," especially in these uncertain times, is paramount. Although our lobbies are closed, our staff has been working hard to continue providing all essential banking services and the most up-to-date information to our members.

At United Heritage Credit Union, we are supporting our members with the tools and resources they need, including remote banking options where you can transfer funds, deposit checks, make loan payments and more. While many of our employees are working remotely, we can still assist you in our drive-thru lanes and through our Member Service Center, which can be reached by calling the following numbers:

512.435.4545 (Austin) | 903.597.7484 (Tyler) | 800.531.2328 (Toll-Free)

For our members who are in the process of purchasing a new vehicle or home, our lending teams are ready to assist you. We are accepting loan applications, increasing loan options and have lowered our rates allowing us to better assist our members during this time. Our auto loans are as low as 1.79% APR and you can ask about delaying your first payment for 90 days, while our home loans are the lowest in our 60+ year history at 2.756% APR. With all the disruptions to your life already, you don't have to put off that next step; our lending teams are here to help. Call 512.435.4444 to find out more information about UHCU's lending options.

UHCU is here to help you with your financial needs, from banking services to loan programs. For more information about how we can help you, visit uhcu.org/unitedwithu or call 512.435.4345 to learn more.

Limited time offer. Membership required. Offers not eligible on existing United Heritage loans. APR applies to well-qualified borrowers. APR dependent on collateral, loan amount, credit and term selected. Loan interest begins to accrue on open date of loan. Delaying first payment for 90 days increases amount of interest paid over term of loan. United Heritage policies, terms, conditions and restrictions apply. Other restrictions and limitations may apply. Equal Housing Opportunity. NMLS #630601.



United Heritage
Credit Union

Follow Us

Follow us on    for the latest information and giveaways. Visit uhcu.org/conversations for more info.

Message from the President/CEO

FINANCIAL REPORT

ASSETS

Loans.....	\$	883,811,006
(Less Allowance for Loan Loss).....	\$	(2,759,550)
Cash/Cash on Deposits.....	\$	42,453,961
Investments.....	\$	100,653,780
Fixed Assets.....	\$	70,256,642
Share Insurance.....	\$	8,962,946
Other Assets.....	\$	22,945,887
Total Assets.....	\$	1,126,324,672

LIABILITIES & EQUITY

Accounts Payable.....	\$	735,209
Dividends Payable.....	\$	414,921
Other Liabilities.....	\$	3,642,195
Member Deposits.....	\$	1,018,473,577
Regular Reserves.....	\$	11,471,964
Undivided Earnings.....	\$	90,892,760
Unrealized Gain/Loss.....	\$	(383,072)
Net Income/Loss.....	\$	310,974
Total Liabilities/Equity.....	\$	1,126,324,672

RATIOS

Reserves.....	9.36%
Loan to Deposit.....	86.78%
Return on Assets.....	0.47%
Loan Delinquency.....	0.38%
Loan Charge Off.....	0.26%

MEMBERS..... 68,053



COVID-19 Message for Members

UHCU Members,

As we navigate these uncertain times, I wanted to take a moment to summarize some of the things we are doing to assist you and your financial well-being. We are also providing regular updates to our members via email and through our COVID-19 Information page on our website, uhcu.org/COVID19.

We understand the necessity of our services for our members, and we have taken steps to ensure that you have access to the tools and resources you need. While we have closed branch lobbies to better ensure your safety and that of our staff, our drive-thru lanes remain open to serve member's needs. If you would rather conduct your financial business remotely, we have options available for that as well. We offer online and mobile banking services, which allow you to view your accounts, transfer funds, deposit checks and more. You can log in to your account by visiting uhcu.org or by downloading the UHCU Mobile App on your mobile device. We also have online applications for loan products such as auto and home loans on our website. For those members who have additional questions or need supplementary resources, we have our team of highly trained staff ready to assist via phone. We are working tirelessly to meet the needs of our members throughout this time and appreciate your understanding as we manage higher call volumes, increased drive-thru traffic and complex member questions.

We are extremely appreciative of our members and our dedicated employees, who have stepped up to the challenge of serving our members in new capacities, all while following guidelines that have been issued by officials. Many of our employees have transitioned to work from home and have done an admirable job in the face of all this uncertainty. As an essential service provider, we realize that we have employees in positions that do not have an option to work from home, so we have created a new system including flexible work schedules, additional paid time off and steps to maintain income for our hourly employees. We will continue to follow guidelines, all while maintaining the excellent service and care you are used to receiving as a UHCU member.

Our members and communities have come together to face these new challenges. The UHCU team is your foundation for economic well-being and is dedicated to supporting all of our members throughout this unprecedented time. We are united with you and remain committed to our mission of "People Helping People."

Buddy Schroeder

President/CEO, United Heritage Credit Union

DID YOU KNOW?

GET PAID EARLY

When you open an account at UHCU and setup direct deposit, you can get paid up to two days early. It's your money, why not get it sooner?

For more information, go to uhcu.org/getpaidearly or call 512.435.4545 to stop the wait and get your paycheck early.

Settle in for the summer with Home Loans as low as **2.756% APR**

Visit uhcu.org/homeloan to learn more.



Limited time offer. United Heritage policies, terms, conditions and restrictions apply. Existing United Heritage loans not eligible. Rates and fees subject to change without notice. Membership required. APR is subject to underwriting approval and may increase depending on borrower qualification, applicable finance charges or repayment term. Home equity cash out is a 50(a)(6) first lien only. Closing costs apply. NMLS #630601.

DID YOU KNOW?

Remote Banking options are available for United Heritage Credit Union members.

Through Online Banking and the UHCU Mobile App, UHCU members can:

- Deposit checks without going to a UHCU branch*
- Transfer funds between accounts
- Make loan payments
- Schedule bill payments
- And much more!

For more information on remote banking options, visit uhcu.org/onlinebanking.

*Only available through the UHCU mobile app.

Avoid COVID-19 Scams

As many may have already experienced, fraudsters are using the current COVID-19 coronavirus situation to prey on unsuspecting and vulnerable victims to extract personal data and even money from bank accounts. At United Heritage Credit Union, we are working hard to combat these attacks and want to prepare our members as much as possible to be on the lookout for anything suspicious.

In general, please be wary of any phone calls or emails you receive from people claiming to be a credit card company, government official, bank/credit union employee or anyone else who immediately starts asking you about personal information. This could include things like:

- Your Address or Past Addresses
- Social Security Number
- Credit Card Numbers
- Bank Account Numbers
- Phone Numbers
- Secure Access Codes
- And More

The same caution should be taken when dealing with email as well. Please do not click on links in emails from people you do not know. Even if it is someone you know, it is better to check with them directly before clicking links or interacting via email. Scammers could be impersonating a friend or family member.

Visit uhcu.org/securitycenter for more information on scams.

Summer SKIP-A-PAY

SKIP YOUR JUNE, JULY, OR AUGUST LOAN PAYMENT
LEARN MORE AT UHCU.ORG/SKIPAPAY

Leased Automobiles, Home Equity, Home Improvement, Mortgage and Business Loans are not eligible. Newly originated loans with less than 6 completed on-time payments are not eligible. For eligible loans qualifying factors apply including but not limited to a minimum of 6 completed on-time payments since most recent deferral. Acceptance of your request in person, by mail or electronically does not constitute approval. Skipped payment is added to the end of the loan term which extends the loan term at least one payment. Loan interest continues to accrue which increases the amount of interest paid over the term of the loan. Multiple Skip-A-Pays applied to any loan extends the repayment term of the loan by multiple payments and increases the interest paid over the term of the loan. In the event of a claim, Guaranteed Asset Protection (GAP) may be affected. Approved requests are eligible for one month only and must be submitted at least 3 days before the requested skip loan due date.

BRANCHES

GEORGETOWN

12 WATERS EDGE CIR
GEORGETOWN, TEXAS 78626

CEDAR PARK

1801 E WHITESTONE BLVD (FM 1431)
CEDAR PARK, TEXAS 78613

ROUND ROCK

301 MAYS CROSSING DR
ROUND ROCK, TEXAS 78664

NORTH AUSTIN

12208 N MOPAC EXPY
AUSTIN, TEXAS 78758

RIVER PLACE

10815 RR 2222
AUSTIN, TEXAS 78730

LAKEWAY

3317 S RR 620
AUSTIN, TEXAS 78738

WESTLAKE

2009 S CAPITAL OF TEXAS HWY
AUSTIN, TEXAS 78746

SOUTH AUSTIN

6400 MENCHACA RD
AUSTIN, TEXAS 78745

SOUTHWEST AUSTIN

5011 W SLAUGHTER LN
AUSTIN, TEXAS 78749

KYLE

5029 KYLE CENTER DR (S FM 1626)
KYLE, TEXAS 78640

TYLER

522 S BROADWAY AVE
TYLER, TEXAS 75702



EQUAL HOUSING
OPPORTUNITY
NMLS #630601



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CALENDAR

- | | |
|---------------|--------------------------------|
| July 4 | Closed Independence Day |
| Sept 7 | Closed Labor Day |
| Oct 12 | Closed Columbus Day |