

# Southern *Style*

FALL 2019



## Auto Rates Are Dropping

**The new 2020 models are arriving.**

The Southern is gearing up to help our members SAVE money. Go out and find the car of your dreams – without an auto loan that will give you nightmares!

### GET PRE-QUALIFIED

Before you start the process, we invite you to discover how we can help. Come into a branch, or give us a call with any auto financing questions you may have.

- We offer competitive rates
- Extended Warranties
- GAP Protection. GAP insurance covers the amount on a loan that is the difference between the asset value and the amount covered by another insurance policy.
- Make payments easy with Bill Pay or Payroll Deduction

With The Southern Credit Union's auto loans, flexibility is the name of the game.

When you finance your vehicle with us you have options at every turn— from how you request the loan to how you pay it back, and everything in-between.

The Southern's flexible approach has attracted members for decades, making us a leading auto lender in our

markets. "When you keep things local at your credit union, you can sit down with a person who will help you understand the loan that works best for you. We can work out different terms and payments, and educate you on the best choice for you," says John Purdy, Chief Lending Officer.

Let The Southern put you in the driver's seat. For more information go to [www.southernonline.org](http://www.southernonline.org).



# Sometimes it takes more than a click

When shopping for a mortgage, should you use an online mortgage company?

What about online mortgage comparison sites? We Americans are so busy these days we usually prefer a simplified version of everything: We'd rather text than call, and we'd rather buy Christmas gifts online than go to the mall.

So it only makes sense the newest trend in mortgage lending is full-service online mortgage lenders like Quicken Loans. And, even if you don't work directly with an online lender, a major comparison site like Lending Tree can help match you with the right lender based on your needs and credit quality.

Generally speaking, the home loan application process through online lenders is a bit "dumbed-down" compared to going to a financial institution or meeting one-on-one with a mortgage broker. That's one of the main reasons they are so popular; who doesn't want to apply for a mortgage while watching TV and eating dinner at the same time?

## The "cons" of online mortgage lenders

As you might expect, there is an increased risk of fraud, scams and illegal business practices with online mortgage lending. You have to know who you're dealing with.

It's quite common (though illegal) for online lenders to advertise very low rates in order to entice you to fill out an application. Once they get your whole application, run your credit and get the process started, they'll tell you that introductory rate is no longer available. There's little you can do to avoid this, except to keep your options open and pay close attention to every step of the process.



Although online lenders tend to approve applicants with lower credit scores, the interest rates tend to be extremely high for borrowers with poor credit.

## The Southern Offers Trust and Reliability

Whereas tailored advice hand-holding may be online lenders' weakness, it's the greatest strength of The Southern. We want to win your business and we know one of the best ways to do that is by offering superior customer service. Our mortgage representatives create a relationship of trust and reliability. They will hold your hand through the process, help prevent you from making major mistakes and answer all of your questions.



## Keeping Your Personal Information Secure

Protecting your personal information can help reduce your risk of identity theft. Know who you share information with; store and dispose of your personal information securely, especially your Social Security number; ask questions before deciding to share your personal information; and maintain appropriate security on your computers and other electronic devices.

### Be Alert to Impersonators

Make sure you know who is getting your personal or financial information. Don't give out personal information on the phone, through the mail or over the Internet unless you've initiated the contact or know who you're dealing with. If a company that claims to have an account with you sends email asking for personal information, don't click on links in the email. Instead, type the company name into your web browser, go to their site, and contact them through customer service. Or, call the customer service number listed on your account statement. Ask whether the company really sent a request.

- Monitor accounts frequently (daily as a best practice).
- Never share user IDs, passwords, PINs, etc. with anyone. Do not leave them in an area that is not locked or secured.
- Do not use the same login or password on any other website or software.



## When Should You Refinance Your Mortgage?

Contrary to what you may think, signing up for a mortgage loan doesn't mean you're stuck in that rate or term. Knowing when to refinance can help you understand how to cut your costs. Refinancing means paying off your existing mortgage with a new one, potentially with a lower rate and/or shorter term. Find out now if refinancing might be right for you.

### Your Credit Has Improved

If you received your mortgage at a time when you had average credit or a short credit history and your score has since improved, you may qualify for a lower rate now. If so, you may be able to pay off the principal faster and more quickly build equity.

### Interest Rates Dropped

The market may have changed since you got your mortgage. Sometimes as a little as a .25% interest decrease can make thousands of dollars of difference in total interest payback. In short, this allocates more funds to something else such as family, retirement, etc. Every

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- Obtain and install anti-virus, anti-malware, anti-spyware and firewall software) and make sure it is active and automatically updated.
- Password protect mobile devices utilizing Mobile Banking Apps and Mobile Web Banking.
- Clicking on a fake update installation link could just mask a hacker downloading malware onto the computer.
- Verify use of a secure session. ("https://" and not "http://"). Ensure no error messages are displayed and the address bar turns green.
- Avoid saving passwords to a computer.
- Never leave a computer unattended when using any Online Banking service, and always lock your computer when away.
- Never access the financial institution's website for Online Banking (or any privileged or sensitive computer system) from a public computer at a hotel/motel, library, coffeehouse or other public kiosk.
- Be suspicious of any employment offer that requires use of a personal account for business purposes. Such offers for employment as a mystery shopper, payment processor, etc., where you are required to use your personal account for someone else's business purposes, are not legitimate.



Choose your month to skip: November, December, or January

Whether you want to replenish your savings, pay off some bills or have some extra holiday funds, it may benefit you to Skip-A-Pay on one or more of your Credit Union consumer loans. During the month of your choice, you may choose to skip on any or all of your consumer loans by filling out the attached coupon and sending it in to the Credit Union on or before the last day of the month prior to the month skipped. See attached Coupon for details.

\*The Special Skip-A-Payment offer applies to the loans made under the Master Loan Agreement and Disclosure and may be used for 1) one monthly loan payment, 2) two consecutive semi-monthly payments, 3) two consecutive bi-weekly payments, or 4) four consecutive weekly payments. Loans not eligible for this special include: mortgage loans, home improvement loans, business loans, loans that have had an extension in the last 3 months, negative share/share draft accounts, and/or loans currently past due or have been more than 30 days past due in the last 6 months. Loans must have minimum 6-month pay history. If you skip your VISA, you must have a minimum of 10% line of credit available. The Skip-A-Payment coupon is valid for loan payments due in either November 2019, December 2019 or January 2020 and may not be used in conjunction with any other Skip-a-Payment coupon or extension made within the prior 90 days. This offer is not valid on payments already credited. A \$25 deferral fee per loan can be deducted from your account or mailed in by check with the coupon. Your coupon must be received on or before the last day of the month prior to the month skipped. You can mail your coupon to The Southern Credit Union, PO Box 1509, Fayetteville, GA 30214-6509 or fax it to (770) 460-3232 or email to riskmanagement@southernonline.org. TSCU is not responsible for coupons not received. Note: If you have any form of voluntary insurance or warranty coverage in connection with the loan on which you seek to skip a payment you should ensure your election to skip does not affect your coverage (examples include but are not limited to: Credit Life, Credit Disability, GAP, Vehicle Warranty in Connection with your loan - not manufacturer or other warranty). Some companies that provide these insurance or warranty services limit the number of extensions on covered loans which may include voluntary skip payments. Such products are provided by third party companies and not the Credit Union so you will need to address any questions to those companies and review your policies / contracts.

# YES

I want to take advantage of the Skip-A-Payment Program.

I want to take advantage of the Skip-A-Payment Program. I understand that I must return this coupon to The Southern Credit Union on or before the last day of the month prior to the month I skip. I also understand the finance charges will continue to accrue as explained in the Loan Agreement and Disclosure I received when my loan was made. By exercising my Skip-A-Payment option, my loan maturity will be extended. My regular payments will resume after the skipped payment period.

PLEASE COMPLETE THE REVERSE SIDE



**HOW IT WORKS:**  
There are **four** dates hidden in this issue. If you find your birth date, exactly as it appears on your account, call the Telephone Service Center at 770-719-1111 or 1-800-338-5882

**AND WIN \$50!**

(12/31/19)

## Take the stress out of holiday shopping and get the perfect gift- The Southern's Visa gift card!

- **Non-reloadable, prepaid debit cards that are accepted everywhere you see the Visa logo**
- **Only \$3.00 per card, lower than what other institutions charge**
- **Can be purchased in any amount from \$20 to \$500**

You can purchase a Visa gift card at all Credit Union branches.



## Love your car, but hate the payment?

Every month, another payment on your car. Did you know you could pay less each month by switching your car loan to The Southern?

As a credit union, we often have auto loan rates that are less than commercial banks and car dealers. You owe it to yourself - and your checkbook - to find out how much you can save.

It's easy: just visit a Southern location and talk to a loan officer. If we can beat your current rate, you'll save money. We can also extend your loan term and add helpful services, like GAP insurance. In a hurry? Just give us a quick call at **770-719-1111** for more information.

4/16/82

5/12/69

Please circle one month you would like to skip: November December January

Member Name \_\_\_\_\_  
Type of Loan \_\_\_\_\_

Last 4 Digits of Account Number # \_\_\_\_\_

A deferral fee of \$25 per loan can be deducted from your TSCU account or mail a check in with coupon.

Please withdraw the Skip-A-Payment fee from my account (list four digits) \_\_\_\_\_

I have included a check for a total of \$ \_\_\_\_\_ for the Skip-A-Payment

No request will be processed without a payment for the Skip-A-Payment

Member Signature \_\_\_\_\_

Phone Number ( \_\_\_\_\_ ) \_\_\_\_\_

# SKIP A PAYMENT COUPON

## Visa® Credit Cards Great for Holiday Shopping



**Rates beginning as low as 6.75% - 8.9%\***  
Save money this holiday season by using The Southern's Visa credit card.

### Why Choose The Southern's VISA?

The Southern offers these important features:

- Low rates and fees for maximum affordability
- Peace of mind purchasing power
- Worldwide acceptance for maximum purchasing power

### Free Online Access

You can manage your Credit Union Visa account online.

### Balance Transfers

The Southern offers free balance transfers from your other credit card and department store accounts.

### Share Secured Classic Visa

If you're trying to establish credit or manage your credit better, a Secured Classic Visa may be right for you.

### Zero Liability

Visa's Zero Liability policy means 100 percent protection for you. Visa's enhanced policy guarantees maximum protection against fraud. Apply for your Visa credit card at [southernonline.org](http://southernonline.org), or stop by a branch today.



## HOLIDAY CLOSINGS:

### COLUMBUS DAY

Saturday, October 12th, 2019  
Monday, October 14th, 2019

### THANKSGIVING

Thursday, November 28th, 2019  
Friday, November 29th, 2019

### CHRISTMAS

Tuesday, December 24th, 2019  
at Noon  
Wednesday, December 25th, 2019

### NEW YEAR'S DAY

Wednesday, January 1st, 2020

## STATISTICALLY SPEAKING AS OF AUGUST 31, 2019

Assets	\$407,111,040
Shares	\$356,877,919
Loans	\$205,917,121
Members	33,134

## DIVIDEND NEWS AS OF AUGUST 31, 2019

Balance	
\$0.00-\$99.99	0.10%
\$100.00-\$2,499.99	0.10%
\$2,500.00-\$9,999.99	0.10%
\$10,000.00-\$24,999.99	0.10%
\$25,000.00-and greater	0.10%
Share Draft	0.05%
IRA Shares	0.25%

\* Your APR may vary depending on your credit history. The rate is the Prime Rate plus 3.75% as published in the Wall Street Journal as of the 17th day of each month, but will be no more than 8.9% APR



**FEE CHANGE NOTICE:** Effective January 1st, 2020, some Southern Credit Union account fees will change. A full schedule of fees and changes may be obtained from your local branch, through our web site ([www.southernonline.org](http://www.southernonline.org)) or you can request one by mail or call us at **770.719.1111**. Thank you!

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circumstance is different but knowing a little change can make a big difference over the term of the loan.

## You Want To Switch From An Adjustable To A Fixed Rate Loan

If you have an adjustable-rate mortgage, or ARM, you run the risk of the payments increasing, which can be hard to handle long-term if you have a level income. Refinancing may enable you to switch to a fixed-rate loan and take the uncertainty out of your mortgage payment plan, which is especially beneficial if you think rates will increase over time.

### Ready to get started?

We'll be happy to go over your options with you, so you can see exactly how much you can save. Give us a call at 770.719.1111, or visit [www.southernonline.org](http://www.southernonline.org) or stop by your local branch today. We're here for you!



12/30/95

## LOCATIONS AND BRANCH HOURS

### FAYETTEVILLE

430 East Lanier Ave. • Fayetteville, GA 30214  
**LOBBY HOURS**  
Monday - Friday 9 a.m. - 4 p.m.  
**DRIVE-THRU HOURS**  
• Monday - Thursday 8:30 a.m. - 5 p.m.  
• Friday 8:30 a.m. - 6 p.m.  
• Saturday 9 a.m. - 12 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### GRIFFIN

1610 Highway 16 West • Griffin, GA 30223  
**LOBBY HOURS**  
• Monday - Thursday 9 a.m. - 4 p.m.  
• Friday 9 a.m. - 5 p.m.  
**DRIVE-THRU HOURS**  
• Monday - Thursday 8:30 a.m. - 5 p.m.  
• Friday 8:30 a.m. - 6 p.m.  
• Saturday 9 a.m. - 12 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### JONESBORO

2236 Mount Zion Road • Jonesboro, GA 30236  
**LOBBY HOURS**  
• Monday - Friday 9 a.m. - 5 p.m.  
**DRIVE-THRU HOURS**  
• Monday - Friday 9 a.m. - 5 p.m.  
• Saturday 9:00 a.m. - 12 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### LAGRANGE

117 Bull Street • LaGrange, GA 30240  
**LOBBY HOURS**  
• Monday - Friday 8:30 a.m. - 4:30 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### MCDONOUGH

2097 Highway 20 West • McDonough, GA 30253  
**LOBBY HOURS**  
• Monday - Friday 9 a.m. - 4 p.m.  
**DRIVE-THRU HOURS**  
• Monday - Thursday 8:30 a.m. - 5 p.m.  
• Friday 8:30 a.m. - 6 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### NEWNAN

232 Bullsboro Drive • Newnan, GA 30263  
**LOBBY HOURS**  
• Monday - Thursday 9 a.m. - 4 p.m.  
• Friday 9 a.m. - 5 p.m.  
**DRIVE-THRU HOURS**  
• Monday - Thursday 8:30 a.m. - 5 p.m.  
• Friday 8:30 a.m. - 6 p.m.  
• Saturday 9 a.m. - 12 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### PEACHTREE CITY

1400 Commerce Drive • Peachtree City, GA 30269  
**LOBBY HOURS**  
• Monday - Thursday 9 a.m. - 4 p.m.  
• Friday 9 a.m. - 5 p.m.  
**DRIVE-THRU HOURS**  
• Monday - Thursday 8:30 a.m. - 5 p.m.  
• Friday 8:30 a.m. - 6 p.m.  
• Saturday 9 a.m. - 12 p.m.  
**ATM + NIGHT DROP ON LOCATION**

### An Independent Audit

The Credit Union's Supervisory Committee has ordered an independent audit of The Southern's financial statements as required by GDBF and NCUA regulations. The audit will be conducted by the accounting firm of Mauldin & Jenkins, LLC based in Atlanta. Part of the audit includes the verification of select accounts as of September 30, 2019. As part of the audit, you may receive a letter from Mauldin & Jenkins on our letterhead requesting that you confirm the account information contained in the letter. These requests are valid, but if you have any questions or concerns, contact our Telephone Service Center at (770) 719-1111 or (800) 338-5882.



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