

Diamond Lakes Federal Credit Union

● People ● Passion ● Purpose

Communicator

A Publication Exclusively for Members of Diamond Lakes Federal Credit Union | **SPRING 2021**

More Motion, Lower Payments

You'll pay less for every kind of summer fun with Diamond Lakes financing!



HAVE **MORE** ▶ PAY **LESS**

Auto Loans

Lower payments for new, used, or refinanced auto loans!

Whatever kind of fun you're hauling, you'll go further for less with an auto loan from Diamond Lakes. Head for the hills, the ballgame, or just the grocery store with lower payments and more gas money in your pocket.

Recreation Loans

Boats, RVs, Four Wheels, Two Wheels, and more! We finance every kind of outdoor fun, including; motorhomes, travel trailers, campers, ATVs, UTVs, side-by-sides, motorcycles, dirt bikes, plus boats and watercraft.



ROLL ▶ FLOAT ▶ FLY ▶ FUN!



Fire up your summer today!

It's easy to apply - visit www.diamondlakesfcu.org to apply online, book a branch appointment, or give us a call at 501.525.6530 in Hot Springs or 501.332.6530 in Malvern. Ready to start looking? Get pre-approved so you're ready to jump when you find that perfect deal!

*APR=Annual Percentage Rate. \$40 loan processing fee. Approval, interest rate and term are subject to applicant's credit application, credit report and credit score. 1.49% APR is for a 24 month auto or recreational loan. Assuming a \$10,000 loan amount, a 60-month term and a 2.75% APR with relationship pricing, you would make 60 monthly payments of \$178.17.

COVID-19 Update



A Message From Our President/CEO, Tammy Passafiume

Since the pandemic was declared over a year ago, the credit union cooperative principle, "People Helping People" has never been more significant. Just like every business in America, your credit union has been nimble to change strategy quickly, communicate information efficiently and streamline processes daily to help our members through the COVID-19 pandemic.

At press time of this newsletter, we have replaced and upgraded all of the drive-thru equipment at our Central Branch and reopened our lobbies at all three branches with the following guidelines in place to protect you, our members, and our staff:

1. All of the enhanced drive-thru services provided this past year are still available. If you prefer to stay in your car, drive-thru service and, in some cases, curbside service is available.
2. In our lobbies, we encourage wearing masks. If you need a mask, they are available upon request.
3. When we ask, please briefly lower your mask at the lobby transaction window for identification verification purposes.
4. To help with social distancing in our lobby, we have markers on the floor.
5. As we welcome you back in our lobbies, appointments are available for member services and loans. Visit our home page, www.diamondlakesfcu.org, or call 501-525-6530 to book a branch appointment.

I want to thank you, our members, for your patience and kindness these last few months as we moved most all transactions and services to our drive-thru, phone and online. We are committed to adapting our services to meeting your changing needs.

Please stay safe and know that we will do everything we can to help you and your family as we emerge from this pandemic.

Warm regards,

Tammy Passafiume, President/CEO



We'll Get You HOME

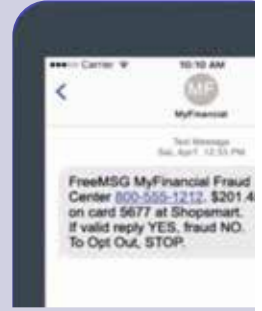
Now is a great time to finance a home loan purchase or refinance your mortgage with Diamond Lakes Federal Credit Union. Rates are at an all time low, and we offer many fixed rate options to make your home ownership dreams come true.

Our home loan experts, Cindy and Brooke, can help you with a purchase or refinance with 15- to 30-year terms at fixed rates. Visit www.diamondlakesfcu.org to complete the easy and convenient online home and land loan application. We also have a Prosperity Plus Grant Program to help qualified borrowers with their closing costs!

When you get your home loan at Diamond Lakes, you're working with real people right here in your community. You'll get personalized service from people you know and trust. Call **501-525-6530** and press 4, or send us an email, mortgage@diamondlakesfcu.org. We will be happy to answer your home loan questions.



Debit Card Fraud Protection System Upgraded with Text Messages



Diamond Lakes has a powerful new tool to help prevent debit card fraud: text messages. In the past, members have received both phone calls and email notifications if there is suspected fraud using their debit card. With the additional text alert service, members can instantly keep tabs on suspicious card activity by responding to text messages.

With text fraud alerts, if our system detects suspicious activity on your card, you'll receive a text message from Diamond Lakes FCU with details about the suspected transaction. All you have to do is respond to the text to confirm or deny the transaction.

If you indicate the transaction is fraud, you'll receive another message with a number to call for follow-up. If not, you are all set. The system will mark the transaction as legitimate and you can get on with your day.

So keeping your mobile number current with the credit union is very important. If you need to verify or update your mobile phone number, give us a call at 501-525-6530 or 501-332-6530.

Important Information for Members of Diamond Lakes Federal Credit Union:

Inactive accounts are defined as accounts that have less than \$200 on deposit and have had no activity (deposits, transfers, loans, etc...) in the previous 6 months. To cover the costs of upkeep on an inactive account, a \$5 per month fee is charged to inactive accounts. You can avoid being charged this fee by simply keeping your account active with payroll deducted deposits, direct deposit of your paycheck, loan payments or other deposits and transfers.

Depositing Checks Using the Diamond Lakes Mobile App

More and more members are discovering the convenience of the new Diamond Lakes Credit Union Mobile App and mobile deposit. This feature allows you to deposit your checks remotely by using your mobile device to snap a photo of your check then submitting it electronically.

To expedite the electronic deposit of a mobile deposit check, endorse the back of your check with "For Mobile Deposit Only", your signature, and your member number underneath the endorsement. It will look like this:



Withholding Notice for Members with IRAs

Payments from your IRA are subject to federal income tax withholding, unless you elect no withholding. You may change your withholding election at any time prior to receiving your payment. To change your withholding election, complete the appropriate form provided by your financial organization. Withholding from IRA payments, when combined with other withholding, may relieve you from payment of estimated income tax. However, your withholding election does not affect the amount of income tax you pay. You may incur penalties under the estimated tax rules if your withholding and estimated tax payments are insufficient.

Lifestyle Checking Powered by BaZing

A Convenient Way to Save Money, Right From Your Smartphone

Using the BaZing app, free with a Diamond Lakes' Good Life or On The Go Checking Account, you can save money on dining, shopping, traveling, prescriptions, vision purchases and hearing aids. BaZing also provides roadside assistance, cell phone coverage, identity theft protection and accidental death and dismemberment insurance. Download the BaZing app free from your App Store and activate your BaZing account using the code **DLFCU2021**.



Locations

Malvern

7333 Hwy. 270
Malvern, AR 72104

Phone (501) 332-6530
Fax (501) 332-8361

Hot Springs Central

4032 Central Ave.
Hot Springs, AR 71913

Phone (501) 525-6530
Fax (501) 520-8361

Hot Springs Grand

115 E. Grand
Hot Springs, AR 71901

Phone (501) 525-6530
Fax (501) 623-5245

Hours

Lobby and Drive Thru:

Monday, Tuesday, Thursday:
8:00 a.m. – 4:15 p.m.

Wednesday:
9:00 a.m. – 4:15 p.m.

Friday:
8:00 a.m. – 5:00 p.m.

Holiday Closings

The credit union will be closed in observance of these upcoming 2021 holidays:

Monday, May 31, 2021
Memorial Day

Monday, September 6, 2021
Labor Day

Monday, October 11, 2021
Columbus Day

We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.



Nominating Committee seeks members for 2022 Board of Directors election

The Nominating Committee is seeking members interested in serving as volunteers on the credit union's Board of Directors. Three positions will be open for the 2022 Board of Directors election.

If you feel that your education background and occupational experience would be an asset to the Board of Directors, you can obtain a Volunteer Application by contacting Tammy, Pam or Lorraine at 501-332-6530 (Malvern) or 501-525-6530 (Hot Springs).

Volunteer Applications received by August 20, 2021 will be considered by the Nominating Committee for the 2022 election.