

MEMBERS MATTER

Just for the valued members of our Credit Union | Winter 2024

THANK YOU FOR YOUR VOTES!



4x

CREDIT UNION 2x

Gold Medallion Winner 2x

MORTGAGE LENDER

Gold Medallion Winner

AUTOMOTIVE 2x
FINANCE

Gold Medallion Winner

PLACE TO WORK
Gold Medallion Winner

We are honored to have been voted the finest in the Finger Lakes for the second year in a row in four separate categories including finest "place to work" this year! We are grateful to our loyal members like you and for our wonderful staff! Thank you for your constant support!

Don't Forget!....

Important Notice

Dormant / Inactive Accounts - Abandoned Property Law
The Office of Unclaimed Funds (OUF) states all accounts that have been inactive for three, four and five years will be reported in an attempt to reunite account owners with their money.

A quarterly fee of \$15.00 will be deducted from any Dormant (Inactive) Account at Finger Lakes Federal Credit Union. To avoid this deduction, please be sure to have at least one transaction posted to your Share Savings Account per year (dividends are not considered activity).

Join us for your Annual Meeting!

Each year we invite our members to a brief meeting regarding your Credit Union's progress over the past year. The Annual Meeting is a perfect opportunity for the Chairman of the Board and President /CEO to provide reports, discuss current issues, hold an election for open Board of Directors positions, and offer members the opportunity to ask questions and share their concerns.

All members are welcome and eligible to vote.

When: Wednesday, March 20, 2024

Where: Geneva Branch Lobby (27 Seneca St. Geneva)

Time: 5:00 PM

We hope to see you there!

ATTENTION PARENTS AND COLLEGE STUDENTS!

The 2024-25 *Free Application for Federal Student Aid* (FAFSA®) form is now available. You can complete the form to apply for financial aid to help pay for attendance at college between July 1, 2024 and June 30, 2025.



You can visit their website at studentaid.gov

Bulletin Board

Holiday Closings

The Credit Union will be closed to observe the following holidays:

Martin Luther King Day

Monday, January 15th

Presidents Day

Monday, February 19th

Memorial Day

Saturday, May 25th

Monday, May 27th

Solar Eclipse

Monday, April 8th- closing at 1:00pm

Follow Us!

Now there are more ways to connect with your Credit Union than ever before.



Search for [Finger Lakes Federal Credit Union](#) & 'Like' us on Facebook!



Search for [Fairport Credit Union](#) & 'Like' us on Facebook!



Search for [Webster Credit Union](#) & 'Like' us on Facebook!



Follow us on Instagram (FingerLakesFCU). We post community-related Credit Union events and activities.

Community Corner



Congratulations to Raphael Jamison, the winner of the Buffalo Bills tickets from International Credit Union Day! (October 2023) We hope you had an AWESOME time at the game where the Bills beat the Jets!



A Very Merry Holiday Season!

The staff participated in another fun year of wearing Christmas Sweaters and competing to see who had the craziest "ugly" sweater! We even had a fun surprise of a Christmas card from our Operations & Human Resources Department who got professional "awkward family portraits" done to bring a laugh and a smile to the other departments.

We were proud to once again be a sponsor of the Salvation Army Angel Tree. The Angel Tree is a way to give back, by donating toys to children in need in our area. For many kids, the gifts they receive through the Angel Tree will be the only ones they may open on Christmas Day! Thank you to both staff and members who supported this wonderful cause this holiday season. Through this years' tree, 50 kids were sponsored. Additionally, we hosted a kettle for a week in the front of our Geneva Branch where staffed volunteered to ring the bell and collect donations from generous patrons. We hope you all had a wonderful holiday season!



Community Corner continued...

Finger Lakes Youth Sports, Challenger Sports Program ~ Bowl-A-Thon, 2023

Organized by Shona DeCann, SVP of Performance Improvement, Finger Lakes Federal Credit Union staff participated in the 2023 Bowl-A-Thon to raise money towards the Finger Lakes Youth Sports, Challenger Sports Program. The Challenger Program provides four seasons of sports activities to kids in the Finger Lakes area with disabilities. These programs are at no cost to participants and are 100% volunteer based.

In addition to the actual bowl-a-thon, staff members donated raffle baskets that were displayed in the lobby of the Geneva branch for the month of November, going into December. We were excited to raise a total of \$1,800 to go towards the total \$3,000 raised for this year's Bowl-A-Thon. It's a wonderful program and a fun filled event!



Law Enforcement Appreciation Day, 2024



As we celebrate Law Enforcement Appreciation Day (Tuesday, January 9th), our credit union proudly acknowledges the dedication and sacrifices of the Geneva Police Department. In an effort to express our gratitude, we partnered with HeavyKevi's Catering and the Rusty Pig to provide a heartfelt gesture--a catered lunch for the hardworking men and women who serve our community.

The unwavering commitment of law enforcement officers deserves recognition every day, and we are honored to have had the opportunity to show our gratitude through this small token of appreciation. At Finger Lakes Federal Credit Union, we stand in solidarity with those who uphold the values of safety, protection, and services. We extend our deepest thanks to the Geneva Police Department for their selfless dedication to keeping our community safe.

A huge thank you to HeavyKevi's Catering and the Rusty Pig, for their generous support and for offering us a significant discount, making this day of appreciation awesome (and delicious)! We are so happy to have you join us in expressing gratitude to our local law enforcement heroes!

\$50k Awarded to Local Small Business Community

Finger Lakes Federal Credit Union was awarded a \$50,000 grant made available through the Federal Home Loan Bank of New York's 2023 Small Business Recovery Grant Program to support small business and non-profit organizations who are facing economic challenges due to inflation, supply-chain constraints and or rising energy costs. We were absolutely thrilled that we could bring this grant money home and impact eleven small businesses and non-profits in our area. We know first-hand from speaking with the grant recipients what a significant difference this will make in helping these small businesses thrive in our local economy!



This is the third round the Credit Union has successfully been awarded this Small Business Recovery Grant. This brings the total to \$250,000 it has secured to help the local economy benefiting a total of 70 businesses and non-profits in the surrounding towns and counties.

Finger Lakes Federal Credit Union is a proud member of the Federal Home Loan Bank and would like to commend its dedication to local community development. On behalf of Finger Lakes Federal Credit Union and on behalf of all grant recipients we would like to thank the Federal Home Loan Bank of New York for its ongoing support for our community!

Recipients this round were: (*Pictured top to bottom): Marilla's Mindful Supplies, Child Advocacy Center of the Finger Lakes, Cayuga Lake Boat Rentals, Geneva Center of Concern, Mombergers Deli

*Not pictured: CJK Manufacturing LLC, Kathy Arcangeli Feeds, Geneva American Legion Winnek Post #396 Autumn's Harvest Farm, LLC, Creekside Cattle Co LLC, Seneca Housing, Inc.

Scorecard Rewards Transitions to UChoose Rewards in 2024 Q3

Planned 2024 Card Processor Conversion:

We would like to inform you about a planned card processor conversion in 2024. This conversion is part of our ongoing efforts to enhance and improve our services for your benefit. More detailed information, including specific dates and steps to be taken during the conversion, will be provided as we approach the transition period.

Scorecard Rewards Program Termination:

As part of that processor conversion, the Scorecards Reward Program will officially come to an end in the third quarter of 2024. We have made this decision with careful consideration, and we want to ensure that you have ample time to manage and utilize any points you may have accrued through the program.

Action Required:

To make the most of your accumulated points, we encourage you to review your current points balance and consider redeeming them for the available rewards before the termination date. Please note that any points remaining in your account after the specified date will no longer be valid. **Points earned in Scorecard Rewards program will not roll over to the new UChoose Rewards program.**

Introducing UChoose Rewards:

We firmly believe in the importance of rewarding our members for using Finger Lakes Federal Credit Union debit and credit cards, and we are thrilled to introduce our new cards-based rewards program, UChoose Rewards. This program will become available as part of the card processor conversion and is designed to offer you even more flexibility and choices when it comes to redeeming your rewards. With UChoose Rewards, you can enjoy a wide range of options, easier access, and exciting opportunities to make the most of your Credit Union membership. When the time comes, we will provide much more information including how to enroll.

Stay Informed:

We understand that changes like these may raise questions, and we are committed to keeping you informed every step of the way. As we move closer to the conversion, you can expect more communication with specific dates, guidelines, and any necessary actions you may need to take. **Key dates will be made available in the next newsletter and within monthly statements leading up to any impact.** Our goal is to keep you well-informed and ensure a seamless experience as we introduce UChoose Rewards and complete the card processor conversion later this year.

We value your loyalty and trust in Finger Lakes Federal Credit Union, and we appreciate your understanding as we work to improve our services for the benefit of all our members. If you have any immediate questions or concerns, please feel free to reach out to our member service support team.

The Business Banking Corner

See what's in store for 2024

Business Banking Services Announcement

We are thrilled to announce an exciting expansion in our services at Finger Lakes Federal Credit Union that is designed to serve local businesses and non-profit organizations and drive economic growth in our community. Later this year we plan to formally introduce our comprehensive suite of Business Banking solutions, including business accounts, business loans, and other cash management services tailored to meet the unique needs of our members' business needs.

Business Banking Deposit Accounts

We have offered simple solution business accounts for years. But we have never promoted business accounts on our website. We have made the decision to expand and roll out several business and non-profit accounts to meet an array of our members' business needs later this year. Whether you're a small startup or an established enterprise, our diverse range of business accounts will ensure that you will find the perfect fit for your financial needs. Later this year we will update our website and begin to promote them like everything else we offer.

Business Loans

In 2020 the Credit Union did a soft launch of a range of business loan products. We wanted to soft launch business lending so we could ensure that we had a strong foundation and infrastructure in place before promoting business lending solutions. Slow growth allows for strong member service commitments to be maintained and not diluted. We feel that has served us well over the past three years.

We now offer business mortgages, equipment financing, business vehicle financing, and business operating lines of credit. Embark on new ventures, expand operations, or address immediate financial needs with our Member Business Loans. Our flexible financing options are designed to provide you with the capital required to achieve your business goals. Our dedicated team will work closely with you to understand your unique requirements and structure a loan that aligns with your vision for success.

Contact Vice President of Lending, Michael Scaglione, for any of your business lending needs at (315) 781-1334 extension 147.



Michael Scaglione
Vice President of Lending
(315) 781-1334 ext. 147

Business Cash Management Services

At Finger Lakes Federal Credit Union, we believe in supporting the growth and efficiency of your business. Our Business Services, including payment processing solutions, are designed to simplify day-to-day operations. Experience the ease of doing business with our cash management services, allowing you to focus on what you do best—running and growing your enterprise.

The Credit Union now offers **business deposit capture**. Your business staff can save time by scanning checks right from your office. The deposits are electronically deposited into your Finger Lakes Federal Credit Union business deposit account.

*The Credit Union also now offers business **debit & credit card acceptance (merchant services)** with its technology partner Clover[®]. If you are processing debit & credit cards for payments today, let us see if we can save you money!*



Why Business Service?

We have primarily focused on personal banking services for members over the past 55 years. We pride ourselves on our organization's culture focused on meeting our members' needs. We focus on maintaining a high level of member service which over time develops deep trust, strong relationships and member loyalty. However, we found that our members who own and operate businesses often had to move their business account needs elsewhere for a suite of accounts that we did not offer. By offering business banking products and services this will allow us to meet even more of our members' needs and allow us a new opportunity to grow. From our soft launch in 2020, we have determined that we can successfully launch a full suite of business banking services and also be competitive and successful. Business loans will help further diversify our loan portfolio. Business deposits will help us build a new source of core deposits.

How to Get Started

To explore our Business Banking solutions, call or visit our nearest branch and connect with any Branch Manager. We are excited to partner with you in achieving your business or non-profit organization's objectives and contributing to the economic vitality of our community. Thank you for choosing Finger Lakes Federal Credit Union as your financial partner. Together, let's build a stronger, more prosperous future for your business and the Finger Lakes community.



Meghan Rodgers
Geneva



Niki Giardino
Phelps



Lynn Dunn
Fairport/Webster

Homebuyer Dream Program™

The 2024 Homebuyer Dream Program is slated to begin accepting applications on January 8th, 2024. Please contact Christina Sweet to get prequalified for this program.

With the Homebuyer Dream Program, participants may receive up to a maximum grant of \$20,000 (\$500 of which to cover homeownership counseling, if applicable) towards the purchase of a home.

Eligibility Requirements:

- *Must be a first-time homebuyer (as defined by the U.S. Department of Housing and Urban Development) and purchasing in New York State*
- *Meet the income and credit requirements for the program*
- *Provide at least \$1,000 toward your home purchase from a verifiable source*
- *Homebuyer must commit to a 5-year retention period*
- *Complete homeownership counseling program*



Additional criteria may apply.

This program is offered on a first come, first serve basis. There is no guarantee that funds will be available when your Reservation Request is submitted. The grant is a Federal Home Loan Bank of NY program. To learn more about the Homebuyer Dream Program, and the \$20,000 grant visit the Homebuyer Dream Program website.

Don't miss out! Contact Christina Sweet today at 315.781.1334 extension 128.

FINGER LAKES FEDERAL CREDIT UNION IS AN EQUAL HOUSING LENDER and federally insured by NCUA. Membership eligibility required. Loan approval based on creditworthiness.

Cyber Security Corner

In recent years, there's been a tremendous increase in online shopping. Major e-tailers now offer consumers more options and product selections, and brick and mortar stores offer their own online incentives to remain competitive and capture a share of the online market. Additionally, in the wake of the Covid-19 pandemic, many people have switched to shopping for items online that they used to obtain from neighborhood stores.

Unfortunately, as consumer activity online has increased, so too has cybercrime – incurring financial losses for unfortunate victims.

But while internet scams and cybercrime exist, that doesn't mean you need to avoid online shopping. Safe online shopping is possible, provided you are aware of the potential risks and take proper precautions.



Online shopping risks

Identity theft

This usually involves cybercriminals hacking into e-commerce websites and stealing users' login or credit card details. It enables them to either impersonate users to make fraudulent purchases or sell personal details to other criminals online.

Fake online stores

Unfortunately, not all e-commerce sites are genuine. Scammers may set up fake websites designed to look like established, genuine retailers. They copy design and layouts and steal logos to trick unsuspecting users into thinking they are visiting a trusted website. They may offer popular clothing brands, jewelry, and electronics at low prices. Sometimes users receive the items they have paid for, but they are usually fake. Other times, users don't receive anything at all.

Data breaches

When you shop online, you share sensitive information with retailers, including your bank or credit card details, contact information, and address. If hackers gain unauthorized access to an e-commerce website, there is a risk that your information could be exposed in the event of a data breach.

Fake apps

Many genuine online retailers have dedicated apps. Cybercriminals sometimes try to mimic them by creating fake versions. They aim to harvest your personal information such as bank or credit card details, plus usernames and passwords.

Adware

Adware refers to unsolicited ads that pop up on the screen when browsing the internet. Adware is a contraction of 'advertising software', and its purpose is to generate revenue for its owner. Adware can be legitimate but can also be used by cybercriminals for fraudulent purposes – for example, luring you to malicious websites which try to obtain your personal information. Sometimes, closing the pop-up ad by clicking on the 'X' symbol can itself cause an infection.

Phishing

This involves scammers sending fake emails which appear to be from a genuine retailer. The emails usually contain an attachment or a link designed to trick the receiver into clicking them – usually, doing so launches a malware infection.

Cyber Security Corner continued...

How to check if a website is safe to buy from

So, how do you tell the difference between safe online shopping sites and fraudulent ones?

Here are some signs to look out for:

Look for an address and phone number

Legitimate retailers will usually have a contact number and physical address visible in either the header or footer. If you are not sure whether an online shop is genuine, one way to check is by copying and pasting their address details into a search engine to see if their location is verifiable. Fake sellers will either not provide an address or use a fake one.

Look out for spelling and grammar mistakes

Reputable brands usually try to ensure that the text and imagery on their websites are of good quality. If a website is poorly written and contains numerous spelling or grammatical mistakes, it could indicate that the seller is not genuine. Other red flags might include low-quality images, no returns policy, and the inability to leave reviews.

Use a dedicated email address

Similar to creating a 'clean' computer, you can do the same with an email address. Create an email address that you will use only for online shopping. This will limit the number of spam messages you receive and reduce the risk of opening potentially malicious emails disguised as sales promotions or other notifications.

For example, if you use your dedicated online shopping email for Amazon but receive a message from Amazon in your primary email account notifying you of an issue with an order or your Amazon account, then you know it is probably a fake or malicious message sent by cybercriminals.

Manage and protect your online passwords

Using strong passwords and using a different password for each online account is one of the most important things you can do for safe online shopping. It can be challenging to remember many different passwords, especially when they comprise numerous letters, numbers, and special characters. But you can use a password manager to help.

A good password manager will also encrypt passwords that would otherwise be in plain text. Some antivirus and internet security software products include password management and password security features.

Avoid using public Wi-Fi to log in to online accounts

Coffee shops, hotels, restaurants, and other public areas often provide free Wi-Fi. This can be useful for checking email, browsing the internet, and other online activities. But using public Wi-Fi to sign into a private account is a security risk. Savvy hackers could be hijacking the Wi-Fi signal or even setting up their own to trick you into using it.

If you need to access the internet when shopping, it's safer to do so via your mobile phone network.

Stick to familiar brands you know or have heard of

Where possible, try to buy from retailers you have heard of, especially those with a good reputation. But even then, it's essential to take care – criminals often deliberately misspell the name of their fake websites to sound like a familiar brand company.

Read your credit card statements

When you receive your credit card statements, go through them and check for unauthorized charges. If there is anything unusual, report it immediately. Ensure that your children do not have access to your online accounts and limit their access to your credit card and bank information.



Welcoming New Staff Members!

Adriana Connell, Member Service Representative

We are thrilled to introduce the newest addition to our team at Finger Lakes Federal Credit Union, Adriana Connell! With a passion for exceptional service and a commitment to ensuring your banking needs are met with care and expertise, Adriana is a fantastic addition to our family. Her background in banking and customer service, most recently at Community Bank for the last four and a half years makes her a valuable asset to our team.

Adriana is from and resides in Geneva and holds a Bachelors in Finance from SUNY Fredonia. When we asked Adriana what she like most about working here at Finger Lakes, she said she enjoys her friendly coworkers, the laid back atmosphere and that FLFCU is family oriented. She hopes to learn more each day and further her career here at the Credit Union.

Welcome Adriana!



Jolynn Arroyo, Member Service Representative

Introducing Jolynn Arroyo, one of the newest additions to our Geneva and Phelps branch! While she brings a wealth of customer service expertise, most recently at the Geneva on the Lake Hotel and Wegmans, she is new to the banking world. Her passion for delivering exceptional service and building meaningful relationships aligns perfectly with our values. We're thrilled to have her on board, ready to bring a fresh perspective and top-notch service to our valued members!

If you see her, be sure to say hello and give her a warm welcome!



Celebrating the Staff

26 Year Anniversary Christina Sweet

Join us in celebrating an extraordinary milestone! Christina has dedicated an impressive 26 years of unwavering commitment as our Senior Loan Officer/AVP. Her relentless dedication, expertise, and guidance have not only shaped our success but also inspired everyone around.

Christina has an associates degree in accounting from KCC and resides in the Romulus/Willard area with her husband Kenny. She has three sons, Kyle, Adam & Caleb! When she isn't working, Christina enjoys volunteering for South Seneca Wrestling and Four Towns Youth Wrestling and leisurely enjoying traveling to wrestling tournament to watch her youngest, Caleb compete for Binghamton University. Christina says she enjoys working with and helping members meet their financial goals and plans to continue her career as a lender here at FLFCU until it's time for retirement. Congratulations Christina! Here's to many more years!



23 Year Anniversary Michele Bogardus

Cheers to an incredible 23 years of dedication and excellence! As we commemorate Michele's remarkable journey with Finger Lakes Federal Credit Union at the Webster branch, we celebrate her enduring commitment, expertise, and invaluable contributions. Thank you for being an integral part of our success story!

Michele resides in Ontario with her family and attributes some of her success to her parents who instilled good family values and a great work ethic at a very young age. Michele has over 34 years of experience in banking! Way to go! She has enjoyed meeting and working with the great employees at Finger Lakes and the appreciation FLFCU has for their staff. She hopes to retire in the next 10 years to continue her loved hobbies of baking and making wreaths! Congratulations Michele- here's to the next 10 years!



5 Year Anniversary Tiffanie Tyler

Congratulations to Tiffanie Tyler as she marked her 5 year journey with us at Finger Lakes Federal Credit Union! Her dedication, expertise, and unwavering commitment have been instrumental in our success. Here's to five years of invaluable contributions and continued excellence!

Tiffanie had twenty years of experience in banking prior to coming to Finger Lakes and holds an Associates degree in Accounting. When not working, she enjoys volunteering for the American Red Cross. We asked her what she loves most about working here - she said, "Once of my favorite things about working at FLFCU is the amazing staff I work with! FLFCU values both staff and members and I am so proud to be part of this amazing team!" Congratulations Tiffanie!



Celebrating Years of Service!



Cecilia Augustus
11 years



Patti Holcomb
4 years



Constance Stoughtenger
4 years



Amy Whitbeck
3 years



Gerri Scibona
2 years



Tayler Acosta
1 year

Main Office

27 Seneca Street
PO Box 433
Geneva, NY 14456
[\(315\) 781-1334](tel:(315)781-1334)
www.flfcu.org

Loan Line: (315) 781-2945

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: 9:00 AM – Noon
24-Hour Walk-Up ATM on premises

Fairport Office

70 S Main Street
Fairport, NY 14450
[\(585\) 223-9151](tel:(585)223-9151)

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: 9:00 AM – Noon
24-Hour Drive-Thru ATM on premises

Webster Office

815 Ridge Road
Webster, NY 14580
[\(585\) 671-8900](tel:(585)671-8900)

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed

Drive-Thru:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed
24-Hour Drive-Thru ATM on premises

Phelps Office

1934 State Route 96
PO Box 96
Phelps, NY 14532
[\(315\) 548-2100](tel:(315)548-2100)

Hours:

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed

Drive-Thru (2 Lanes):

Monday – Wednesday: 9:00 AM – 4:30 PM
Thursday: 9:00 AM – 6:00 PM
Friday: 9:00 AM – 5:00 PM
Saturday: Closed
24-Hour Drive-Thru ATM on premises

BOARD OF DIRECTORS

Bob Stivers, Chair
Jamie McDowell, Vice Chair
Patrick McGuire, Treasurer
Kelly Ernst, Secretary
Reed Balewski
Doreen Hovey
Brian Natale
R.J. Passalacqua, Jr.
Edward Wright

BOARD ADVISORY

Erin Hughes

SUPERVISORY COMMITTEE

Christine Burke, Chair
Scott Avedisian
Doreen Hovey
Donald Friday
Rev. Lynn Spence