

Member News

Spring 2023

Important Information

Due to a system upgrade, all APGFCU® branches, Member Service Center, ABBY Telephone Teller and Online and Mobile Banking access will be **unavailable beginning the evening of Friday, April 28, through Monday, May 1, at 9 a.m.**

See insert for details.

NEW and Improved Online and Mobile Banking

Have you experienced our new and improved Online and Mobile Banking service?

We have upgraded our system to provide a better, more streamlined banking experience for you. With helpful new features and enhanced security, the new system will empower you to conveniently manage your money and grow your wealth.

Visit apgfcu.com/OnlineBanking to check it out and download the new app.

Not already enrolled? Visit apgfcu.com/OnlineBanking today.

Upcoming Closures

Saturday, April 29

System Upgrade

Monday, May 29

Memorial Day

Monday, June 19

Juneteenth National Independence Day

Tuesday, July 4

Independence Day



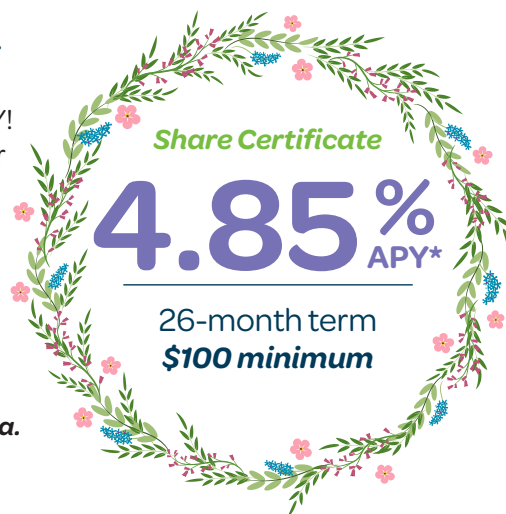
Spring Into Savings With a Special 4.85% APY Certificate*

As part of our celebration of 85 years with U, we are offering a 26-month Certificate Special at a rate of 4.85% APY! Take advantage of this limited-time offer for a chance to earn big.*

Visit apgfcu.com/Certificates, request a branch appointment at apgfcu.com/Appointment or call 410-272-4000 to watch your funds grow.



Or, scan the QR code with your mobile phone camera.



*The 26-month promotional Annual Percentage Yield (APY) listed is effective as of 04/03/2023. Rate and promotion are subject to change at any time, without notice. Fees may reduce earnings. Minimum deposit \$100. Maximum of \$50,000 per membership. 26-month certificate will automatically renew to a 24-month term upon maturity unless action is taken. Penalty for early withdrawal. Other restrictions may apply.

APGFCU 2023 Annual Meeting

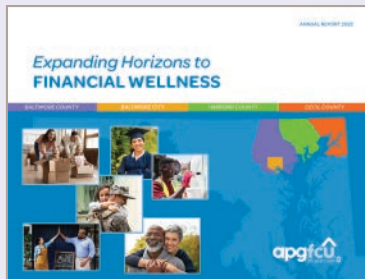
Mark your calendar to attend the **2023 APGFCU Annual Meeting on Thursday, April 20!** We will be revealing our newly elected 2023 Board of Directors based on your votes, reviewing the credit union's successes in 2022 and announcing the recipients of the Annual APGFCU Scholarship.

Register to attend at apgfcu.com/AnnualMeeting or call (410) 272-4000 and choose option 8.

If you do not have internet access, a space will be available for you to view the live broadcast at our location in Edgewood.

Please note, this is a viewing only. No refreshments will be served.

Advanced registration is required to attend either the virtual meeting or the in-person viewing of the live broadcast.



2023 Updates for Individual Retirement Accounts

The Consolidated Appropriations Act of 2023, signed into law by President Biden on December 29, 2022, increased the required minimum distribution (RMD) age for IRAs from 72 to 73 in 2023, and will increase to age 75 in 2033.

Starting in 2023, the Act also reduces the penalty for failure to complete an RMD from 50% to up to 25%.



Bring Your Homeownership Dreams Into Full Bloom

Whether you're looking to purchase a new home or spruce up the one you have, we have the tools to help you do it right. With low down payment programs, closing cost assistance and 100% financing available for qualified buyers, our local experts can

find a homebuying plan that's right for you. And to get your home spring-ready, put your equity to work for you with an APGFCU Home Equity Loan or Line of Credit.

Visit apgfcu.com/Mortgage to learn more and get started today.

Open a Youth Account to Unleash the Power of Saving – **Starting With a \$50 Bonus¹**

Celebrate the credit union spirit by opening a new APGFCU Youth Membership Savings Account for your little ones throughout National Credit Union Youth Month in April and beyond. Plant the seed of financial wellness and we'll contribute **\$50 toward their savings!**¹ It's never too early to start teaching smart money management.

Visit apgfcu.com/YouthBonus to open your accounts today.



¹Annual Percentage Yield (APY) for share savings account is 0.25% APY. The APY is accurate as of the last dividend declaration date. Rate may change after account opening. Fees may reduce earnings. \$5 minimum to open and maintain a savings account. Bonus of \$50, paid within five business days of account opening, will be deposited into the savings account. Bonus must stay in the account for 90 days. Offer applies to new memberships for ages 0 through 17 only. Maryland Uniform Transfers to Minors Act (MUTMA) and custodial accounts are not eligible for the bonus. New youth membership savings accounts must be opened via online secure form or in an APGFCU branch. We may report to the IRS the value of any cash received and any applicable taxes are the responsibility of the recipient. Membership eligibility applies. Other restrictions may apply. This offer is subject to change at any time at the credit union's discretion and may not be combined with any other share savings offers. Membership eligibility applies. Other restrictions may apply.

Important System Upgrade Information

Prepare today for our scheduled upgrade April 28 – May 1, 2023

To provide you with a more streamlined banking experience, **we will be completing an upgrade of our core data processing system over the last weekend in April, beginning the evening of Friday, April 28, 2023.** Benefits of the upgrade include:

- State-of-the-art technology to better serve you now and in the future
- Streamlined processes and efficiencies for faster service
- Ability to see your entire relationship with APGFCU in Online/ Mobile Banking, including joint accounts
- Easier-to-read statements and receipts
- Enhanced product offerings

Key Dates to Remember

While we perform the upgrade, certain services will temporarily be unavailable, as detailed in the chart below.

Please note the dates on your calendar and plan ahead with our checklist.

Other Important Information

- Any automatic deposits or withdrawals scheduled for April 28 through April 30 will post to your account on April 28, including direct deposit.
- Any transfers from one APGFCU account to another scheduled for April 28 through 30 will be posted on April 28.
- Previously scheduled bill payments through online banking will process as usual.
- Your account number will remain the same; however, account suffixes will change. Please see FAQs on the reverse side of this sheet for more information.

- Online Banking login IDs and passwords will remain the same.
- Debit and credit card numbers, along with PINs, will remain the same.
- Checks will function as normal and will not need to be reordered.

For complete details, please visit apgfcu.com/SystemUpgrade for up-to-date information and reference the Frequently Asked Questions (FAQs) on the reverse side of this sheet.

Be Prepared Checklist

- ☐ Know your account balances and available credit card limit before 5 p.m. on Friday, April 28. This is the balance upon which ATM withdrawals, debit card transactions and credit card transactions will be based until the morning of Monday, May 1.
- ☐ Schedule any new bill payments and transfers before April 28. New bill payments and transfers cannot be scheduled during the upgrade (from approximately 5 p.m. Friday, April 28 through 9 a.m. Monday, May 1).
- ☐ Plan ahead for any special needs and take care of any special transactions or account changes before April 28 or wait until May 1.
- ☐ Keep enough cash on hand as ATM/debit transactions may be limited during the upgrade (based on your available balances as of approximately 5 p.m. on Friday, April 28).
- ☐ If you have a joint owner on your account, be sure to share this information with them.
- ☐ Be sure your contact information is up to date within Online and Mobile Banking so you receive important communications.
- ☐ Mark the key dates on your calendar and watch for updates at apgfcu.com/SystemUpgrade.

	Friday, April 28	Saturday, April 29 & Sunday, April 30	Monday, May 1
Branch Lobbies	Open	Closed	Opening at 9 a.m.
Branch Drive-Thrus	Open	Closed	Opening at 9 a.m.
Phone Service	Available	Unavailable	Available at 9 a.m.
Online Banking, Mobile App, ABBY Telephone Teller	Available until approximately 5 p.m.	Unavailable	Available
Debit, ATM & Credit Cards	Will function as normal but may have transaction limits during the upgrade.*		
Night Drop	Envelopes placed in night deposit after 8:30 a.m. on April 28 will be processed on May 1.		

*Limits will be based on the available balance in your account(s) as of approximately 5 p.m. on Friday, April 28, 2023.

Prepare for Our System Upgrade

System Upgrade FAQs

What is the “core data processing system?”

The core data processing system is the software and supporting hardware APGFCU uses to maintain members’ deposit and loan accounts, process transactions, and support services such as debit cards, credit cards and online banking.

Will my account view be different in Online/Mobile Banking?

Yes, you will now be able to see all accounts upon which you are associated as either a primary owner or joint owner within Online and Mobile Banking.

Will my account number/information change?

No. All APGFCU account numbers and online banking login IDs and passwords will remain the same. However, account suffixes will change. Visit apgfcu.com/SystemUpgrade for more information.

Will the nickname(s) for my savings account(s) carry over?

If you previously requested the credit union to customize account names to display on receipts and statements, please note they will not carry over. However, if you would like to customize the names of accounts in Online/Mobile Banking, you may do so by clicking on the three dots on the account you wish to rename, then selecting “Nickname Account.” Please take note of the current suffix associated with any accounts you previously nicknamed. When making a deposit at a branch, the suffix will be needed.

Will there be a delay in receiving my statements because of the system upgrade?

No. Statements will arrive within the normal delivery timeframe. Please keep statements to verify your account information and transaction history after the system upgrade has been completed on May 1. Electronic statements will be loaded and available through Online Banking.

Will my statements look different?

Yes, they will be redesigned and easier to read.

Are fiduciary account titles changing?

Yes, see below for examples:

1. **Rep Payee** changing from “Jane Smith Rep payee for John Smith” to “Rep Payee Account for John Smith.”
2. **Guardianship Accounts** changing from “Jane Smith Guardian for John Smith” to “Guardianship Account for John Smith.”
3. **UTMA Accounts** changing from “Jane Smith cust for John Smith” to “UTMA Account for John Smith.”

Online Banking FAQs

Will I lose my account history through Online Banking?

No, your account history will be retained. However, your account history data from May 1 and going forward will look a little different from how it looks today.

Will I be able to use QuickBooks, Quicken and Mint after the upgrade?

Intuit aggregation services, including Mint, will be unavailable for up to five business days after our system upgrade. We anticipate access to be restored on or around May 8, 2023.

Transfers, Direct Deposits and Bill Payments FAQs

Will I be able to access online Bill Pay during the system upgrade?

Bill Pay will be unavailable starting at approximately 5 p.m. on Friday, April 28, until 9 a.m. on Monday, May 1. Pre-scheduled payments will still process during this time, but you will not be able to add, delete, or modify scheduled payments or payees. After the upgrade, please verify payees, dates and amounts to ensure accuracy.

Will my recurring internal and external transfers take place during the period of time Online Banking is unavailable?

All pre-scheduled transfers scheduled for April 28 through April 30 will be posted on April 28.

I have direct deposit set up; will it work when you are closed?

Yes, rest assured that any automatic deposits or automatic withdrawals you currently have will continue to work as usual. Any automatic deposits scheduled for April 28 through April 30 will be posted on April 28.

I have a payment due on May 1st, how do I make sure it is paid on time?

Make any payments by 5 p.m. on April 28 or on May 1.

Credit and Debit Cards and ATMs FAQs

If I need cash during the system upgrade time, will I be able to use ATMs?*

Yes, you will be able to access ATMs during the system upgrade, but you will be unable to view your current balance from approximately 5 p.m., Friday, April 28 until 9 a.m. Monday, May 1. *Withdrawal amounts may be limited. The limit will be based on your available balance(s) as of approximately 5 p.m. on Friday, April 28.

Will my debit and or credit card still work during the system upgrade?

Yes. For debit cards, account limits will be based on your available balance(s) as of approximately 5 p.m. on Friday, April 28. For credit cards, limits will be based on your available credit line as of approximately 5 p.m. on Friday, April 28. Orders for new cards placed after April 26 will be processed on May 1.

Who do I contact if I lose my credit or debit card or if I need to report it stolen?

Should you need to report a debit, credit or ATM card lost or stolen while the branches and call center are closed between April 29 and April 30, please contact 800-472-3272. Please note orders for new cards placed after April 26 will be processed on May 1.



Enhanced Level of Service Coming Soon

Visit apgfcu.com/SystemUpgrade for the most up-to-date information and FAQs.

Active Phone Scam:

Tips to Safeguard Your Information

In an active phone scam, individuals are receiving calls from what appears to be APGFCU. These phone numbers are spoofed so the caller ID appears as APGFCU's published phone number, but are really coming from identity thieves who want to scare you into thinking there are fraudulent transactions occurring on your card or account. They say, to protect you, they urgently need your card or online banking information to assist you.

Use the below tips to thwart scammer efforts and protect yourself and your money:

1 NEVER answer questions from any random phone call, text or email requesting information, even if it looks or sounds legitimate. Criminals have become adept at making texts, emails, etc. look official, and spoofing caller ID so the caller appears authentic.

2 NEVER give out your online banking log-in credentials, secure access code, card information, personal identification number (PIN) or other

personal information requested by people contacting you unexpectedly.

3 Remember, APGFCU will never call, text or email you asking you for information such as your online banking password, secure access code, debit card PIN, expiration date or CVV code on your card(s).

4 APGFCU won't call, text or email you asking you to change your PIN on the spot.

5 Identity thieves may use tidbits of information they've learned about you to gain your trust and get you to provide more information. **DON'T FALL FOR IT!**

6 Scammers will try to charm you into providing information. Others use pressure, creating a sense of urgency, to unsettle you and get you to give them information. Some may even become aggressive if you don't comply. APGFCU representatives do not behave that way.



7 It's okay to end the phone call. Simply tell the caller you'll call them right back and hang up. Then, call APGFCU at our published phone numbers: 410-272-4000 or 800-225-2555.

If you voluntarily provide your sensitive information to anyone who is not an authorized user on your account, you may be responsible for the transactions and you may not get your money back. The best tool to stop fraudsters is knowledge. For more information, visit apgfcu.com/Security.

If you receive an APGFCU Security Alert (i.e. new device added, login ID or password changed, secure access code contact change, user profile updated, or security alert preferences changed) and you suspect fraudulent activity, please contact APGFCU immediately.



Jam Out to the Tune of a \$50 Referral Bonus¹

Refer a friend to open a new personal or business share savings account with APGFCU and **you'll both be eligible for a cash bonus of \$50!**

Want to refer multiple friends? Even better! You can earn a bonus for each friend or family member who opens a new account with us. So the more you refer, the more you can earn!

Start referring today. Visit apgfcu.com/ReferAFriend for details.

¹Annual Percentage Yield (APY) for share savings and business share savings accounts is 0.25% APY. The annual percentage yield is accurate as of the last dividend declaration date. Rate may change after account opening. Fees may reduce earnings. \$5 minimum to open and maintain a share savings or business share savings account for new member-owners. Bonus of \$50, paid within 5 business days of account opening, will be deposited into the savings account. Bonus must stay in the account for 90 days. Offer applies to new memberships for those 18 and over and business savings accounts only. Refer-a-Friend new membership share savings and business share savings accounts must be opened through the online account opening process, through the mail or at an APGFCU branch. This offer is subject to change at the credit union's discretion. Only one bonus offer payment will be paid to a new member-owner during the promotional period and this offer may not be combined with any other share savings offers. Referral email must be included with new membership application to receive the bonus. We may report to the IRS the value of any cash received and any applicable taxes are the responsibility of the recipient. Referrer must be in good standing to obtain the bonus. Membership eligibility applies. Other restrictions may apply. Officers, directors, volunteers and employees of APGFCU and members of their immediate families (spouse, parent, child and sibling) and persons residing in their households (whether related or not) are not eligible to participate.



Member owned. Member driven.

P.O. Box 1176, Aberdeen, MD 21001-6176
apgfcu.com | 410-272-4000 | 800-225-2555



Branch Locations

Aberdeen

996 Beards Hill Rd.

Amyclae

1200-A Agora Dr., Bel Air

APG

6485 Operations Ave.

Bel Air

321 S. Main St.

Cecil College

1 Seahawk Dr., North East

Chesapeake City

2579 Augustine Herman Hwy.

Edgewood

1321 Pulaski Hwy.

Elkton

1204 E. Pulaski Hwy.

Fallston

210 Mountain Rd.

Forest Hill

2010 Rock Spring Rd.

Havre de Grace

1045 W. Pulaski Hwy.

Laurel Bush

2113 Laurel Bush Rd., Bel Air

North East

2011 W. Pulaski Hwy.

Rising Sun

28 Rising Sun Town Center

Riverside

1327 Riverside Pkwy., Belcamp

Home Loan Center

Monday – Thursday 8:00 a.m. – 5:30 p.m.

Friday 8:00 a.m. – 6:00 p.m.

Member Service Center

Monday – Friday 8:00 a.m. – 8:00 p.m.

Saturday 9:00 a.m. – 1:00 p.m.

ABA Routing & Transit Number

255075576

(use this number to arrange electronic fund transfers)

Operation Statistics as of January 31, 2023

Assets \$2,108,197,106

Shares \$1,904,551,336

Loans \$1,614,282,086

Members 155,751



APGFCU is not affiliated with any non-APGFCU Internet sites listed in this newsletter. These sites are provided as reference only. APGFCU makes no representations about the content on these sites or subsequent links from those sites.



All loans are subject to approval.
Federally insured by NCUA

MC-AP-OT-040123



85 Years Serving

APGFCU's long-standing history began on January 13, 1938, when nine employees at Aberdeen Proving Ground subscribed one share of \$5 each and the credit union section of the Farm Credit Administration in Washington, D.C., issued Federal Charter Number 2540 to Aberdeen Proving Ground Employees Federal Credit Union. Two weeks later, a seven-person board of directors was elected at a special membership meeting, along with a supervisory committee and credit committee. When policies were formed shortly thereafter, the maximum unsecured loan amount was \$25 and the maximum secured loan amount was \$50. A small group of 45 military and 23 civilian volunteers were instrumental in the early days of the credit union, with the goal of providing affordable credit and financial options to employees and families based at Aberdeen Proving Ground. The idea of people with a common bond pooling their resources together to help one another resonated with credit union pioneers, and continues to be the model by which we operate today.

For the first 22 years, all bookkeeping, loan applications, auditing and operations were conducted from the desk drawers of credit union volunteers on post at the Proving Ground. The credit union ended its first year of operations with 200 members, \$1,718.89 in assets, \$1,538.02 in shares and \$1,593.90 in loans.

The demands of a nation at war challenged the credit union during the World War II era. It became difficult to find directors and committee members to donate time because of the increased workload at the Proving Ground. Meeting a quorum at board meetings became difficult as Aberdeen Proving Ground civilians and military worked longer hours or traveled to other bases. Some meetings were canceled or postponed because of blackouts. At one point, the credit union considered closing.

After the war ended, the credit union entered the 1950s with a rejuvenated spirit, a new board of directors, new volunteers and improved financials. Aberdeen Proving Ground Employees Federal Credit Union was poised for growth and new opportunities with one mission in mind: to help individuals use and control their own money to improve their economic and social condition.

Our past guides our journey of helping those we serve, and we look forward to continuing to help those across our community achieve, prosper and grow. Look for more information on our 85-year history in our summer newsletter!

Photo captions clockwise, beginning upper left – Member Appreciation ice cream social; Habitat for Humanity Susquehanna employee volunteer day; APGFCU Financial Education in the classroom; President/CEO Don W. Lewis addresses Congress; Board of Directors at an Annual Meeting; Bel Air Kite Festival.