



Central Connection Fall 2017

Branching Out

Have you noticed some new faces in familiar places? Over the last few months, our branch management has had some reassignments.

Stop by and say hello to them at their new locations:

Bo Daley, Auburn



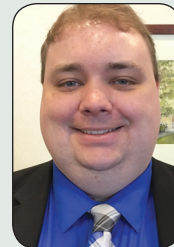
Joined Central One: 2016

Banking experience: 16 years

Fun fact: President Elect of the Rotary Club of Greater Auburn and Certified Bicycle Mechanic

What I like most about working at Central One: Our members come first! Having Central One play such an important part in our community makes me happy to come to work every day!

Scott McCarthy, Northborough



Joined Central One: 2017

Banking experience: 12 years

Fun fact: I enjoy traveling, especially to new places outside of the U.S.

What I like most about working at Central One: I like interacting with the various departments on projects to help the credit union as a whole.

Owen Russell, Shrewsbury



Joined Central One: 2006

Banking experience: 23 years

Fun fact: I like to travel to warmer climates, spending a lot of my vacation time in Florida. It's inevitable that once I retire, I will move someplace warm.

What I like most about working at Central One: Having the opportunity to be involved in the local community. Teaching high school students about financial literacy and helping prepare them for a successful financial future.

Rajani Koduri, Westborough



Joined Central One: 2001

Banking experience: 18 years

Fun fact: I enjoy playing chess and reading books.

What I like most about working at Central One: I get to meet a lot of wonderful people.

INSIDE THIS ISSUE:

What's Happening: Shrewsbury facelift; 2017 Scholarship winners

Spotlight: How can a HELOC help you?

For Your Safety: Keeping your data secure

Financial Advisor: Why you should stay invested through tense times

Insurance Advisor: Want to save money on insurance?

Upcoming Events: Santa to return!

The main branch is close to completing its "facelift"

We appreciate your patience as the Shrewsbury Branch finishes its renovation with a more open and updated look. After several years of piloting the "Dialogue Banking" concept in Westborough and Shrewsbury, we recently completed a complete transformation of our Auburn branch. The Shrewsbury branch redesign will be completed in October. The goal of this new design is to provide a more comfortable and efficient process to meet member needs. Members ultimately will be able to speak with one employee who can assist them with multiple needs. Feedback from most members during the pilot has been very positive, with many saying this concept allows for a closer relationship with our staff. Comfort, efficiency, and more meaningful interaction all add up to a better overall experience for our most valuable assets... our members!



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We're not a bank. We're Better!

Home Equity Lines of Credit (HELOC):

An Emergency Fund or Alternative to High-Rate Borrowing

A HELOC can serve two major purposes in homeowners' lives. The first purpose is as an *emergency fund* for life events that can be high-cost and immediate. It can also serve as an alternative to higher rate lending options, such as credit cards or personal loans. Most financial advisors recommend that homeowners establish a line of credit well in advance of any actual need. Having a HELOC established and already in place allows the homeowner the benefits of:

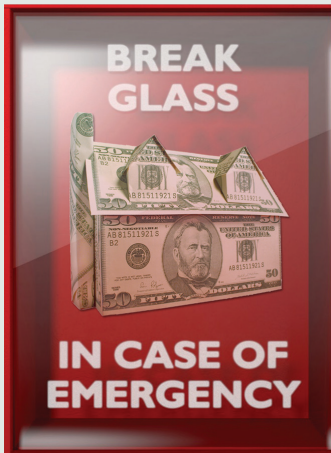
- Immediate access to liquid funds
- Privacy as to the source of funds
- No additional approval or explanation as to the purpose of funds.

Examples of urgent situations when a HELOC may be useful include:

- Costly repairs to car or renovation of home
- Major purchase (home, business, car, appliance)
- Important life events (college tuition, wedding plans, medical costs, or burial expenses)

Once in place, you have round-the-clock accessibility to your HELOC via an online banking transfer to your checking account.

*To learn more about how a HELOC can help you,
stop in to any branch location or call us at 800-527-1017
for more information.*



Keeping your data secure

It seems that every time we listen to the news, we are learning about another data breach or identity theft ring. Although the Equifax breach is unrelated to Central One, we want to provide you with tools and information to keep your information confidential.

The recent Equifax breach is a reminder that every person can request a free annual credit report from each of the 3 reporting agencies: Equifax, Experian and TransUnion by going to www.annualcreditreport.com

To see if you were affected by this recent breach, and learn more, go to Equifax's website <https://www.equifaxsecurity2017.com>

We encourage you to regularly review transactions in your account and report any that are not yours to our Member Support Center at 800-527-1017.

To find out how to protect your Central One accounts, call or ask a representative for more information.

Helpful Tips

- Don't reveal your personal or financial information in an email
- Before entering or sending personal information, always check the security of a website. Secure websites will start with <https://>
- Pay attention to website URL's. They may look like a legitimate site but the URL will have a variation in the spelling or different domain such as .net vs .com

Congratulations to our 2017 Central One Academic Scholarship Winners!

Central One awards graduating seniors from Algonquin Regional, Auburn, Shrewsbury and Westborough high schools with a scholarship to offset the costs of college tuition. Three graduates receive a one-year \$1,000 scholarship, and one graduate is selected for the grand prize of \$4,000 distributed over their four years of college.

\$4,000 Grand Prize Winner:

Maggie Shatz - Algonquin Regional High School

\$1,000 Winners:

Madison Dugan - Shrewsbury High School

Corydon Callahan - Westborough High School

Kelly Ngo - Auburn High School



Why you should stay invested through tense times

Crises pass, and markets eventually regain equilibrium.

W.F.
Financial Services

We have seen some uneasy times lately. Uneasiness impacts the financial markets. When it does, we all need to keep some long-term perspective in mind. Those who race to the sidelines and exit equities may regret the choice when crises pass.

Wall Street loves calm. Traders literally want "business as usual," every day. If breaking news disrupts that calm, it can rattle the market – but every investor must realize that these disruptive events are exceptions to the norm. (If the major Wall Street indices rollercoasted dramatically every day, who would invest in stocks to begin with?)

History shows how the market has bounced back in the past. You probably know the old financial industry saying: past performance is no guarantee of future results. That is certainly true, but it is also true that the major indices have staged some impressive recoveries when confronted with turbulence.

We do not need to look back very far to see some of this resilience. In May, the S&P 500 posted a single-day loss of 1.8%. Just three market days later, 85% of that loss had been recovered. Remember the stunning Brexit vote in the United Kingdom? The S&P fell 5.3% in the two trading days after that news broke. It took about a week to gain all of that back.¹

When China startlingly devalued the yuan in August 2015, there was a true correction in the S&P; it lost 11%. In roughly two months, it was back at its former level.¹

Looking back further, we can be encouraged by how stocks rebounded after the unthinkable shock of 9/11. Wall Street



Article provided by:
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was closed for five calendar days after the attack; on September 17, 2001, the Dow slid 7.1% (684 points). It would eventually drop more than 14%. The S&P 500 retreated 11.6% during the week when the market reopened. Even so, one month later, the three major U.S. equity benchmarks had recouped their losses.²

Stock market corrections happen regularly. In fact, this current period is one of the calmest on record. As the summer of 2017 wraps up, the S&P 500 has gone more than a year without a 5% dip. The last stretch this long without a 5% pullback was in 1995, and this has happened only six times since 1950.³

Back on May 17, the Dow slipped 373 points. Yet with the index comfortably above 20,000, that single trading session saw only a 1.8% retreat. A 1,000-point, single-day fall for the

Dow 30 is now a possibility. If the Dow drops 1,000 points in a day for the first time, investors will be shocked – but they should remember that the Dow also rises.⁴

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Citations. 1 - businessinsider.com/stock-market-news-buy-the-dip-bulletproof-rebound-2017-8 [8/15/17]

2 - investopedia.com/financial-edge/0911/how-september-11-affected-the-u.s.-stock-market.aspx [9/11/17]

3 - investopedia.com/news/why-stock-market-correction-may-rattle-investors/ [7/18/17]

4 - latimes.com/business/hiltzik/la-fi-hiltzik-market-corrections-20170530-story.html [5/30/17]

Did you know?

As a member of Central One, you are eligible to receive exclusive discounts from partner companies.

Check out all of your potential savings at www.lovemycreditunion.org and download the App to any smart phone.



**LOVE MY
CREDIT UNION
REWARDS**

Love your savings.

*Members have saved over
\$2 billion on discounts
from partners!*

We're not a bank. We're Better!

Want to save money on Insurance?

... who doesn't?

Insurance can be a complicated purchase. You're buying a promise of protection that your financial well-being could depend on in the event of a loss. Using an independent insurance agent such as Oak Tree Insurance gives you the peace of mind that a licensed professional is looking out for your best interest.

Here at Oak Tree Insurance we pride ourselves on giving you the same world-class service found at the credit union.

As a free service for Central One members, an Oak Tree agent will review your current insurance policies for savings opportunities and also point out any gaps in coverage that you may have. Additionally, members qualify for exclusive group discounts.

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Auto insurance, Renters insurance, Homeowners insurance, Business and commercial policies

Call 508-841-0515 today or email Lisa at LGRIFITHS@Centralfcu.com for a no-cost, no-obligation insurance review.

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Article provided by:
Lisa Griffiths,
Insurance Executive



Fallin' for fun

September was an exciting month in our communities. We enjoyed sponsoring various parades, festivals, 5K's and town birthday celebrations. We truly enjoy being a part of YOUR community!



Deposit checks with your smartphone

After branch hours?

Deposit your check securely using the Central One Mobile App!



or visit www.centralfcu.com for more information

Upcoming 2017 Holiday Closures

Monday, October 9 *Columbus Day*
Saturday, November 11 *Veterans Day*
Thursday, November 23 *Thanksgiving*
Monday, December 25 *Christmas*
Monday, January 1 *New Year's Day*

Mark your calendars... *Santa is coming!*

Saturday, December 2 • 9-11:30 am - Northborough

Saturday, December 9 • 9-11:30 am - Auburn and Westborough

Saturday, December 16 • 9-11:30 am - Shrewsbury



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration, a U.S. Government Agency. Products and services provided by W. F. Financial Services and Oak Tree Insurance are not NCUA insured.