



## CEO Corner

As nature awakens from its slumber and the vibrant hues of spring emerge, I find myself reflecting on the parallels between this season of renewal and the principles of financial literacy. Just as blossoms spring forth from their buds, so too can our financial knowledge flourish with the right nurturing and attention.

Spring is a time for growth, making it a great opportunity to cultivate a deeper understanding of financial matters. At Central One, we are committed to empowering our members with the tools and knowledge they need to make informed financial decisions.

With this in mind, I want to emphasize the importance of financial literacy and highlight key themes to consider as we embrace the spirit of spring. Just as a strong root system sustains a flourishing garden, a solid understanding of financial concepts such as budgeting, saving, and investing provides the groundwork for a secure financial future. By equipping ourselves with the necessary skills and knowledge, we can navigate life's financial complexities with confidence and resilience.

Fostering financial literacy is not just a personal endeavor—it is a community effort. By promoting financial education initiatives in schools and partnering with local organizations, we can create a culture of financial empowerment that extends beyond our membership.

Spring invites us to embrace a mindset of renewal and growth. Just as new shoots emerge from the soil, so too can we cultivate a mindset of continuous learning and improvement when it comes to our finances. Through workshops, educational resources, or one-on-one guidance from our award-winning team, we offer opportunities to expand your financial knowledge and skills. By investing in your financial education, you invest in yourself and lay the groundwork for a brighter financial future.

I encourage each of you to embrace the themes of spring as you embark on your financial journey. Together, let us seize the opportunity to cultivate our financial well-being and flourish in the months ahead.

Devon Lyon, President/CEO



## 2024 Annual Meeting

The 72<sup>nd</sup> Annual Business Meeting of the Central One Federal Credit Union Board of Directors will be held on Monday, June 17, 2024, at 5:00 pm at our Shrewsbury branch located at 714 Main Street. Please refer to the Call for Nominations Announcement in your April account statement for details.



## Thanks for your support!

We're thrilled to share that Central One was once again voted one of the top three credit unions in Worcester Telegram's Best of Central Mass Community Choice contest!



It's also our honor to share that our insurance subsidiary, Oak Tree Insurance Agency, was voted the #1 Insurance Agency for the second year in a row, and our investment subsidiary, Central One Retirement & Investment Center, was voted #1 in Financial Services!

Additionally, Banker & Tradesman announced Central One as a Top Lender in the following categories:

- Volume of Non-Purchase Residential Loans
- Number of Commercial Purchase Loans
- Number of Multi-Family Purchase Loans

We're proud of our award-winning professionals, providing financial guidance to help members find the best solutions for their individual needs.



## Have you used our free Online Payment Portal?

Make your loan payments from an external account quickly and easily! You can now use this portal to securely make recurring and one-time payments to your Central One loan(s) from another financial institution. This service can be used to make payments to Central One business, consumer, credit card, home equity, and mortgage loans. Getting set up is easy, secure, and free! Get started today at [centralfcu.com/pay-my-loan](https://centralfcu.com/pay-my-loan).



## 2024 scholarships

Applications for our two Scholarship Programs, Central One Federal Credit Union Student Member Academic Scholarship and Central One Federal Credit Union Academic Scholarship are now open! We'll be awarding \$10,000 among seven lucky students through these scholarship programs.

Applications are open until April 13, 2024. Visit [centralfcu.com/scholarships](https://centralfcu.com/scholarships) to apply.



## Student checking promotion

**Open a new Student Checking account in the month of April and get \$25 deposited to your account!\*** Our free Student Checking account helps parents guide their children towards adopting excellent money management skills.

- No minimum balance
- No monthly fees
- 55,000 fee free ATMs<sup>1</sup>
- 24/7 online banking<sup>2</sup>
- Instant card replacement if lost or stolen
- Card Control App: monitor & manage your card

## April is Youth Financial Literacy Month

Get in the spirit of Youth Financial Literacy month by checking out these useful resources!

- **America Saves Week** is kicking off on April 8th, 2024. Studies show people with a savings plan are twice as likely to save successfully. Begin your family's success by creating and committing to a simple savings plan. Getting started can be challenging, but it only takes 21 days to form a healthy habit! To get encouragement and tips on the journey take the America Saves Week pledge at [americasaves.org](https://americasaves.org).
- **The Zogo financial education app** is a fun, gamified way for teens and adults to learn over 300 financial concepts and topics. Please visit: <https://zogofinance.com/central1/>



## File Smart. Save Big.

Members are eligible to save up to 20% on TurboTax federal products through Love My Credit Union Rewards.



\*Primary account holder must be 13 years or older. If under 18 years of age, a parent or guardian must be on the account jointly. <sup>1</sup> Free ATM network includes Central One, SUM and AllPoint terminals. Out of network terminal owners may charge a service fee. <sup>2</sup> Please note: Online Bill Pay is not available for this account. New accounts only. Terms and conditions apply.



## Enter our Life in Massachusetts Photo Contest for a chance to win a \$200 prize!

Attention all amateur and professional Massachusetts-based photographers! Are you passionate about capturing moments of you and your loved ones during your daily lives? Here's your chance to showcase the real moments you share with your loved ones and friends for a chance to win a \$200 prize!

Choose your best shots from your photo library or snap new ones that showcase the essence of living in Massachusetts with your friends, families, fur babies, and other loved ones. The winning photos will be used in Central One brand material, such as our website, social media, and more. So grab your phone or camera and start snapping now!

**Photo ideas include** Social gatherings (large or small), cookouts or backyard gatherings, camping trips or other outdoor activities, events, hanging out at home, on walks or hikes, bike rides, etc.



For full contest rules and to enter, visit [tinyurl.com/LifeinMass](https://tinyurl.com/LifeinMass) or scan the QR code!

## Go green for Earth Day with eStatements

Signing up for eStatements is easy! Simply follow the steps below to get started.

- Log in to your Online Banking Account
- Click eStatements and tax forms from the top menu
- Review and accept the Central One Federal Credit Union eStatement disclosure and agreement
- Provide a valid email address and click submit
- Choose how you want to be notified when new notices or statement become available: text message or email.
- Documents are located in one place allowing you to print statements or notices anytime. You can also call our Member Support Center at 800-527-1017 or visit a branch as an alternative to signing up online.



## Mark your calendars for our upcoming events!

**Webinars** Register at [centralfcu.com/event-calendar](https://centralfcu.com/event-calendar)

**Medicare** - Wednesday, 4/3 at 6pm

**Elderly Fraud Scams** - Tuesday, 4/30 at 6pm

**Banking Basics** -Tuesday, 5/21 at 6pm

**Building Credit** - Tuesday 6/25 at 6pm

**First Time Home Buyer's** - Wednesday, 9/25 at 6pm



### Community Shred Days

- April 13th - Westborough
- May 4th - Northborough
- June 29th - Shrewsbury
- September 21st - Auburn Ops Center
- October 19th - Milford

### Branch Ice Cream Days

- June 27th - Shrewsbury
- July 18th- Northborough
- July 25th - Westborough
- August 8th - Auburn
- August 29th - Milford



Have you noticed a substantial increase in your insurance premium this year? Though insurance premiums tend to rise in a tough market, it's crucial to have comprehensive coverage to protect yourself in case of unforeseen events. Oak Tree Insurance Agency can help you with that.

As an independent insurance agency, we offer several benefits that set us apart from others. We have access to a wide range of insurance carriers, which allows us to shop around and find the best coverage and rates for you. We provide personalized service, offering guidance and support throughout the insurance process. Our independent agents are experts in navigating complex insurance policies and claims, ensuring you have the coverage you need.

Plus, Central One members are eligible for exclusive group discounts. So, book an appointment with us in person, online, or fill out our contact sheet for a quote today to see how we can help you save money without skimping on coverages. With Oak Tree Insurance Agency, you can feel confident that you have the best insurance coverage for you.

Call us at **(508) 841-0515** or email us at [oaktree@centralfcu.com](mailto:oaktree@centralfcu.com) for your no cost, no obligation quote today!



## Checkups are good for your financial health

Like annual physicals, a yearly financial checkup can help uncover hidden problems, inspire you to set new goals, provide information you need to improve your health, and help make sure you're on track for financial well-being. The team at Central One Retirement & Investment Center\* specializes in thoughtful and personalized investment guidance aimed at keeping your finances and goals in shape. Call today for more information or to schedule a consultation.



\*Securities and advisory services are offered through LPL Financial (LPL), a registered investment advisor and broker-dealer (member FINRA/SIPC). Insurance products are offered through LPL or its licensed affiliates. Central One Federal Credit Union and Central One Retirement and Investment Center **are not** registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using Central One Retirement and Investment Center and may also be employees of Central One Federal Credit Union. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, Central One Federal Credit Union and Central One Retirement and Investment Center. Securities and insurance offered through LPL, or its affiliates are **Not Insured by NCUA or Any Other Government Agency | Not Credit Union Guaranteed | Not Credit Union Deposit or Obligations | May lose value**. Central One Federal Credit Union ("Financial Institution") provides referrals to financial professionals of LPL Financial LLC ("LPL") pursuant to an agreement that allows LPL to pay the Financial Institution for these referrals. This creates an incentive for the financial institution to make these referrals, resulting in a conflict of interest. The Financial Institution is not a current client of LPL for advisory services. Please visit <https://www.lpl.com/disclosures/is-lpl-relationship-disclosure.html> for more detailed information.



## Our improved mobile app experience

You'll notice the following updates when you log in:

- The "Make a Transfer" option was relocated and enhanced with separate "Internal Transfer" and "External Transfer" selections.
- The "Mobile Deposit" feature has been improved and you are now able to make multiple deposits in one session and delete pending deposits while they are in review. The mobile deposit history can be found in the folder icon in the top right corner of the green bar. Any item can be tapped to view the specific item image.
- The "More" section has been transformed and reorganized to provide more features at your fingertips.

We hope these improvements help enhance your mobile experience! If you have any questions or need assistance, contact us at 800-527-1017 or visit a branch.

## Important notices

- We're currently in the process of upgrading our phone systems, and we will announce changes when we are closer to the launch date. Stay tuned for updates.
- Do you own a business? A new federal law went into effect January 1, 2024, and your business may be required to register with the federal government. **Find out more at [www.fincen.gov/boi](http://www.fincen.gov/boi)**

Follow us on social media!



Your savings are 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 Central One Retirement & Investment Center and Oak Tree Insurance are not NCUA insured.