

Hope NOTES

YOU CAN LEARN...

THE SCIENCE OF SAVING™



SPRING 2018



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▲ Take Flight to a Brighter Financial Future

Saving for a better future is hard—for everyone.

A 2017 national survey found that almost 60% of Americans have less than \$1,000 in savings, and almost 40% had none.

Science has found most people don't save because of "present bias," the tendency to overvalue immediate rewards at the expense of future well-being. Saving is difficult for the same reason dieting is: spending money and chocolate cake bring instant gratification.

So, if it's hard for adults, how do you teach your children to save? By turning it into a habit.

Studies show that habits formed when you are young tend to stick. It's why you (hopefully) still brush your teeth every day.

Start small. Help them save for a toy they want. Then sign them up for a youth savings account at HOPE where they save for far-off goals. Ask them what they want their lives to be like. Studies show that picturing your future self makes saving easier.

During National Credit Union Youth Month in April, HOPE is honored to empower children to save for brighter futures. As a member-owned financial institution, we're helping children and families across the Deep South have the money skills to blast-off to destinations wondrous and unknown.

Learn more at www.hopecu.org/youthmonth2018.

HOPENet Online Bill Payment Saves You Time and Money

Paying bills is a hassle, and nobody enjoys the time, expense, and effort required to do it. You can, however, make it so much easier by using HOPE's electronic bill payment service.

With HOPENet's online bill pay feature, you can take care of almost any expense anywhere, anytime. It's also a great way to keep tabs on your payments, tracking all your past, present and future scheduled transactions at a glance.

Visit www.hopecu.org/billpay to see how you can:

- Receive and pay your bills electronically, all in one place.
- Reduce your chances of missing a bill or incurring late fees.
- Stop worrying about stamps, envelopes or trips to the post office.
- Schedule single or recurring payments in just a few steps.
- Set up e-Notifications for quick reminders when payments are due or notify you a bill has been paid.
- Help guard against identity theft from lost or stolen bills and checks.
- Maintain tighter account control with real time access to payment activity.
- Enjoy increased privacy: secure login restricts access to account information, account numbers, and payment history.

Signing up is easy; just a few simple steps will have you ready to use this free service.

You can check out the demo video to see all the great features and benefits HOPENet BillPay offers and get answers to the most frequently asked questions. While you're there use the calculator to see how much time and money you could be saving by registering for this great service. Just visit www.hopecu.org/billpay to learn more and get started today!



Members Celebrate HOPE's Work to Create Opportunity

The credit union's member-owners gathered for the Annual Members Meeting on Saturday, March 24, to hear about the organization's work in 2017 and look forward to plans for the next year. HOPE's staff, board, and supervisory committee reported on the wide variety of efforts to give families and communities across the Deep South the tools needed to be financially successful.

Highlights included three mergers, significant member growth, and a large volume of high-impact home loans made in 2017. The addition of two new locations, the development of an initiative to serve Hispanic residents, and a host of special programs to support commercial loans in important sectors (health care, community facilities, fresh foods) are all on tap for 2018.

Hope Credit Union members also elected Bill Bynum, Robert Gibbs, Carol Spencer, Carmen Walker, and Neddie Winters to the Board of Directors.

Be Social, but Stay Safe

New social media platforms and apps seem to crop up all the time. Scam artists take advantage of the newness of the medium and the lack of familiarity that people have with these apps by developing cunning scams to harvest data, spread malicious software, and commit identity theft.

A few of the most common schemes include:

- 1. The Fake App:** You get an invitation to install a new app, but the scammer uses the app to make your profile broadcast links to phishing sites and other malicious webpages.
- 2. The Hidden Charge:** You enter your phone number for a pop-up personality quiz and unknowingly sign up for a \$9.99 a month "service".
- 3. The Emergency Request:** A hacker compromises one of your friend's social media accounts and sends you a message posing as the friend telling you about some sort of financial crisis. The "friend" asks you to send money according to specific directions. There is no emergency, of course, and the funds get directed to the hacker.

If you want to raise your social media security level, here are some steps you can take to protect your personal information:

1. Don't install any social media application that can make posts to your feeds, access your account information or see your friends list.
2. Don't enter your credit card information on any service if you don't intend to buy something.
3. If anyone sends you a request for money through email or social media, get in touch with them through another means. Confirm they are in need. Then, send money via a service you know and trust.
4. Change your social media passwords if they are weak. Use complex passwords that don't contain information from your profile.



Own It with a Home Loan from HOPE

Spring is in the air, and people are thinking about making fresh starts in many areas of their lives. One item on the "to do" list for many people is spending time thinking about becoming a homeowner or even starting the house hunting process.

Wherever you are on your journey to buying a home, HOPE is ready when you find the one you want to make your own. Whether you're shopping for your first place, needing to accommodate a growing family, or considering your dream home, we have loan solutions for a variety of needs.¹

As you make your plans, let us help you with your options. Visit www.hopecu.org/homeloans to find calculators that can guide your budgeting decisions and make connections with a home loan officer in your area.

¹Loans are subject to credit approval.

Branch Closures

Memorial Day
Saturday, May 26
Monday, May 28

Independence Day
Wednesday, July 4

Labor Day

Saturday, September 1
Monday, September 3

Don't forget: HOPE is always open, even when the branches are closed. Just use our HOPENet Online Banking, HOPE Mobile Banking, or HOPE24 Telephone Banking solutions.

Contact HOPE

General Account Information

HOPE24 Telephone Banking (877)214-HOPE

HOPENet Online Banking

Go to www.hopecu.org, then log in to HOPENet

Deposits - Phone (866)321-HOPE

Email deposit@hopecu.org

U.S. Mail (Do not send cash deposits through the mail)

Hope Credit Union | P.O. Box 22886 | Jackson, MS 39225

Consumer Loans

Email: consumerloan@hopecu.org

Mortgage Loans

Email: mortgageloan@hopecu.org

HOPE Affinity Network Email: affinity@hopecu.org

Supervisory Committee Phone: (601)944-1100

Email: supervisory.committee@hopecu.org

BRANCH PHONE NUMBERS Dial (866)321-HOPE

to be connected to your local branch.