

# Hope NOTES

SPRING 2020



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## HOPE's Coronavirus Response

HOPE is committed to the continued financial and physical health of our members and staff. As part of our efforts to respond effectively and appropriately to the pandemic, we are continuing to monitor guidance from the Centers for Disease Control and the health departments in our five-state region.

The credit union is taking steps to protect members and associates from the virus while also making sure we are responsive to our members' financial needs.

## Branch Operations

All HOPE lobbies throughout HOPE's network of branches are closed until further notice. As a result, some branch locations are closed. For branches with drive-up windows and staffing in place, all transaction activity will be conducted through HOPE's drive-up windows.

Visit [www.hopecu.org/corona](http://www.hopecu.org/corona) to see which branches have drive ups.

## Financial Assistance

HOPE members with personal loans, credit cards, home loans, and business loans who are dealing with financial burdens caused by the effects of Coronavirus, can contact the credit union for guidance and to discuss options and solutions that may be available to you. Call us at 1-866-321-4673 speak to a HOPE associate.

## Convenience Services

You can use our suite of Convenience Services at no cost to manage your finances from the comfort of your home as you are social distancing. Using one of these services lets you check balances, view transactions, deposit checks, transfer funds, make loan payments, open new accounts, and even apply for loans.

Read more of HOPE's Coronavirus response at [www.hopecu.org/corona](http://www.hopecu.org/corona).

## Stimulus Check Support

HOPE is here to help if you need assistance navigating the stimulus check process. As information about the stimulus checks becomes available, we will be posting information to [www.hopecu.org/coronaresources](http://www.hopecu.org/coronaresources). Additionally, If you would like assistance developing a plan on how best to use this resource, please call us at 1-866-321-HOPE(4673).

## Additional Resources

Please visit [www.hopecu.org/coronaresources](http://www.hopecu.org/coronaresources) to view a list of specific resources for individuals and businesses that may also address financial and operational challenges during this time.

## Pay Your HOPE Consumer Loan Using a Non-HOPE Account

HOPE values our members and is always looking for new ways to provide value to our member-owners and make banking and doing business with us easier for you. For this reason, we're providing a new service to make online payments easier for those who have consumer loans with us.



Traditionally, HOPE offers members the convenience of taking care of their monthly personal, vehicle, and credit card payments quickly and easily via computer or mobile device by simply logging into their HOPE account. However, we understand that people often do business with more than one institution, and it may be common to get your check deposited at one institution while having a loan at another.

This is why in addition to usual capabilities of our convenience services, HOPE is now offering a new online service that will allow HOPE members to use an account at a different financial institution to make a loan payment. To use this system, simply register one time by providing a few key pieces of information, and then log in to take care of your monthly payments.

To learn more about this system, visit <https://hopecu.org/convenience/pay-your-consumer-loans-online/>.

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## HOPE Auto Loan Promotion Extended

During this time of uncertainty surrounding the Coronavirus pandemic, we know that people are watching their finances carefully. We've extended our auto loan deal to help people to save money, if they are in need of a vehicle, whether they're using it to transport necessary supplies and groceries or to drive loved ones to medical appointments.



HOPE is offering special financing for new or used cars, trucks, or SUVs until June 30.<sup>1</sup> Whether you're looking for a safe new family vehicle or simply a fuel-efficient used automobile to get you from point A to point B, we'll help you cruise off with a great deal on your new wheels.

- Low rates: Enjoy interest rates as low as 1.99% (2.154% APR) and no more than 12.00% (12.201% APR)<sup>2</sup>
- Extended terms: Take as long as six years to repay the loan.<sup>3</sup>
- Get up to 100% financing.

Visit [www.hopecu.org/greatdealsnewwheels](http://www.hopecu.org/greatdealsnewwheels) to learn more. Members can apply for a new loan using HOPENet Online banking, or you can call us at 1-866-321-HOPE(4673).

<sup>1</sup>All loans are subject to credit approval.

<sup>2</sup>"APR" is Annual Percentage Rate. Actual rates vary based on age of the vehicle, borrower credit history, loan-to-value ratios and repayment term. A loan with the lowest advertised interest rate of 1.99% (2.154% APR) on a new vehicle (up to 2 years old) for \$20,000.00 over 36 months (maximum) would have a monthly payment of \$572.80. A loan with an interest rate of 3.99% (4.075% APR) on a new vehicle (up to 2 years old) for \$20,000.00 (minimum) over 72 months (maximum) would have a monthly payment of \$312.86. A loan with an interest rate of 12.00% (12.201% APR) on a used vehicle (more than 5 years old) for \$15,000.00 over 42 months would have a monthly payment of \$439.29. Additional rates and terms are available. Promotional terms and rates are available through June 30, 2020.

<sup>3</sup>Six-year term available on loans of at least \$20,000 and vehicles no more than three years old.

## Spring Clean Your Finances



Spring is a season for new beginnings, growth, resets, and, of course, spring cleaning. As you're deep cleaning your home, organizing, and getting rid of old items you no longer need, it's a great time to do some spring cleaning of your finances too. Here are some tips:

- Tidy up your budget by reevaluating your income and expenses.
- Sweep out debt by creating a plan to pay off your debts.
- Clean up bad spending habits to help you save more money.
- Toss out any unnecessary monthly subscriptions you aren't using.
- Dust off your long term financial plan and set new goals for the future.

To see more tips from [thebalance.com](http://thebalance.com) on how you can get your financial house in order, visit [bit.ly/springcleanfinances](http://bit.ly/springcleanfinances).

## A HOPE Home Equity Loan Can Help You During the Coronavirus Pandemic

If you've owned your home for some time now, you may be able to use it to help finance other needs, especially if you could use extra funds during this time of uncertainty regarding the COVID-19 outbreak. You can use the equity you've established in your home to help you qualify for a loan.<sup>1</sup>

Use your home equity loan to cover emergency expenses, consolidate debt for lower monthly payments, or to take care of other needs. If you could use a home equity loan, now is a great time to act. HOPE will pay all closing costs on home equity loans closed on or before June 30, 2020.<sup>2</sup>

Visit [www.hopecu.org/homeequity](http://www.hopecu.org/homeequity) to learn more. Members can apply for a new loan using HOPENet Online banking, or you can call us at 1-866-321-HOPE(4673).

<sup>1</sup> All loans are subject to credit approval.

<sup>2</sup> Hope will pay the closing costs all for home equity loans of \$10,000 or more made during the promotional period.



## Holiday Closures

**Memorial Day**  
Saturday, May 23 and  
Sunday, May 25

**Independence Day**  
Friday, July 3

*Remember, HOPE is always open even when our branches are closed. You still have 24/7 access to many functions for managing your account using our HOPENet Online Banking, HOPE Mobile Banking, or our HOPE24 Telephone Banking solutions. Find out more at [hopecu.org/convenience/](http://hopecu.org/convenience/).*

### Contact HOPE

#### General Account Information

**HOPE24 Telephone Banking** (877)214-HOPE

**HOPENet Online Banking**

Go to [www.hopecu.org](http://www.hopecu.org), then log in to HOPENet

#### Deposits - Phone (866)321-HOPE

Email: [deposit@hopecu.org](mailto: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](mailto:consumerloan@hopecu.org)

#### Mortgage Loans

Email: [mortgageloan@hopecu.org](mailto:mortgageloan@hopecu.org)

**HOPE Affinity Network** Email: [affinity@hopecu.org](mailto:affinity@hopecu.org)

**Supervisory Committee** Phone: (601)944-1100

Email: [supervisory.committee@hopecu.org](mailto:supervisory.committee@hopecu.org)

**BRANCH PHONE NUMBERS** Dial (866)321-HOPE to be connected to your local branch.