

# Banking Smarter

WINTER2021



## KEY POINTS

- ★ Low Rates on First Mortgages
- ★ Rebates for Using Home Advantage Program
- ★ Finance or Refinance Your Home
- ★ Variety of Terms to Choose From

## Historic Low Rates & Thousands in Rebates When Buying a Home

### Mortgage rates are at their lowest point in decades

If you've been thinking about buying a home or refinancing, now is the time to take action.

We've got the low-rate mortgage loans you need, whether you are a first-time homebuyer or simply want to refinance your current home loan. Choose from many different loan options - fixed rate or adjustable rate with terms to fit your budget.

### You Could Earn Thousands In Rebates

As a Destinations Credit Union member, you could be eligible to receive a rebate when buying or selling a home using CUMA's HomeAdvantage Program.

The average rebate paid to members using the program is \$1,600.

Visit our Online Mortgage Center today and get pre-approved in just minutes!

## Director/Committee Compensation

At each Annual Meeting, members are asked to approve honorariums and other compensation to the volunteers serving on the Destinations Credit Union Board of Directors and Supervisory Committee.

Honorariums are intended in exchange for services performed as an official. The table below shows the compensation for the coming year. Members will be asked to approve this compensation at the Virtual Annual Meeting on March 18, 2021. Membership approval is required.

### Honorariums

5 Directors (\$100 per meeting)	\$1,200 ea	\$6,000
4 Officers (\$133.33 per meeting)	\$1,600 ea	\$6,400
3 Committee Members (\$100 per meeting)		
1 Committee Chairman		\$1,200
2 Committee Members	\$400 ea	\$800

### All Directors and Committee Members

Lost Wages Compensation*	\$5,500
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\*Estimate based on prior year's experience. Time off work due to meetings: The above number is an approximate amount as it depends on how much time off a director or committee member is required to take.

Mileage: Directors and Committee members are reimbursed mileage at the prevailing IRS approved rate for actual miles traveled on Credit Union business.

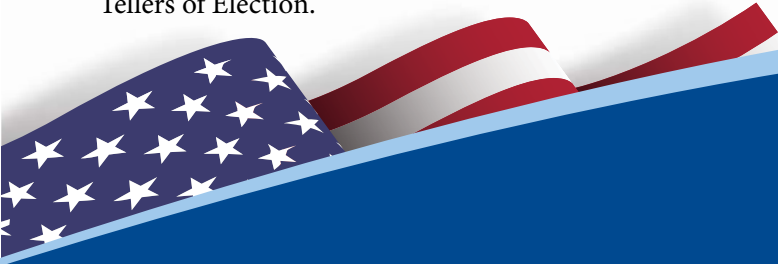


## Upcoming Election



If there are more than three candidates for the Board of Directors, Destinations Credit Union will send a ballot for the upcoming Board Election. If you are signed up for eStatements, your ballot will be available from within Online Banking. If you receive paper statements, the ballot will be mailed to you at the address on our system.

Please make sure we have your current address and a good e-mail address for you. Ballots will be sent out no later than February 19, 2021 and must be returned no later than midnight on March 19, 2021. Paper ballots must be returned to a Post Office Box which will be checked by our Tellers of Election.



Destinations  
CREDIT UNION

# Refinance & Save Money

With the holidays just behind us, we all could use a little extra room in our monthly budgets. Destinations is here to help you move forward, bank smarter!

Our rates are some of the best around - on average, 36% lower than the Baltimore metro area market<sup>1</sup>. Plus, we can beat your current auto rate by up to 2%\* when you refinance a higher-rate auto loan from another lender.

Refinancing your higher-rate auto loan could help you:

- Lower your monthly payments
- Reduce the total interest paid
- Enjoy free basic GAP coverage

Apply online today for a fast pre-approval.

<sup>1</sup>Based upon a \$25,000 auto loan over 60 months, Destinations CU rates out perform the Baltimore Metro average earning a DataTrac Great Rate Award. Rate comparison as of 12/17/2020.  
\*Rate cannot go below Destinations Credit Union's lowest rate.



Certified to  
Save you money™



## New Person to Person Payment App For Members

### IT'S A PIECE OF CAKE

Download the PayMoli app, send money, friend is paid...voilà.



### MAKE PAYMENTS IN A SNAP

In a rush? Owe a friend? Use our hassle-free mobile payment app to pay the people you know in a jiffy.

#### HOW IT WORKS

- ➔ Download the PayMoli app from the App Store or Google Play Store
- ➔ Link to your credit union checking account
- ➔ Complete verification process
- ➔ Pick a person to pay
- ➔ Enter payment amount
- ➔ Send

## Do You Need HOPE?

Destinations Credit Union is proud to offer a HOPE Inside location at our main office in Parkville (virtual visits for the foreseeable future). The HOPE Inside model created by financial dignity nonprofit Operation HOPE, provides no-cost one-on-one financial literacy coaching, workshops, and education programming to participants. Destinations is the first credit union in the country to offer this service.

Understanding how finances work is an integral part of succeeding financially. Operation HOPE coaches are trained to help people understand and improve their FICO scores. They also equip entrepreneurs with the tools and training to follow their dreams or help individuals and families understand the path to home ownership.



If you, or anyone you know can benefit from this free service, please contact Yolanda Hobbs at 301-664-4384 or e-mail her at [Yolanda.Hobbs@operationhope.org](mailto:Yolanda.Hobbs@operationhope.org).

# Your Annual Billing Rights And Error Resolution

## BILLING ERRORS

### Electronic Funds Transfer (Reg E)

In case of errors or questions about electronic funds transfers from your share and share draft accounts or if you need more information about a transfer on the statement or receipt, telephone us at the following number or send us a written notice to the following address as soon as you can. We must hear from you no later than sixty (60) days after we sent the first statement on which the problem appears. Call us at:

(410) 663-2500

or write to:

Destinations Credit Union  
8767 Satyr Hill Road  
Baltimore, MD 21234  
Fax: (410) 663-1950  
www.destinationscu.org

- Tell us your name and account number.
- Describe the electronic transfer you are unsure about and explain as clearly as you can why you believe the Credit Union has made an error or why you need more information.
- Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will tell you the results of our investigation within ten (10)\* business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45)\*\* days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10)\* business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account. We will tell you the results within three (3) business days of completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

\* If you give notice of an error within thirty (30) days after you make the first deposit to your account, we will have twenty (20) business days instead of ten (10) business days.

\*\* If you give notice of an error within thirty (30) days after you make the first deposit to your account, notice of an error involving a point of sale transaction, or notice of an error involving a transaction initiated outside the U.S. its possessions and territories, we will have ninety (90) days instead of forty-five (45) days to investigate.

NOTE: If the error you assert is an unauthorized MasterCard Debit transaction, other than a cash disbursement at an ATM, we will credit your account within five (5) business days unless we determine that the circumstances or your account history warrant a delay, in which case you will receive credit within ten (10) business days.

## YOUR BILLING RIGHTS (Reg Z)

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

### Notify Us In Case of Errors or Questions About Your Bill

If you think your statement is incorrect, or if you need more information about a transaction on your

statement, write us at the return address shown on the front of your statement. Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to pay your credit card bill automatically from your savings or checking account, you can stop the payment on any amount you think is wrong. To stop the payment your letter must reach us three business days before the automatic payment is scheduled to occur.

### Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question.

If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your bill was correct.

### Special Rule for Credit Card Purchases

If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right:

- (a) You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and
- (b) The purchase price must have been more than \$50.

These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

# Destinations CREDIT UNION

*Moving forward, banking smarter.*

8767 Satyr Hill Road  
Baltimore, Maryland 21234

410-663-2500

*During the pandemic, please check branch availability by calling or visiting our website.*

Monday–Thursday, 8:30 a.m.–3:00 p.m.  
Friday, 8:30 a.m.–4:30 p.m.  
Saturday, 8:30 a.m.–1:00 p.m.

**Northwest Hospital Branch**  
Administrative Services Building  
5401 Old Court Road  
Randallstown, MD 21133  
Monday and Tuesday, 8:00 a.m.–11:30 a.m.  
and 12 Noon–3:00 p.m.  
Wednesday, 8:00 a.m.–11:30 a.m. and  
12 Noon–2:00 p.m.  
Thursday and Friday, 7:30 a.m.–11:30 a.m.  
and 12 Noon–3:00 p.m.

CU Service Center Locator:  
1-888-865-4722

(Or visit our website and click  
“find A BRANCH/ATM.”)

CU Talk Telephone Teller Access:  
410-663-2500, Option #3

E-mail address: [info@destinationscu.org](mailto:info@destinationscu.org)

Website: [www.destinationscu.org](http://www.destinationscu.org)

Lost or Stolen Credit or Debit Cards:  
800-528-2273

facebook

[facebook.com/destinationscreditunion](https://facebook.com/destinationscreditunion)

@ [twitter](https://twitter.com/Tweets4UrWallet) Tweets4UrWallet

Federally Insured  
by NCUA



## Holidays Observed

January 18 -  
Martin Luther King, Jr. Day  
February 15 - Presidents Day  
May 31 - Memorial Day  
July 5 - Independence Day  
September 6 - Labor Day  
October 11 - Columbus Day  
November 11 - Veteran's Day  
November 25 - Thanksgiving  
December 24 - Christmas Eve  
Closing at Noon  
December 25 - Christmas  
January 1, 2022 - New Year's Day

# This is How Our Members Go Car Shopping

*Stay out of the cold this winter and find your next car online.*

With over 4 million vehicles at your fingertips, why go anywhere else?

- Shop for your next vehicle with confidence
- Research millions of vehicles in our massive inventory
- Save time and money with credit union pre-approval
- Refinance your existing auto loan
- Free CarFax®, vehicle comparisons, and more!

Visit our website at [destinationscu.org](http://destinationscu.org) and click on "Car Shopping Made Simple."

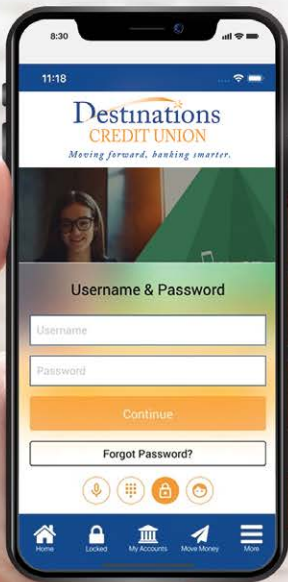


## Mobile App with Card Controls and Bill Payment!



Have you downloaded the mobile app yet? If not, go to the Play Store or App Store and download it today. In addition to the ability to check balances and transactions, transfer money and remotely deposit checks - now you can control your credit and debit card transaction notifications. You can set up to receive alerts for all transactions or refine your notifications (such as transactions over a certain amount). In addition, you may temporarily lock your card before reporting it lost or stolen. Temporarily locking the card is useful if you think you may locate the card, but want to protect yourself in the event it really is lost or stolen. To access these features, click on the "More" icon at the bottom of the screen, then click on "Manage My Cards."

If you are signed up for Bill Payment within Online Banking, the ability to pay bills from the app is also available. A new feature of bill pay on the app is that you can add new payees -- previously unavailable from within the app.



SEE INSIDE TO LEARN MORE



Mortgage rates  
are at their lowest  
point in decades

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Baltimore, MD 21234

*Moving forward, banking smarter.*

**Destinations**  
CREDIT UNION

Visit [www.destinationscu.org](http://www.destinationscu.org)

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