



Employee of the Month



Resource Center" answers to some common questions about our services



Meet the new members of the family!

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Volume - 5

Year - 2024



MIAMI FIREFIGHTERS
Federal Credit Union

The SIREN

FROM YOUR CEO

CONTINUING OUR COMMITMENT TO IMPROVE OUR PRODUCTS AND SERVICES AS WE LOOK FORWARD TO 2024

I hope everyone enjoyed their Easter weekend with family and friends. 2024 has already been a very busy for us here at MFFCU. As previously mentioned, we are committed to enhancing our technological infrastructure to provide better and faster services to you. One area that we focused on is streamlining our loan processing. We are thrilled to announce that we have just signed a contract with one of the best systems in the country. (See MeridianLink article). Our goal is to provide you with 24/7 access to loan applications and processing.

On the lending front, we recently concluded a highly successful Flash auto loan sale at a competitive rate of 3.99% APR. We're delighted that many of you took advantage of this opportunity, potentially saving substantial sums of money.

Additionally, we are preparing to introduce a new checking Line of Credit for overdraft protection (See SafetyNet article). This is a cost effective alternative to Courtesy Pay and is intended to save you money by removing fees and provide relief through accessible loan options, replacing it with a loan.

On the online services front, we have tapped into "pay by debit" functionality, enabling seamless fund transfers from any other financial institution that you may have an account with via text or online channels.. This service called "MessagePay" is currently being tested and will soon be available to everyone.

Furthermore, We are exploring a new Home Banking solution with enhanced features that will help you manage your money. This solution will offer features such as online account opening for all our products, eliminating the need to come to the office or wait for the Credit union to open... all can be done online if you choose. While this endeavor will not begin until later this year, we are excited about the positive impact it will have on our member's home banking experience

Your feedback is valuable to us. If there are any desired features that you would like us to consider implementing to enhance your banking experience, please let me know.

From a financial standpoint, the credit union is doing very well. Our net capital remains very strong at nearly 12%, surpassing regulatory requirements by a full 5%. Daily liquidity monitoring ensures we maintain a very comfortable financial position. Membership growth continues to be strong, and our assets are now at approximately \$160 million, making this a record setting number for MFFCU. These very favorable numbers show the confidence and trust our members place in us, we are thankful for the faith and continued support of everyone..

In summary, the state of Miami Firefighters Federal Credit Union is STRONG and we continue to grow. If you have any questions or concerns that you would like to share, please use the ASK THE CEO link at the bottom of our website.

NEW FACES JOIN THE FAMILY



MFFCU is happy to announce our newest employees joining the team!

Jenifer Picart - Our new Service Representative. Jenifer has been with us for several months prior as a temp and did such a great job that we had to offer her a job. We are very happy she accepted and will prove to be a valuable asset.

Milbia (Mimi) Estevez - Our new Consumer and Mortgage Loan Officer. Mimi comes to us from Bank of America with a wealth of Lending knowledge and banking experience. Her skills are a great fit for our Loan Department and we are anxious to experience her contributions.

Jeriry Wheelock - Jeriry has been with us for over 6 months as a temp and earned herself a full time position as Loan Processor in our Loan Department. She has become a familiar face to our members and has performed her duties admirably. We know she will continue to provide our members excellent service and are very happy to have her as part of the family..

If you pass by the CU, please welcome them to the family.

EMPLOYEE OF THE MONTH

MFFCU announces their Employee(s) of the Month(s) January - March

(January): **Yaremy Zeledon**

(February): **Lily Garcia**

(March): **Maria Sol Huertas**

Thank you Yaremy, Lily, and Maria H. for all your hard work and dedication to our members and the Credit Union!



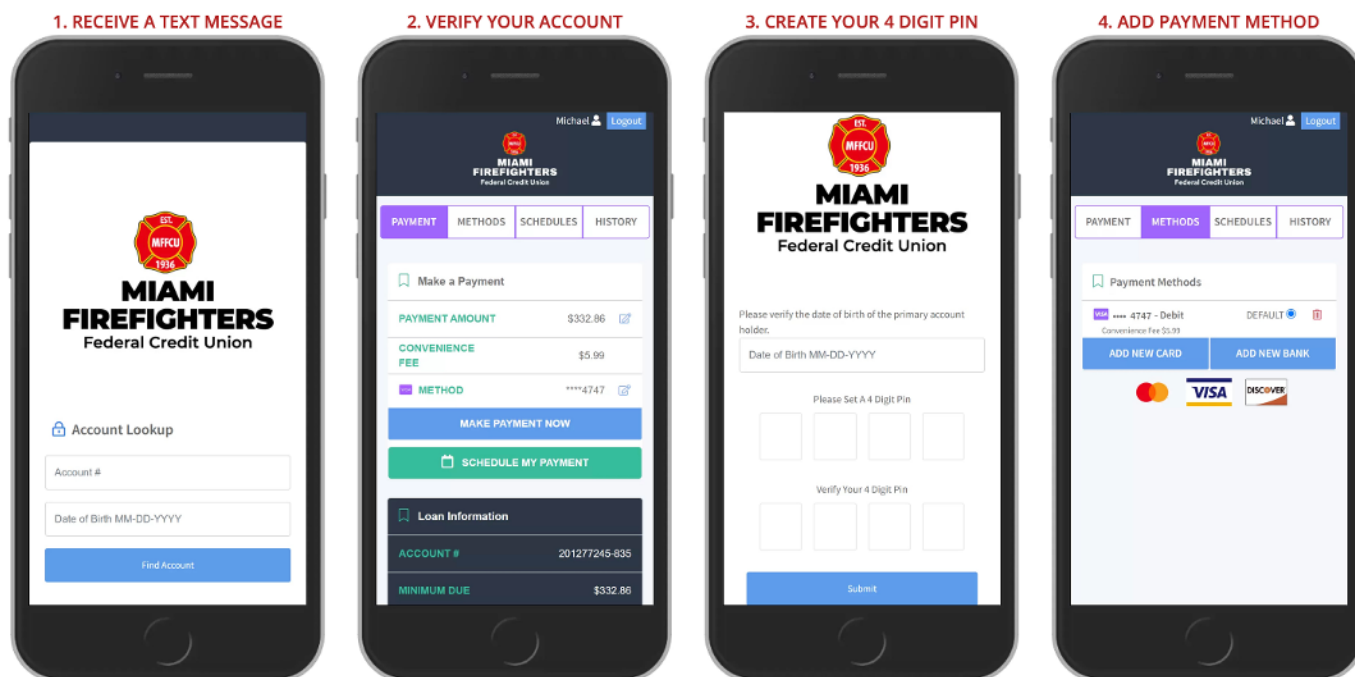
WHAT'S NEW?

MeridianLink:

Our new Lending system will provide a new streamlined experience for our borrowers. Once available (4th quarter), you will be able to apply for loans 24/7, and when possible, we can approve and fund your request within minutes. Loans that require additional paperwork will obviously take a little longer. This means you can apply for an auto loan while at the dealer and know if you can secure funds from the credit union while you are talking to your salesman. Need extra funds on a Sunday....we can do that too! By the time you finish your application, the money can be deposited to your checking account. We will keep you posted on our progress.

MessagePay:

We have also contracted with a new vendor that offers money transfer from any other financial institution (FI) via our mobile or home banking applications. Enter your debit card number or your account information from the other FI and the money will transfer to your MFFCU account in Real Time. This should be available in the coming weeks. *Some fees apply.*



Credit Sense:

We are adding a new feature to mobile banking. CreditSense will provide credit report related information including credit score so you can effectively manage what is affecting your credit. We will notify you when this becomes available.

Employment Opportunities:

We have added a new section to our website indicating any open positions we have at the credit union. This can be found under the "JOIN" tab or here: <https://www.mffcu.org/join/employment-opportunities>

MFFCU Calendar:

We have also added a Calendar for any upcoming event that we may be holding for our members. This can be found under the "LEARN" tab or here: <https://www.mffcu.org/insurance-products/mffcu-calendar>

CONGRATULATIONS!!

April 10th saw both the end and the beginning of a leadership era at Miami Firefighters. On a beautiful day surrounded by family, friends, dignitaries, subordinates and peers, Chief Joseph Zahralban passed the torch to new Chief Robert Hevia. Government supporters and Mentors were given much respect in the speeches of both, as they individually prepared for the next phases of their careers, different as they may be. Miami Firefighters Federal Credit Union extends a heartfelt appreciation to Chief J. Zahralban for his steadfast support throughout the years. Congratulations to both Chief Zahralban and Chief Hevia for their leadership and dedication. BEST OF LUCK to both!



MFFCU HOME EQUITY

An advertisement for Miami Firefighters Federal Credit Union (MFFCU) Home Equity products. The background shows a family of four (a man, a woman, and two children) standing on a wooden deck overlooking a body of water and mountains. The MFFCU logo is in the top left. The text "Upgrade. Expand. Explore." is written in a large, stylized font. A red banner at the bottom contains the following text: "Tap into your home's value with flexible fixed and adjustable-rate Home Equity Products. Plus, you could receive up to \$1,000 toward closing costs! Visit MMFCU.org for details." At the very bottom, it says "Federally Insured by NCUA" with a small NCUA logo.

MIAMI FIREFIGHTERS
Federal Credit Union

**Upgrade.
Expand.
Explore.**

Tap into your home's value with flexible fixed and adjustable-rate Home Equity Products. Plus, you could receive up to \$1,000 toward closing costs!

Visit MMFCU.org for details.

Federally Insured by NCUA

With the impact of the economy, rising prices of everyday necessities, many of us have turned to credit cards to make ends meet. Credit cards balances across America have risen dramatically. Doing Home Improvements or taking a family vacation has taken a back seat to other obligations. Since home values have also increased, you may be able to tap into the equity of your home to pay off debts, upgrade your home or simply book that flight to your perfect destination. Contact us today and we will help you achieve those goals!



NEW PRODUCT - "SAFETYNET LINE OF CREDIT" FOR OVERDRAFT PROTECTION

MFFCU Calendar

CLOSED

May 27th - Memorial Day

June 19th - Juneteenth

July 4th - Independence Day

WE WILL BE OFFERING AN ALTERNATIVE TO COURTESY PAY TO SAVE OUR MEMBERS FROM RECURRING FEES

We have created a new product to help our members manage those times when there is not enough money in the checking account to clear checks, ACH payments or ATM withdrawals. Traditionally, there is a charge for \$35 per event. We know this can add up over time but it is better than an NSF fee where you will be charged from both sides. With our new SafetyNet Line of credit, you will be able to

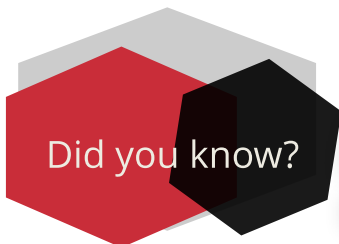
have the same protection for those unplanned events, but in the form of a loan. Once approved, this line of credit will be attached to your checking account. Whenever you need extra funds, your line of credit will cover it and your payments will be a fixed amount per thousand used and at a fixed rate of 10.9% APR*. NO FEES. You control what you use and will

No more courtesy
pay fees saving
members
hundreds per year

know what you will need to pay....potentially saving you hundreds in unwanted fees. You can even write yourself a loan from any available amount of your credit line via check or transfer. This product is in the final stages of development and will be available sometime in the next few months. You will need to apply for this service as it is a loan product.

*APR - Annual Percentage Rate

MFFCU does offer 1st Mortgage lending. We are often asked if we provide financing for home purchases. **YES!**, and will work with you to help you finance this purchase. With optional Fixed Rate or Adjustable products to offer, let us know what works best for you. Come sit down with our Loan Department and get pre-qualified!



RESOURCE CENTER Q&A SECTION

What happens if I have issues with my Credit or Debit Card?

You can call the 800 numbers - 866-271-8679 for credit or 800-111-2222 for debit. Both available 24 hours a day

What if I am locked out of Home Banking?

You can reset your own password by clicking the "Forgot Security Code" underneath the log in area on our website.

How do I use FireLine 24-hour service?

Dial our main number or call 800-724-7475 directly. If it is your first time calling, [ut in your account number and last 4 of your SSN. You will be asked to change your password after a successful login.

Do you have Safety Deposit Boxes to rent?

YES, we have them

and plenty of available boxes. Your annual rent is dependent on the size box you need. Ask for details

I received a text regarding a recent charge. What should I do?

This means a recent transaction was flagged as potential fraud. It is important that you respond as your card is probably frozen until the transaction can be verified.

What is Shared Branching?

This is a network of Credit Unions nationwide that allow members from other CU's to bank as though they were at MFFCU. Participating CU's are listed in the directory found on our website under Services, then Shared Branch Locator.

If I am traveling out of the state or out of the country, do I need to call ahead of time to be able to use my debit card or visa credit card?

YES, please call member services, come inside, or send a secured message to us through your online banking portal under: Messages/Composed Messages.

How can I get a copy of my credit report?

All borrowers are entitled to a free credit report per year. Goto annualcreditreport.com

Can I use Zelle at MFFCU and my other bank?

No, Zelle only allows you to have one account per email/phone number.

Did you know we offer **Gift cards**? Now not only can we "instant issue" a debit card and credit card on demand, we can also provide a gift card to save you the trouble of going elsewhere and standing on line to purchase one.



MIAMI FIREFIGHTERS
Federal Credit Union

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1. RECEIVE A TEXT MESSAGE



**MIAMI
FIREFIGHTERS**
Federal Credit Union

Account Lookup

Account #

Date of Birth MM-DD-YYYY

Find Account

2. VERIFY YOUR ACCOUNT

Michael Logout

**MIAMI
FIREFIGHTERS**
Federal Credit Union

PAYMENT METHODS SCHEDULES HISTORY

Make a Payment

PAYMENT AMOUNT \$332.86

CONVENIENCE FEE \$5.99

METHOD ****4747

MAKE PAYMENT NOW

SCHEDULE MY PAYMENT

Loan Information

ACCOUNT # 201277245-835

MINIMUM DUE \$332.86

3. CREATE YOUR 4 DIGIT PIN



**MIAMI
FIREFIGHTERS**
Federal Credit Union

Please verify the date of birth of the primary account holder.

Date of Birth MM-DD-YYYY

Please Set A 4 Digit Pin

Verify Your 4 Digit Pin

Submit

4. ADD PAYMENT METHOD

Michael Logout

**MIAMI
FIREFIGHTERS**
Federal Credit Union

PAYMENT METHODS SCHEDULES HISTORY

Payment Methods

**** 4747 - Debit DEFAULT

Convenience Fee \$5.99

ADD NEW CARD ADD NEW BANK

