



**LOS ANGELES POLICE**  
FEDERAL CREDIT UNION  
P.O. Box 10188  
Van Nuys, CA 91410-0188



PRESORTED  
FIRST-CLASS  
MAIL  
U.S. POSTAGE  
**PAID**  
LOS ANGELES, CA  
PERMIT NO. 896



Los Angeles Police Federal Credit Union

# Dispatcher

Fall 2008



## Got Questions? ASK LAPFCU

Get your questions\* answered through Los Angeles Police Federal Credit Union's (LAPFCU) comprehensive online search tool, **ASK LAPFCU**, and enter for a chance to **win a \$50 gas card\*\***.

- Instantly find answers to frequently asked questions

- Can't find your answer, ask it and we'll email your answer\* and post it in ASK LAPFCU for future use

Get answers today! Log onto [www.lapfcu.org](http://www.lapfcu.org) and ask your question.

\*Please do not ask questions on individual accounts or include any personal information (i.e. member numbers, etc.). \*\*All entries must be received between 9/1/2008-11/30/2008. A \$50 gas card will be given to one winner each month from 9/1/2008-11/30/2008. Any eligible member 18 years of age or older may enter. Odds of winning are 1 of 41,344. No purchase necessary. Prizes will be awarded 10/3/2008, 11/3/2008 and 12/3/2008. \*All questions are answered during business hours.

## ATM THEFT Warning!!!

LAPFCU warns ATM users to exercise caution as ATM theft is something that can be prevented. In recent scams, a plastic sleeve or film is placed in the card slot to detain cards once the victim inserts their card. The victim panics when they are unable to get their card and along comes the "helpful" scammer. The scammer instructs the victim to enter her/his PIN number and hit cancel to receive the card. The scammer will encourage this instruction until the PIN number has been memorized.

The victim eventually leaves and the scammer is able to remove the card and use it to get cash as he now has the PIN number. In other cases, the victim saw a notice either posted or on the screen prompting them to input their password and all this is done as the scammer watches from behind.

Please use the following precautions when using an ATM:

- Always shield your PIN from others.
- Don't use an ATM if people are in close range and refuse to move.
- If you encounter a problem at the ATM never ask for advice from strangers, instead report it to your financial institution immediately.
- Before inserting your card, run your fingers along the slot to see if there are prongs or any other loose material. If so report it immediately.

LAPFCU safe ATMs are available in all LAPD stations. To find one close

to you visit [www.lapfcu.org](http://www.lapfcu.org) or call 877-MY-LAPFCU (877-695-2732).



## LAPFCU Board Elections Near

If you wish to be considered in the upcoming LAPFCU election, nominations may be made by petition. You may pick up a petitioner package at any LAPFCU branch beginning October 1, 2008. Requirements include a petition signed by 1% (413) of the membership, along with a brief biography of yourself, (125 words max.).

The deadline for submitting petitions is by 4:00 P.M. on Monday, November 3, 2008.

Election results will be announced at

the Annual Meeting on Wednesday, January 28, 2009.

For additional information, call 877-MY-LAPFCU (877-695-2732).



## Holiday Closings

- Veteran's Day** - Tuesday, November 11
- Thanksgiving** - Thursday & Friday, November 27-28
- Christmas** - Thursday & Friday, December 25-26
- New Years Day** - Tuesday, January 1, 2009

## Balance Sheet

As of September 2007 (Unaudited)

Assets	\$654,752,000
Loans	\$447,574,000
Capital Reserves	\$ 90,207,000
Total Shares	\$563,416,000
Members	44,181

As of September 2008 (Unaudited)

Assets	\$681,043,000
Loans	\$470,219,000
Capital Reserves	\$ 94,537,000
Total Shares	\$587,120,000
Members	41,434

## With so much more to offer, why would you consider anywhere else?

The benefits of a Los Angeles Police Federal Credit Union (LAPFCU) membership outweigh those of other financial institutions. And, since we are a not-for-profit, we always put our member-owners first.

This is why you should encourage your family members and partners to join.

### Great Solutions, Service & Safety

LAPFCU provides all the great products and quality service you and your family requires, as well as the safety and security you need in today's tough financial climate.

At LAPFCU, you can count on us - we've been safe since we were founded in 1936.

- Federally insured up to**

**\$250,000**, per qualifying account through the National Credit Union Administration (NCUA).

- We provide you with free additional \$250,000 in excess insurance coverage**, per qualifying account through American Share Insurance (ASI).
- Multiple accounts can be structured to provide **coverage up to \$700,000 per relationship or more**.

*At LAPFCU, you can count on us - we've been safe since we were founded in 1936.*

### Give the Gift of Membership & Our Partners Benefit Too

The holidays are a great time to show how much you care - get your

# LAPFCU - Who Knew?

## Los Angeles Police Federal Credit Union

- Great Rates & No Maintenance Fees
- Stable, Safe and Secure
- Great Products Tailored to Your Needs
- We Share Profits with Our Members
- We Love Our Members

### Bank

- High Loan Rates, Excessive Fees
- Some are Sound. Some, Well...
- The Product of the Month
- We Share Profits with Our Stockholders
- We Love Our Stockholders



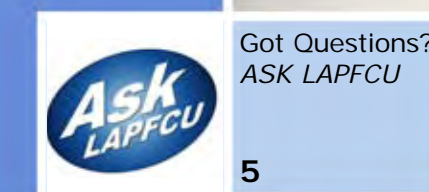
EZ-Deposits Made From Home

3



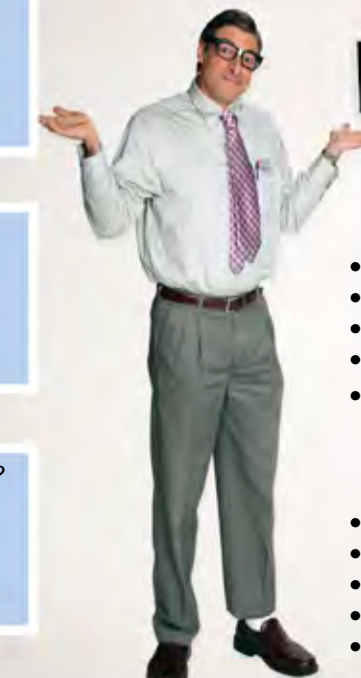
LAPCUSO Offers Lower MBP Rates

4



Got Questions? ASK LAPFCU

5



Los Angeles Police Federal Credit Union is a financial institution with over \$695 million in assets exclusively serving active and retired, sworn and civilian employees of the LAPD and their immediate families since 1936.

www.lapfcu.org

24/7 Member Service Call Center  
877-MY-LAPFCU (877-695-2732)

For account inquires or access:

- Visit PATROL at www.lapfcu.org
- Call Code 3 Automated Telephone Banking at 877-MY-LAPFCU, Press 2

To apply for a loan:

- Visit CUFFS at www.lapfcu.org
- Call our 24-7 Lending Center at 877-MY-LAPFCU, Press 3

Branch Hours and Lobby Hours

Van Nuys Branch (Main Office)

Communications Center

16150 Sherman Way  
Van Nuys, CA 91406  
7:15 am to 6:00 pm, M, W, F  
7:45 am to 4:00 pm, Tu, Th

Academy Branch

1880 N. Academy Dr.  
Los Angeles, CA 90012  
7:45 am to 4:00 pm, M – F

Brewer Branch

3650 Martin Luther King Jr. Blvd.,  
Los Angeles, CA 90008  
8:15 am to 4:30 pm, M – F

Manchester Branch

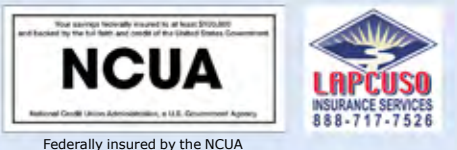
5651 West Manchester Ave.,  
Los Angeles, CA 90045  
7:45 am to 4:00 pm, M – F

Executive Staff

G. Michael Padgett, President/CEO  
Carol Martin, Sr. VP,  
Operations & Member Relations  
Ed Hada, Sr. VP,  
Finance & Administration/CFO

All inquiries or comments regarding this newsletter should be addressed to the Marketing Department at marketing@lapfcu.org.

All loans subject to approval of credit. We conduct business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act. All rates are subject to change.



## Chairman and President's Letter

*Safety, security and soundness.*

On paper these words seem so simple to understand and attain. But, for anyone who has followed the news as of late, these concepts can appear out-of-reach, elusive, even unattainable.

...Unless you conduct your business with LAPFCU.

While we daily see the headlines of yet another bank on the verge of failure, things are pretty calm here. We've been talking with a lot of members, discussing their options in these tough times, working with them to address their short- and long-term needs. That's what we're here for.

As we're a member-owned, not-for-profit organization, we've been conservative the past few years. While many of our peers offered sub prime, Pay Option adjustable rate mortgages and the like, we maintained sound lending practices and underwriting guidelines and only made loans to members who could afford them.

And, we're still doing that today. Why? You see, when our peers were chasing anyone on the street who could provide a W-2 form, we only made loans to people like you, your families and your LAPD peers. Your attention to fulfilling your financial obligations has made it possible for us to stay in fiscally sound shape.

As a result, we still have nearly double the capital of what our federal regulator, the NCUA (National Credit Union Association), stipulates for a "well-capitalized" credit



Tyler E. Izen

Mike Padgett

union. So, we're in good shape to weather any storm.

And, when you conduct your business with LAPFCU, you too can better weather the storm.

At LAPFCU, your savings are insured up to \$100,000 per qualifying account by the NCUA through the National Credit Union Share Insurance Fund (NCUSIF). NCUSIF is backed by the full-faith and credit of the United States Government.

In addition to the NCUA Federal Insurance, we additionally provide our members with American Share Insurance (ASI), which insures balances in excess of \$100,000, up to an additional \$250,000, per qualifying account. Plus, multiple accounts can be structured to provide additional coverage up to \$700,000 per relationship. If you would like more information about maximizing the insurance on your accounts, please call 877-MY-LAPFCU (877-695-2732) or click on the NCUA and ASI logos at lapfcu.org.

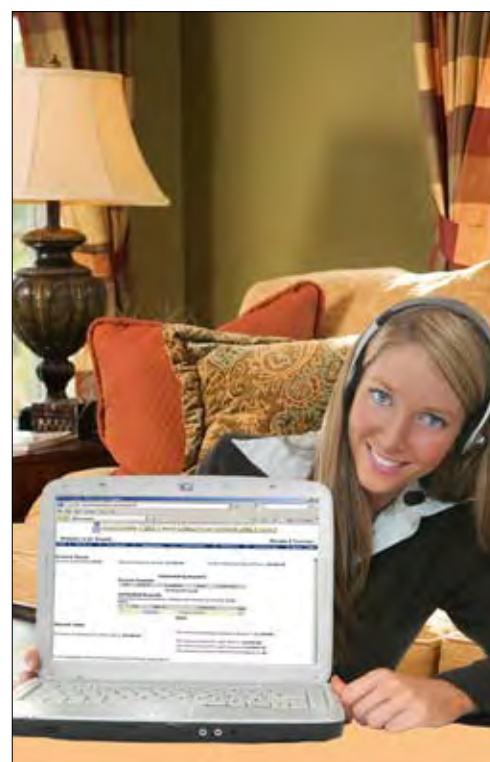
As the year draws near an end, many are beginning to ask: "What does the future hold?" Although we can't make predictions, "diversify" seems to be a common mantra, as well the continued need to look for financial institutions that can provide safety and security.

So, if your finances need further diversification, please contact your Credit Union to see how we can help.

## Keep Your Assets Safe – Avoid Account Inactivity

If you have a safe deposit box, stocks or have set aside untouched money for long-term goals, such as college expenses or retirement, you may want to check to see if your assets still exist.

Under most state laws, your assets can be turned over to the state if your account is inactive, meaning you haven't initiated a transaction or communicated with the financial institution within a period of one to five years. Firms that turn over assets (eg. banks, brokerages, mutual funds, insurance companies, etc.) are required to contact property owners before this happens but many property owners are never notified.



LAPFCU suggests that in order to prevent the state from claiming your assets:

- Deposit to or withdraw from your account at least once a year
- Visit your safe deposit box annually
- Check the State Controller's unclaimed property data base for any states you have resided. (California data base - <http://scoweb.sco.ca.gov>)

If your bank no longer exists, don't assume you can't claim your funds. Your account may have been transferred to a new bank or you may be able to collect insurance proceeds.



## Now You Can Make Deposits From Home Using EZ-Deposits

Have you used our new convenient check depositing service – EZ-Deposit? All you need is a computer and you can deposit your check(s) to your LAPFCU account(s) without ever having to visit a branch.

- Save time, gas & money
- Deposit online through PATROL anytime of day or night
- Deposit up to \$10,000 and receive immediate credit up to \$2,500\*
- No need to switch financial institutions if you are moving to another area or out of state – just do it from home.

Making a deposit is EZ, simply:

- Log onto PATROL Online Home Banking

- Enter your check deposit information
- Mail your check(s) deposit to LAPFCU in our postage paid envelope within 10 calendar days\*.

**"Learn How to Use EZ-Deposit, the Coffee's On Us" – Visit any of our branches for an online demonstration and we'll give you a \$5 Starbucks Card\*.**

It's that EZ so don't delay, enroll today! For more information call 877-MY-LAPFCU (877-695-2732) or visit [www.lapfcu.org](http://www.lapfcu.org).

\*Deposit(s) must be received by LAPFCU within ten (10) calendar days, beginning the day the deposit is made. Envelopes containing the deposit may be dropped off at a LAPFCU branch or mailed to LAPFCU, P.O. Box 10188, Van Nuys, CA 91410-0188. The deposit cannot be dropped off at a shared branch. If the deposit is not received by the end of the 10th day, any funds made available through an EZ-Deposit may be reversed and overdraft fees may apply. For a list of fees and charges that may apply to your LAPFCU accounts see LAPFCU's Schedule of Fees and Charges. Funds deposited up to \$2,500 are available for immediate withdrawal. Deposit up to 10 checks for up to \$10,000. Once deposited items are received and reviewed, holds may be placed in accordance with LAPFCU's Funds Availability policy. \*Only available while supplies last.

## Fraud Prevention Website: "LooksTooGoodToBeTrue.com"

If you want to get the low down on fraud prevention, visit [www.LooksTooGoodToBeTrue.com](http://www.LooksTooGoodToBeTrue.com), built and developed by a joint federal law enforcement and industry task force to educate consumers on fraud. There you'll find helpful resources such as:

- **Types of fraud** – Did you know besides online fraud there is pharmacy fraud and lottery scams?
- **Victim stories** – Anyone can fall victim to a fraud scheme; hear what the victims have to say.
- **Teen Center** – Parents and teens be aware of the dangers lurking on the internet.

• **And more...**

To learn more, visit [www.lookstoo-goodtobetrue.com](http://www.lookstoo-goodtobetrue.com).



## Entertainment Books Are Here

Save up to 50% on restaurants, travel, hotels, attractions and more with the purchase of a 2009 Entertainment Book. LAPFCU donates the entire



profit on each book to the Children's Miracle Network (CMN), a non-profit organization dedicated to helping kids by raising funds for 170 children's hospitals across North America.

To purchase your 2009 Entertainment Book, stop by any LAPFCU branch\* or purchase online at [www.entertainment.com/support](http://www.entertainment.com/support) and enter codes: Group Account Number – 627908, Seller Number – 627908. Books are as low as \$20.

\*Books are available in LAPFCU branches while supplies last, or you may purchase editions online.

## Notice: Access More E-Statements Online

Members can now view up to 18 months worth of their monthly e-statements. Plus, you can download your statement to your personal

computer. Check it out, log onto PATROL at [www.lapfcu.org](http://www.lapfcu.org). And if you haven't signed up for e-statements, do it today and go green!



## LAPCUSO Offers LOWER MBP RATES

Great news for those interested in Mechanical Breakdown Protection (MBP) – fees have gone down and coverage terms have increased. Also, under old guidelines, coverage started when you bought a vehicle, now coverage starts the day you purchase MBP.

So, if you are shopping for a vehicle, check out the new rates and coverages when talking to your LAPFCU loan officer about a car loan. Compared to dealers offerings, you save a lot.

Choose your Credit Union's much more affordable options. To become a part of the LAPCUSO insurance family, call **Maria Ascencio** at 877-MYLAPFCU (877-695-2732) press 7, or fax your current policy to her at 818-373-8388. LAPCUSO will analyze your coverages, companies and costs. If what you currently have is the best available, they will advise to keep what you have. If something better is available, we will give you all the alternatives.

### Insurance trends & tips:

It's a buyer's market for insurance products and there are all kinds of marketing schemes out there to get your attention. So LAPCUSO warns to be careful and take in all information when considering a source. With over 45 years of experience in the insurance business and having established long-term relationships with many in the industry, LAPCUSO can help you decipher what's real or not. For more information, contact **Jerry Bichlmeier**, at 800-888-7187 ext 233.

