

first NEWS

We are, "your partner in achieving financial success."



Winter 2013

In this issue

- Improve Your Balance.....1
- President's Message.....2
- FNE Mobile.....2
- Pay Off Those Holiday Bills.....2
- Call 24 Telephone Banking Service.....3
- Budgeting & Goal Setting.....3
- Who is CU Collections?.....3
- Did You Know???.4
- Important Notice.....4

IMPROVE YOUR BALANCE

With free, high-interest checking



| Relationship Account Members | General Members |
|---|---|
| <p>GET</p> <p>2.53%^{APY*}</p> <p>on balances up to \$15,000 if qualifications are met</p> | <p>GET</p> <p>1.52%^{APY*}</p> <p>on balances up to \$15,000 if qualifications are met</p> |
| <p>OR</p> <p>0.05%^{APY*}</p> <p>on all balances if qualifications are not met</p> | <p>OR</p> <p>0.05%^{APY*}</p> <p>on all balances if qualifications are not met</p> |

Unlike any other free account, Free Rewards Checking helps you get ahead:

Earn High Monthly Interest • Get refunds on ATMs Nationwide
No minimum balance required to earn Rewards • No Monthly Service Fee

Qualifying for these great rewards is EASY. Just do the following things each monthly qualification cycle:

- Make 12 Debit Card Transactions with your Rewards Checking Account
- Set up one Direct Deposit or ACH Auto Debit
- Enroll in eServices (valid email Address is required)[†]

That's it! Sign up today on our website or contact us at 860-282-0001 Option 4 to start reaping the rewards.

*2.53% Annual Percentage Yield (APY) paid on balances between one penny and \$15,000, and 0.05% APY paid on all amounts above \$15,000 each cycle the minimum requirements are met for Relationship Account Members. 1.52% Annual Percentage Yield (APY) is paid on balances between one penny and \$15,000, and 0.05% APY on all amounts above \$15,000 each cycle the minimum requirements are met for non-Relationship Account Members (general). If you do not meet the requirements per cycle, your account will still function as a free checking account earning 0.05% APY; however, it will not receive ATM refunds for that time period. Rates as of December 1, 2012. We may change the interest rate and APY at any time after the account is opened. No Minimum Balance Required. Available to Personal Accounts only. No monthly service charge. **ATM refunds up to \$15 per cycle if requirements are met.

[†]eServices includes eStatements, eNEWS, and Homebanking with valid email address.



Federally Insured by NCUA

President's Message



FNE has prioritized efforts over the years to provide you with the best possible mix of friendly personal service, convenient account access, and innovative solutions.

While there certainly have been challenges, there are signs that our focus is enabling us to leapfrog many competitors in the way we combined these efforts.

Mobile banking has dramatically made this point, rocketing us past most peers. Since the July launch of mobile banking less than 6 months ago, **over 25%** of checking account members have moved en masse to mobile ... with no promotional incentives. These are active mobile users with 80% using our apps in iTunes and Google play for phones and tablets and the remainder logging on via the new mobile browser site. The impact was immediate. We are now working to integrate improved checking options, the texting of credit scores, and reshaping ongoing communications to fit with the mobile approach.

On the service side we have built long standing relations with members through our Advantage and eVantage relationship accounts. They dramatically decrease account fees and increase the rate advantages we can provide allowing us to match most any competitors offers. We track member service using the Net Promoter Score survey concept. While we have achieved solid service ratings, the best part is that these new surveys enable us to react in real time to problem areas. (Yes we do know that we need to improve branches and our phone coverage and are working to resolve these areas)

Mobile banking has brought together the three areas of focus. Over 60% of the fast moving mobile group is relationship account members, 35% joined as family member referrals, and most provide direct feedback on how we can improve when asked. But on the new mobile banking app; the near unanimous view is ... it is a great new convenient option. So please give it a try!

Michael Palladino
Michael Palladino
President/CEO

FNE MOBILE

Remember when telephones just made phone calls? Well, those days are over! Now you can use your cell phone for all kinds of things, including managing your First New England Financial accounts.

FNE Mobile offers a variety of functions including:

- Viewing account balances
- Verifying deposits and withdrawals
- Viewing check images
- Transferring funds between accounts
- ATM and Branch Locators
- And much more

Download the FNE Mobile app to your iPhone, iPad or Android for FREE from the iPhone App Store or the Android Marketplace.



iPhone



Android

No Smartphone? No problem, we have a mobile solution for you too. Just type in www.firstnewengland.org on your phone and you will be automatically connected to our eBranch.

We are excited about this new service, and we know it will add a new level of convenience for our busy members. After all, you may not be at your computer all day long – but you are probably never far from your cell phone!

Visit www.firstnewengland.org for more information.

Pay Off Those Holiday Bills

The holidays are over and the bills will start to roll in. If you didn't plan ahead this year, don't worry. We can still help you pay down the debt without breaking the bank.

Come in and meet with one of our Member Relationship Specialists as soon as you can. You can review your current budget, anticipated bills and income, to come up with a payment and savings plan together.

Now would be the perfect time to ask about our Personal Loans. Our loans are simple and affordable, with a quick application process.

Make a fresh start for the New Year by regaining control of your budget. Give us a call today at **860-282-0001** and ask to speak with one our Member Relationship Team members. We're sure we can help you pay off your holiday shopping bills and set you up with a savings plan so you're prepared this year.



Budgeting & Goal Setting for 2013

Stephen Covey, the world renowned motivational speaker and author of the "7 Habits of Highly Effective People," wrote, "Begin with the end in mind."

When you sit down to map out your financial dreams, remember that advice. Do you

want to be a millionaire? Do you want to own multiple homes? Or is your goal something more basic like paying off your credit cards or putting your kids through college? It doesn't matter because in all the scenarios, you need to know where you are going so you can plan how to get there.



Step One: Write down your goal.

Step Two: Break that goal into smaller, incremental goals. For instance, if your goal is to be "debt-free", smaller goals would be "pay off store #1 credit card by a certain date." Another would be "don't add more credit debt this month."

Step Three: Assess where you are now. What are you working with? What is your income from all sources? What are your fixed expenses? What are your discretionary expenses?

Step Four: Complete the online **Debt In Focus Tool** located on the First New England website. Review your results and apply them.

Step Five: Once you've determined where and how you can save, make sure the whole family is on board.

debtinfofocus

By following these steps and using the First New England online Debt In Focus tool (powered by Savvy Money) we can help deliver a personal action

plan to help improve your credit profile and reduce your debt. "The average SavvyMoney member can pay down \$6,200 a year of debt. And are able to do it by using the same income they are making today by following the plan that's right for you!"

To access the Debt In Focus Tool visit, www.firstnewengland.org or contact our Member Relationship Team at **860-282-0001 Option 4** for more information.

Who is CU Collections?

CU Collections is a credit union owned service organization founded to assist credit unions in handling the collection of past due accounts. First New England uses CU Collections as our back office department dealing with members on late payments, correcting errors that cause accounts to be reported late, and in the payment processing of loans that are late. CU Collections works in concert with us, has secure access to account information, and can resolve late payment matters just as our own staff does.

CU Collections is NOT used by First New England Federal Credit Union as its Collection Agency for charged off loans! Receiving a call from them is not necessarily an indication that you have a serious credit problem, rather it indicates that your loan is late. They are calling to either correct the situation from internal accounts or work with you to make arrangements for payments. However, if you are seriously delinquent they do have autonomy to act on our behalf to protect the overall interests of the membership.

eCorner



Call 24 Telephone Banking Service

We are excited to announce that we have a New and Improved Call 24 telephone banking service. Call 24 gives you 24 hours, 7 day a week access to your account via phone. When you use Call 24, you can:

- Check account balances
- Verify deposits and withdrawals
- Transfer Funds between accounts
- Make a Loan Payment
- Have a check sent to your home
- Obtain information on checks that have cleared your account
- Report Your Debit Card Lost or Stolen
- And Much More...

For questions about Call 24 visit www.firstnewengland.org or contact a Member Services Representative at **860-282-0001 Option 3**.

Did You Know???

- Homebanking is **FREE** to First New England Federal Credit Union members. View your account history, cleared check images and eStatements when you enroll.
- You have the option of having your tax refund direct deposited into your credit union account. In order to receive your refunds via direct deposit you will need the following information:
 - First New England Federal Credit Union's routing number: 211176901
 - Your Account Number
 - Type of Account: Savings or Checking Account
- We can offer you credit score help when you work with one of our Member Relationship Specialists. Call **860-282-0001 Option 4** Today!
- If you have issues with other institutions in the past which prohibit you from opening a checking account, visit our website for details on our Second Chance Checking product.

Important Notice

The Nominating Committee is now accepting nominations for open terms on the First New England Federal Credit Union Board of Directors. Any member interested in serving on the Board should contact the Nominating Committee by sending a letter or email to the Nominating Committee stating your interest. The committee selects candidates based on a number of different factors with a key objective being to achieve a diverse mix of skill sets/ backgrounds that will benefit the overall welfare of the membership.

Nominations are not accepted from the floor at the Annual Meeting and the election will not be conducted by ballot when there is only one nominee for each vacancy to be filled. Members do, however, have the right to submit a petition signed by 1% of the membership with a minimum of 20 and a maximum of 500 signatures. **Petitions as well as a certificate signed by the nominee stating their willingness to serve are due no later than March 15, 2013.**

All communications should be directed to **general@firstnewengland.org** and will be forwarded to Paul Falcone, Chair of the Nominating Committee.

Share Rates

| | | Relationship Accounts | | General Membership | |
|-----------------------|--|-----------------------|--------|--------------------|--------|
| | | APR | APY | APR | APY |
| Prime Share Savings | same rate applies to all club and sub accounts | 0.10% | 0.10% | 0.10% | 0.10% |
| Rewards Checking* | \$0.00 - \$15,000.00 | 2.510% | 2.539% | 1.510% | 1.520% |
| | \$15,000.01 - and up | 0.100% | 0.100% | 0.100% | 0.100% |
| Money Maximizer | Min. \$2500 tiered rates as high as... | 0.400% | 0.401% | 0.400% | 0.401% |
| IRA Share Certificate | (min \$1000) as high as | 1.350% | 1.358% | 0.800% | 0.803% |

*2.539% Annual Percentage Yield (APY) paid on balances between one penny and \$15,000, and 0.10% APY paid on all amounts above \$15,000 each cycle the minimum requirements are met for Relationship Account Members. 1.520% Annual Percentage Yield (APY) is paid on balances between one penny and \$15,000, and 0.10% APY on all amounts above \$15,000 each cycle the minimum requirements are met for non-Relationship Account (general) Members. If you do not meet the requirements per cycle, your account will still function as a free checking account earning 0.10% APY; however, it will not receive ATM refunds for that time period. Rates as of December 1, 2012. We may change the interest rate and APY at any time after the account is opened. No Minimum Balance Required. Available to Personal Accounts only. No monthly service charge.

Loan Rates

All Products are not shown. Rates and terms are subject to change. Visit our website at www.firstnewengland.org or call for current information.

| | Relationship Accounts | General Membership | |
|---------------------------------|--|--------------------|------------------|
| AUTOS, BOATS, MOTORCYCLES, ETC. | As low as 1.99% | As low as 2.99% | Up to 180 months |
| Personal/Signature Loans | As low as 7.75% | As low as 8.25% | Up to 36 months |
| Home Equity Line of Credit | As Low as 4.00% | As Low as 4.00% | Variable Terms |
| Fixed Home Equity | As Low as 4.50% | As low as 5.50% | Up to 180 months |
| Mortgage | Call our FNE Relationship Team for current rates: 860-282-0001, Option 4 | | |

All vehicle loans with less than 20% equity are required to purchase GAP insurance through FNEFCU. Prime lending Rate as stated in the Wall Street Journal the last business day of the month.

Location and Hours

Main Branch

616 Burnside Avenue, East Hartford, CT 06108
860-282-0001

Newington Office

234 Market Square, Newington, CT 06111
860-667-1610

Vernon Office:

62 Hyde Avenue, Vernon, CT 06066
860-870-6460

Call Toll Free 1-888-394-9727

Hours

EAST HARTFORD

Monday, Tuesday, Friday: 8:00am – 4:30pm
Wednesday: 9:30am – 4:30pm
Thursday: 8:00am – 6:00pm

VERNON

Monday, Friday: 8:00am – 4:30pm
Tuesday: 9:00am – 4:30pm
Wednesday: 9:30am – 4:30pm
Thursday: 9:00am – 6:00pm
Saturday: 9:00am – noon
Vernon Lobby is closed from 1:30pm – 2:30pm daily, however the drive-thru will remain open daily.

NEWINGTON

Monday, Tuesday, Wednesday: CLOSED
Thursday, Friday: 9:00am – 6:00pm
Saturday: 9:00am – noon

Mailing Address:

PO Box 280167
East Hartford, CT 06128-0167

Credit Union Fax – 860-528-8925
Web Address – www.firstnewengland.org

To report a lost/stolen Debit/ATM card after business hours, call 860-282-0001 Option 1

