

# THE SOURCE

Winter 2020

## **In This Issue:**

A Note From The CEO

Open Your Eyes To A Credit Union  
Budget Buddy

Debt Protection with Life Plus

Scam Watch: Facebook Live Scam

Holiday Solutions

Desjardins Financial Education Award

Holiday Closures

# A Note From The CEO

Dear Resource One Members,

I hope you are well and continuing to practice good health safety precautions during this era of the COVID-19 pandemic. Reflecting upon the concept of “health,” it strikes me that we are dealing with two health crises right now, a terrible virus as well as threats to our financial health.

For our part, I would like to assure you that R1 remains a solid and healthy financial institution with strong cash reserves. We have continued to welcome new members throughout the pandemic.

Currently, we are doing all we can to assist our members. We have been working with those who have been impacted by COVID-19 to defer payments for auto loans, personal loans, and credit cards. We have been working with borrowers to defer mortgage payments. Our Business Services team has been working tirelessly to help our business members apply for government loans and payment relief. To date, we have approved over \$7 million for businesses and have provided relief for hundreds of members.

Our goal is to keep members and businesses solvent and to protect their credit. When all of this is over, and that day will come, we want your financial health and safety to have been preserved. **If you are facing financial hardship, please contact us at 1-800-375-3674 so we may explore options to keep your future secure and your credit in good standing.**

Thank you for your continued membership, loyalty, and patience,

**Mary Beth Spuck**

*President/CEO*



# Open Your Eyes To A Credit Union

Resource One Credit Union has joined credit unions nationwide in the Open Your Eyes to a Credit Union® campaign. Credit Union Awareness aims to raise consumer consideration of credit unions, and ultimately connect more consumers with credit unions as their best financial partner.

R1CU is dedicated to supporting our members and our community. That is why we are proud to invest in growing and sustaining the credit union industry. We're empowering everyone to truly understand why credit unions are the best option in the financial services arena and what it means to be a credit union member.

"Now more than ever, it is time for credit unions to show how they are different from other financial institutions," said CUNA President and CEO Jim Nussle. "Resource One is committed to ensuring our surrounding communities understand that belonging to a credit union means more for their money."

## **The Credit Union Difference**

### **About CUNA**

Credit Union National Association (CUNA) is the only national association that advocates on behalf of all of America's credit unions, which are owned by 115 million consumer members. CUNA, along with its network of affiliated state credit union leagues, delivers unwavering advocacy, continuous professional growth and operational confidence to protect the best interests of all credit unions. For more information about CUNA, visit [cuna.org](http://cuna.org). To find your nearest credit union, visit [YourMoneyFurther.com](http://YourMoneyFurther.com).



# Budget Buddy

Having a plan is the first step to making your financial goals more attainable, but you might be asking yourself where to start. Resource One Budget Buddies are available to help our members free of charge whether you are looking for debt management, credit repair, budgeting, youth education, or even future planning. Our Budget Buddy program is here to help make your life financially simple.

**No Judgement** – Our team’s sole purpose is to help our members lead a better financial life no matter how difficult or stressful your situation might be.

**Proficiencies** – Connect with a Budget Buddy, who is an expert in the field of your current needs. Learn how to solve your financial issue and learn tips on how to achieve continued success.

**Life Experiences** – Find your buddy based on shared life experiences such as divorce, medical debt, and even dealing with death.

You can schedule a time to speak to a Budget Buddy in a way that will work for you, whether you prefer coaching by phone or video call. Appointments for financial coaching are scheduled for an hour but may take longer, depending on your financial needs. These sessions can help build confidence in your finances by focusing on specific topics.

[Find a Budget Buddy](#)



# Debt Protection with Life Plus

Life is unpredictable. But, one thing you can be certain of is that your investments are protected. Debt Protection with Life Plus can be added to your new or existing loans to offer an extra layer of protection in the event something out of your control prevents you from making payments. This protection could cancel your loan balance or loan payments up to the contract maximums. Most importantly, if something happens to you, your loved ones can focus on more important things knowing your loans are being handled. Protect your loan payments today so you can worry less about tomorrow.

By adding Debt Protection with Life Plus to your loans, you can be covered when stressful life events happen such as:

- Accidental dismemberment
- Involuntary unemployment
- Terminal illness
- Hospitalization
- Family medical leave
- Loss of life of a non-protected dependent
- Disability
- Death

[Learn more](#)

Your purchase of Debt Protection with Life Plus is optional and will not affect your application for credit or the terms of any credit agreement required to obtain a loan. Certain eligibility requirements, conditions, and exclusions may apply. \*Please contact your loan representative or refer to the Member Agreement for a full explanation of the terms of Debt Protection with Life Plus. You may cancel the protection at any time. If you cancel protection within 30 days, you will receive a full refund of any fee paid.



# Scam Watch: Facebook Live Pt. 1

A popular way many celebrities interact with fans or promote their projects is by using Facebook Live.

It's great to see your favorite stars online, especially when social distancing would otherwise prevent them from working. While you are enjoying this free entertainment, scammers have found a way to profit off live streaming.

## How It Works

In an effort to confuse the fan, scammers create fake Facebook accounts that imitate a celebrity's real Facebook page. The pages have similar names, pictures, and some even go as far as duplicating posts from the celebrity's real page.

The scammer will then create a "Live" stream on the account using a video the celebrity had posted from a previous live session. The post will contain hashtags with trending topics, making it easy to find by unsuspecting victims, with instructions on how to get free money.

For instance, here is an example of a Mr. Beast scammer account. For anyone who is not familiar with Mr. Beast, he is a famous YouTube personality for charitable donations and giveaways. With the nature of Mr. Beast's content, it makes the scam more believable than other celebrity impersonator accounts.

The account asks that fans comment "I WIN" on the video and then wait for a private message with more info to receive \$5,000. Scammers who put in the extra mile will also add "payment confirmations" on the video to cover up the fact that Mr. Beast isn't interacting with fans or talking about the giveaway. The page also asks in the comments to be sure to share the page in at least ten groups to help spread awareness of the 'charitable event.'

# Scam Watch: Facebook Live Pt. 2

## The Scam

Once the fan follows the post directions, they will receive an email with instructions on how to claim their cash. This can differ by each scammer, but two popular ways are circulating right now.

**Tactic One**– The scammer will ask for your bank account information to wire the funds over.

**Tactic Two**– The scammer will ask for your cash payment application information (Venmo, Paypal, Zelle, etc.) and ask that you send money over to confirm your account before sending their giveaway money.

No matter which tactic the scammer uses, they either have the money the fan transferred or accessed your bank account and everything in it.

**Mrbeast Cash Money** was live. 5d · 🌐

The First 1500 people type (I WIN) will receive 💰5,000 dollars Offer 7 hours., this time start now

BUY A SHIRT I'LL SIGN IT

STEPHANIE B.  
AMONGUS  
INTERNATIONAL TELEVISION

Watch together with friends or with a group Start

👍❤️😮 25 75 Comments 281 Shares 4.6K Views

👍❤️😮 25 75 Comments 281 Shares 4.6K Views

👍 Like 💬 Comment ➦ Share

Most Relevant ▾

Write a comment.. 📷 📺 🗨️

**Mrbeast Cash Money** · 3:21:50 Please don't forget:  
1. Like  
2. Share this this Live Broadcast to the 10 groups now  
3. CHECK YOUR INBOX

# Scam Watch: Facebook Live Pt. 3

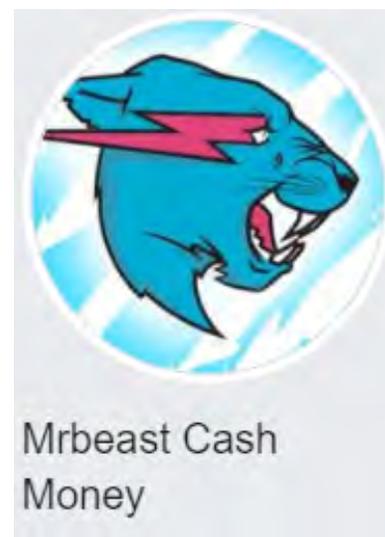
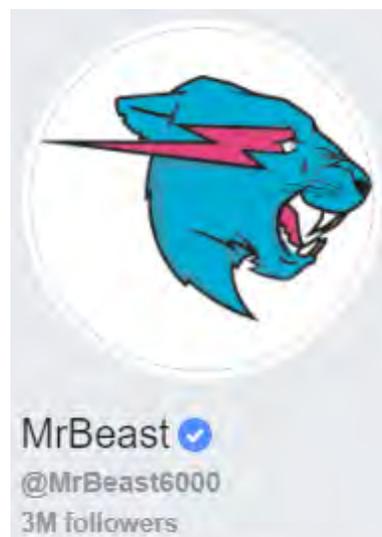
## How to Spot a Fake Account

Spotting a fake account does require some investigation, which is how so many people fall for this scam. Always take the time to double-check the source because the scammer will use the false sense of urgency to take advantage of the fan.

The easiest way is to look for the blue checkmark next to the profile picture, which means the account has been verified. Below is Mr. Beast's real page VS the scammers.

Make sure to check the Facebook page's activity to determine if it seems legit. Celebrity pages will typically have hundreds of pictures, posts, and followers.

Lastly, do a quick search to see what pages pull up. When searching "Mr. Beast" on Facebook, the first result is the real page, while the scammer account is one of the last results.



# Holiday Solutions Pt.1

Each year, many of us look forward to the winter season. It's a popular time of the year to visit family, travel, or celebrate the bulk of major holidays while kids are out of school. While the end of the year celebrations hold a special place in many people's memories, wouldn't it be nice to lessen the stressors that accompany this time of year?

This year, be ready for future stressful situations by taking advantage of our products and services.

**Discounts and coupons** – Did you know your Direct and Prime Spending account with Resource One includes special deals? Shop local and save with our Local deals program powered by R1 Cha-Ching through Bazing. Local Deals are offered exclusively to our Prime Spending and Direct Spending account holders.

**Travel savings** – If you currently have a Prime Spending account, you can access all sorts of great travel savings for your next trip. Using R1 Cha-Ching powered by Bazing, you can save some extra cash with deals on hotels and even car rentals. If you plan on driving your car, roadside assistance is available if you run into unexpected car trouble.

[R1 Cha-Ching Login](#)

Upgrade your account online or by calling 1-800-375-3674



# Holiday Solutions Pt. 2

**Fast Cash loans** – Cover your seasonal expenses for two years with one great loan. Our Fast Cash loan offers \$1,000 at the start of the loan and another \$1,000 when the loan is paid off, just in time for the holidays. Use this loan to get through the winter months while preparing for next year's expenses.

[Learn more](#)

**Skip-a-Pay** – One solution to ease finances is by skipping a payment on one or more of your auto loans. Use the amount typically paid towards your loan to cover seasonal expenses instead.

[Learn more](#)



# Desjardins Financial Education Award

Resource One receives 1st place and moves on to Nationals for Desjardins Youth Financial Education Award.

CUNA created the Desjardins program to recognize leadership within the credit union movement on behalf of financial literacy for all ages. Naming the award after Alphonse Desjardins emphasizes the movement's long-time commitment to youth. Besides founding the first credit unions in Canada and the U.S., Desjardins pioneered youth savings clubs and in-school "banks," known as caisses scolaires. This award considers all activities supporting the personal finance education of members and non-members, including, but not limited to, face-to-face teaching using proprietary materials and curricula, as well as financial literacy leadership efforts.

Cornerstone has selected winners from across the region for CUNA's Desjardins Adult Financial Education Award, Desjardins Youth Financial Education Award, Dora Maxwell Social Responsibility Community Service Award, and Louise Herring Philosophy-in-Action Member Service Award.

The first-place winners for the Desjardins Youth Financial Education Awards are:

•**Resource One Credit Union, Dallas, Texas**

\$250 million–\$1 billion assets  
Young Adult Financial Education

•**A+ Federal Credit Union, Austin, Texas**

More than \$1 billion in assets  
A+FCU

•**Tinker Federal Credit Union, Oklahoma City, Oklahoma**

More than \$1 billion in assets  
Yukon Public Schools—CampNext—TFCU Financial Education Workshops



# HOLIDAY CLOSURES

## Thanksgiving Day

Thursday, November 26

## Christmas Eve (early closure)

Thursday, December 24 closing at 1 PM

## Christmas Day

Friday, December 25

## Day After Christmas

Saturday, December 26

## New Year's Eve (early closure)

Thursday, December 31 closing at 1 PM

## New Year's Day

Friday, January 1, 2021



800-375-3674



Federally Insured by NCUA.

EQUAL HOUSING  
OPPORTUNITY

## REQUEST FOR FINANCIAL AND MANAGEMENT DOCUMENTS

The following Resource One Credit Union documents are available upon request.

### **Financial Statements:**

- Current Balance Sheet
- Current Income Statement
- Most Recent Audited Financial Statements

### **Written Board Policies Relations to:**

- Articles of Incorporation
- Bylaws
- Rules
- Guidelines
- Board Policies

### **Internal Revenue Service Filings:**

- Form 990

To request a Resource One Credit Union document please mail your written request to:

**Resource One Credit Union**

**Attn: Martha Pierce**

**P.O. Box 660077**

**Dallas, TX 75266-0077**



Federally insured by NCUA.