

# YOUR ONE SOURCE



[www.starone.org](http://www.starone.org) | 866.543.5202 | Spring 2014

## Are You Saving Enough for Your Retirement?

**U**nderstanding how your retirement contributions will translate into retirement income is essential to ensure you're saving enough to enjoy the retirement lifestyle you desire. Without knowing where you are and where you plan to go, you may need to settle for wherever you end up, or outlive your retirement savings completely and become dependent on others.

### Use Estimates to Steer You

One of the best tools to help you estimate how your monthly investments will translate into retirement income is our Retirement Savings Planner at [www.starone.org](http://www.starone.org) in our Financial Road of Life education center. With our planner you can enter important factors such as your current and anticipated rate of savings, anticipated retirement age, tax rates and other information to get an accurate look at what income your current savings habits will provide in retirement.

### Help Secure Your Future with an IRA

If you find that your current rate of savings doesn't have you on track to provide the retirement lifestyle you want, remember there's still time to correct course. One

of the best ways to save for retirement is with an individual retirement account (IRA). Star One's unique IRA features:

- Convenient payroll allocations and automated deposits.
- No setup, administration or annual maintenance fees.
- Automatic distributions available.
- 10-business-day grace period and automatic renewal on Certificate Accounts.
- Competitive rates.
- Knowledgeable, qualified staff.
- Monthly statements.

Plus, there may still be time to contribute to an IRA for tax year 2013! The deadline to make a 2013 contribution to a Traditional or Roth IRA is April 15, 2014 (tax day). The annual contribution limit for 2013 and 2014 is \$5,500 for both Traditional and Roth IRAs. Those age 50 and over may make an additional catch-up contribution up to \$1,000 to help increase retirement savings.

To find out more about how an IRA could help you reach your retirement goals, contact one of our IRA Specialists at **(408) 543-5202** or **(866) 543-5202**.

IRA Accounts are separately insured to \$250,000 by the National Credit Union Administration, an agency of the United States Government.



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# Borrow Smart with a HELOC

You have worked hard to build up equity in your home; why not put that equity to work for you? A home equity line of credit (HELOC) can be a powerful financial tool for borrowing money or consolidating debt. Star One Credit Union's HELOC rates are low, and the interest on a HELOC is generally tax-deductible, making the effective cost of your loan even lower.\*

## Tap Your Home's Equity

With a HELOC, you can access funds without fees any time by making transfers into your Star One Savings or Checking account. You pay interest only on the amount you use. As you pay back the balance, the unused portion becomes available to borrow again. Plus, at Star One, you may pay down your HELOC at any time with no prepayment penalties.

Use your HELOC in a variety of ways:

- **Fund home improvement projects** – renovating the kitchen or replacing the roof, the sky's the limit.
- **Cover education costs** – everything from college tuition and textbooks to dorm room supplies.
- **Pay for major purchases** – a new car or a family vacation.
- **Be prepared for emergency expenses** – even if you don't intend to use a HELOC right away, it may make sense to apply so it's there when you need it.
- **Consolidate debt** – use a HELOC to pay off high-interest debt. You may end up with one smaller monthly payment and save hundreds of dollars in interest payments.

## Apply or Access a Star One HELOC

It's easy to apply for a Star One HELOC online – it takes just 15-20 minutes. Just go to [www.starone.org](http://www.starone.org) and click on "Home Loans" in the Quick Links section. If you already have a Star One HELOC, the lower rate of 1.99% APR automatically applies to your existing balances and new balances.\*\* Enroll in Online Banking and you can access your HELOC account anytime. Or, call toll-free **(866) 543-5202** to request an advance.

\* Neither Star One Credit Union nor any of its affiliates give tax advice. Consult your tax advisor or attorney about deductibility in your specific situation. Interest on the loan that is greater than fair market value is not tax-deductible.

\*\* APR = annual percentage rate. Rate and terms apply to California owner-occupied residences. Star One Home Equity Line is a variable rate product. The initial rate you will be charged is 1.99% APR from your January 2014 statement cycle date to your October 2014 statement cycle date. After your October statement date, the Home Equity Line rate is calculated based on Prime Rate plus a margin in the range of 0.50% to 1% depending on your credit qualification, which includes your income, assets, credit and collateral. The maximum possible rate is 18% and the minimum possible rate is 3.50% based on credit qualifications. You must provide adequate insurance and a clean title to the property so that the Star One Home Equity Line will appear in second position. The maximum Star One real estate loan(s) to any member is limited to \$2 million (cumulative total). The amount of the credit line and the amount of the first trust deed may not exceed 80% of the market value of the home up to \$800,000. For lines exceeding \$250,000 closing and appraisal fees may apply in the range of \$800 to \$1,200. Fees, rates, costs are subject to change. Maximum term of the loan is 25 years, which includes a 10-year draw period and a 15-year repayment period. Other terms and conditions may apply, call for details. There may be an early closure fee of \$500 for Home Equity Lines closed within the first two years of origination.

**1.99% APR until September 2014.\*\***  
**As low as 3.50% APR thereafter.**

# Young Minds at Work Savings Account Promotion

April 21 – May 31, 2014

Our Young Minds at Work promotion is back! Get \$10 and a piggy bank\* when you open a new Minor Membership Savings Account, plus \$10 more when you set up Payroll Deductions/Direct Deposit.\*\* Also be entered to win an iPod Touch® when you open a new Minor Membership Savings Account at Star One April 21 – May 31, 2014!\*\*\*

## The Major Benefits of a Minor Account

For children under age 18, a Minor Membership Savings Account can be an excellent way to teach the values of investing and saving. With a Minor Membership Savings Account you can:

- Deposit money from birthdays and other gifts.
- Save for college with a Coverdell Education Savings Account (ESA).

- View monthly statements online at [www.starone.org](http://www.starone.org).
- Have access to cross-member transfers and automatic payroll deductions.
- Bring in your piggy bank and use our Coinstar machine for FREE at any branch location.†

Stop by any Star One branch location between April 21 and May 31, 2014, or visit [www.starone.org](http://www.starone.org), and open a new Minor Membership Savings Account!

\* While supplies last, promotional premium may vary.

\*\* The minimum opening deposit is \$50. Account will be credited \$10 upon account opening. Additional \$10 bonus will be credited when we verify Direct Deposit, which may take up to 60 days. This offer is made to new members under the age of 18 only. Offer effective April 21, 2014, through May 31, 2014. Not redeemable for cash. Star One is required to report any cash or non-cash gift to you in excess of \$10. Should you accept this offer, the bonus gift will be reflected on the 1099-INT form sent to you annually, in accordance with the law, by Star One for tax reporting purposes. Bonus applies only to first-time Star One members and is only paid once to each individual.

\*\*\* No purchase necessary.

† Coinstar machine available free to members under 18.



# Enhancements Made to Mobile Banking

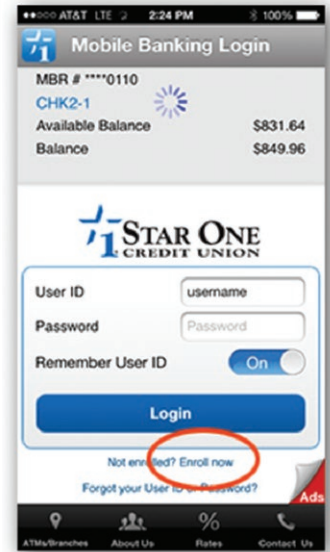
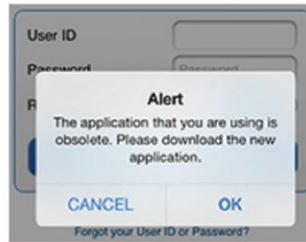
Download the new version of our Mobile Banking App for the latest features!

- Peek at your account balance without logging in.
- Submit a travel advisory to protect your account while travelling.
- Your loan-payment due date now has an instant-payment link.
- See your loan-payoff balances.
- Find even more ATMs than before with our GPS-enabled locator.
- Windows phones now supported.

Online Banking not required! You may now enroll for Mobile Banking within the App.

Install it from your iPhone®, Android™ or Windows store. Then, simply press "Enroll now" to get started!

Current Mobile Banking users have an easy mandatory instant upgrade—just press "OK" after logging in.



To learn more about our mobile banking products and services, visit our home page and hover over the "Account Access" navigation tab.

## Free Educational Workshops

### Identity Theft Prevention

**Date:** April 16, 2014  
**Location:** Star One Administration Building  
**Time:** 5:30 – 7 p.m.  
**RSVP by:** April 15

**Date:** April 17, 2014  
**Location:** Blossom Hill Branch  
**Time:** 6 – 7:30 p.m.  
**RSVP by:** April 16

### Age Well, Plan Well

**Date:** May 3, 2014  
**Location:** Star One Administration Building  
**Time:** 11 a.m. – 1:30 p.m.  
**RSVP by:** May 2

**Registration is required:** Please call (408) 543-5127 and leave your name, number of guests attending, daytime phone number and location you plan to attend, visit a **Branch**, or visit [www.starone.org](http://www.starone.org) to register online. Space is limited. Workshop is free and open to members and non-members. Workshop schedule is subject to change, refer to [www.starone.org](http://www.starone.org) for more information.

### First Time Homebuyer

**Date:** May 14, 2014  
**Location:** Star One Administration Building  
**Time:** 5:30 – 7 p.m.  
**RSVP by:** May 13

**Date:** May 15, 2014  
**Location:** Blossom Hill Branch  
**Time:** 6 – 7:30 p.m.  
**RSVP by:** May 14

### Drive Away Happy

**Date:** June 25, 2014  
**Location:** Star One Administration Building  
**Time:** 5:30 – 7 p.m.  
**RSVP by:** June 24

**Date:** June 26, 2014  
**Location:** Blossom Hill Branch  
**Time:** 6 – 7:30 p.m.  
**RSVP by:** June 25

# Humane Society Silicon Valley Collection



During the month of April, Star One will be collecting new and used clean blankets and towels, canned cat food, all size “Kong” dog toys, chewy-soft dog treats, peanut butter, canned cheese spread, cat toys, dog sweaters, kitten formula, grooming clippers, hard plastic baby keys, digital thermometers, Wee-Wee Pads and plastic pet carriers. Donation bins will be available at all Star One branches during April. Your donations can help provide comfort to homeless and injured companion animals.

## Please Update Your Contact Information

Please be sure to let Star One know if you’ve moved, changed your phone number or email address or have other changes that may affect your accounts so we can:

- Contact you with important information that affects your account.
- Alert you if we suspect a fraudulent credit card transaction.
- Make sure you receive timely statements.
- Avoid mailing statements and other sensitive account information to an old address, where it may be subject to theft. Identity thieves often pilfer account information from unattended mailboxes.

To update your information online, go to [www.starone.org](http://www.starone.org) and click on the “Apply Now” link to access the “Address/Contact Change Form” under the “Other Applications and Forms” heading. Or, submit an “Address/Contact Change Form” in Online Banking. It takes just minutes to complete and will help protect you and your Credit Union.

## Denial of Services Notice

The Credit Union’s Denial of Services Policy provides that a member may be denied Credit Union services for engaging in threatening or abusive conduct, engaging in unlawful activities or failing to comply with Credit Union policies and agreements, as well as causing a real or potential loss. A copy of the policy is available at each branch location, at [www.starone.org](http://www.starone.org) or through the mail by calling a Star One Phone Representative at **(866) 543-5202**.

### Star One Phone Representatives

(408) 543-5202 or  
(866) 543-5202 toll free

Fax: (408) 543-5203

Star One Phone Representatives are available Mon. – Fri., 7 a.m. – 9 p.m. and on weekends and most holidays from 9 a.m. – 5 p.m. For your convenience, we use a Shared Branch call center to handle after-hours calls. They can assist you with general questions and basic transactions.

### Branch Hours:

Mon., Tues. & Thur. 9 a.m. – 5 p.m.

Wed. 10 a.m. – 5 p.m.

Fri. 9 a.m. – 6 p.m.

### Cupertino

De Anza Branch

10991 N. De Anza Blvd.

De Anza Blvd. & Homestead Rd.

### Palo Alto

El Camino Branch

3903 El Camino Real

El Camino Real & Ventura Ave.

### San Jose

Blossom Hill Branch

1090 Blossom Hill Rd.

Blossom Hill Rd. & Almaden Expwy.

### San Jose

Stevens Creek Branch

3136 Stevens Creek Blvd.

Stevens Creek & S. Winchester

### Sunnyvale

Enterprise Branch

1080 Enterprise Way, #150

Enterprise Way & 11<sup>th</sup> Ave.

### Website

[www.starone.org](http://www.starone.org)

### Mailing Address

P.O. Box 3643

Sunnyvale, CA 94088

### Email

[service@starone.org](mailto:service@starone.org)

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration, a U.S. Government Agency.

We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

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## Holiday Schedule

Star One Branches will be closed to observe:

**Memorial Day** – May 26 (Monday)

**Independence Day** – July 4 (Friday)

