

YOUR ONE SOURCE



www.starone.org | 866.543.5202 | Summer 2013

Fulfill Your Wish List with a HELOC

What's on your wish list this summer? A home remodeling project or outdoor living space? A new car? An affordable way to pay for your child's college education?

Star One may be able to help make your dreams a reality with a home equity line of credit (HELOC). Right now, low interest rates and rising home prices combine to make this a great time to put your home's equity to work for you! Star One Credit Union offers rates as low as 3.50% APR* for a HELOC.

Your home equity is the difference between the home's current market value and the balance on your mortgage plus any other outstanding liens against your home. So as home values rise, your equity increases. Home sweet home may provide you with tremendous borrowing power.

Important Benefits

Using home equity to finance big-dollar expenses offers a wealth of advantages over other sources of credit:

- Since your home serves as collateral, the interest rate on a HELOC is often significantly lower than other types of loans.
- When you file your income taxes, you may be able to deduct the interest you pay on a HELOC. That could effectively make your interest rate even lower. Consult your tax advisor for deductibility in your situation.

- A Star One HELOC offers payment flexibility to fit your budget. Select an interest-only payment option whenever you choose.
- You can access funds from your HELOC at any time without fees by transferring funds from your HELOC to your Star One Savings or Checking account.
- At Star One, you may pay down your HELOC at any time with no prepayment penalties.
- As the balance is repaid, the unused portion becomes available for you to borrow again.

A HELOC's Many Uses

A low interest rate HELOC from Star One can be used for any purpose you choose (but keep in mind that you're using your home as collateral, so it's a good idea to carefully consider how you would use the funds).

- Maybe you don't want to move, yet you'd like more space or an updated kitchen or bathroom. Paying for a home remodeling project with a HELOC makes perfect sense.
- Perhaps you're looking for a way to consolidate debt and pay it off more easily. A HELOC's low interest rate and potential tax-deductibility likely compare very favorably to your high-interest-rate debt. A single monthly payment can also simplify bill paying.
- If you have a child headed to college, compare interest rates between a HELOC and federal student loans. You'll see that a HELOC makes the grade.

- If you're ready to experience that new car smell, a HELOC can put you in the driver's seat.

Whatever your wish list contains, a HELOC from Star One can help make it affordable. Learn more or apply online at www.starone.org today!

* APR = annual percentage rate. Your rate may be higher based on credit qualification. Rate and terms apply to California owner-occupied residences. Star One Home Equity Line is a variable product. The maximum possible rate is 18% and the minimum possible rate is 3.50%. You must provide adequate insurance and a clean title to the property so that the Star One 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. The Home Equity Line rate is calculated based on Prime Rate or Prime Rate plus a margin in the range of 0.50% to 1% depending on your credit qualification.



Boost Your College Funding with a CUSC Student Loan

Having a degree can mean a significant advantage when it comes to employment opportunities and choices,* but rising tuition costs and a decline in state and local funding are putting higher education out of reach for many.** If you or a loved one needs a financial boost to reach your educational goals, Star One may be able to help. We've partnered with other credit unions to form Credit Union Student Choice (CUSC), offering our members student loans with all of the advantages in rates and fees that you've come to expect from Star One.

Enjoy the Credit Union Advantage

In addition to lower rates and fees than those of typical loans from other private lenders, Credit Union Student Choice loans offer other benefits, such as:

- Zero origination fees.
- Deferment of principal *and* interest while in school.
- Flexible repayment terms.
- Removal of co-signers after consistent payments.
- Graduated repayments to make monthly payments more manageable.

The Nuts and Bolts of CUSC Loans

Members who are enrolled at least half-time in a degree-granting program, or members enrolled, or enrolling in, a Graduate Business program at an approved business school, are eligible to apply for a CUSC loan. Although no co-signer is required, having a co-borrower can help applicants get approved and qualify for a lower rate. Depending on tuition costs, approved students may borrow from

\$1,000 to \$30,000 per year for a loan total of \$75,000. Approval, funding and servicing of loans is handled by our Credit Union Student Choice partner.

For more information or to apply, visit www.starone.org and select "Student Loans" from the "Loans" menu, or call **(800) 741-2893** to speak with a representative.

* Source: Pew Charitable Trust, "How Much Protection Does a College Degree Afford? The Impact of the Recession on Recent College Graduates," January 2013.

** Source: State Higher Education Executive Officers Association, State Higher Education Financial report, March 2013.

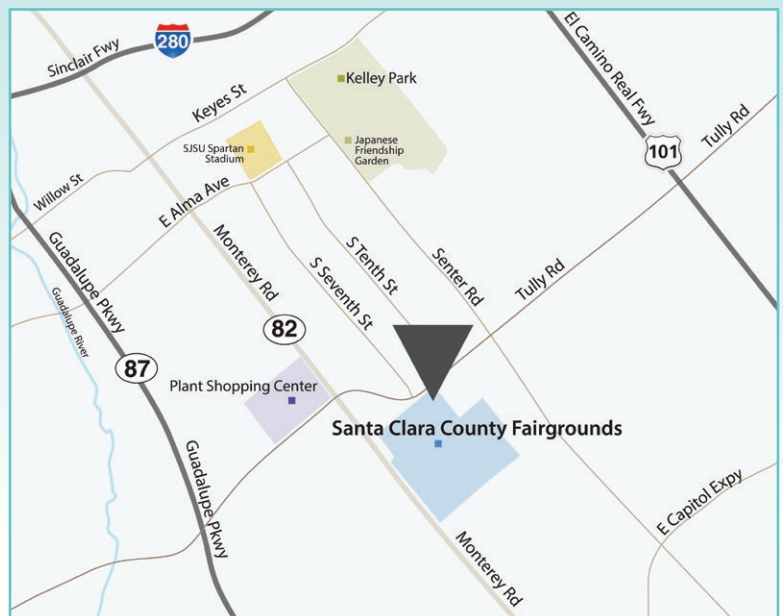


Star One Used Car Super Sale Coming in August at Santa Clara Fairgrounds

More than 250 cars on display and plenty of onsite parking, so don't miss out!

Please visit www.starone.org in early August for additional details.

To apply for a preapproved loan, visit www.starone.org. Then visit our car sale and drive away with the car of your dreams!





Mobile Deposit App

Make Deposits the Easy Way

Don't have time to run a deposit by the Credit Union? With our Mobile Banking App you'll find that making deposits is a snap. Just use your smartphone to take a photo of the front and back of your endorsed check and click submit. Your check will be posted in real time.*

Tips

When taking the photo of your check:

- Place your check on a contrasting surface so it's easily visible.
- Make sure the entire check image is within the red box of the viewer.
- Retake the photo if the image is blurry.

You can deposit up to \$50,000 a day using Mobile Deposit. Once your check has been posted you'll be able to view an image of it by clicking the Deposit History tab within the App.



Get On-the-Go Banking

To start making mobile deposits, you'll need to enroll in Mobile Banking, if you haven't already. Visit www.starone.org and log into Online Banking. Then download the Star One Mobile Banking App from the Apple App Store or Google Play Store.

* Standard check holds apply.



Free Educational Workshops on ID Theft Prevention; Online Banking, Mobile Banking and Bill Pay; and Retirement Planning and IRAs

Star One is pleased to offer free workshops to those who would like to learn more about preventing identity theft, using online and mobile banking services, and planning for retirement. Workshops are offered at two locations. Please register at least one day before the workshop by calling **(408) 543-5127**. Leave your name, number of guests attending, daytime phone number and session (location and date) you plan to attend, or visit www.starone.org for online registration.

Identity Theft Prevention

Date: July 17, 2013 (Wednesday)
Time: 5:30 – 7 p.m.
Location: Star One Administration Building,
 1306 Bordeaux Drive, Sunnyvale
RSVP by: July 16

Date: July 18, 2013 (Thursday)
Time: 6 – 7:30 p.m.
Location: Blossom Hill Branch,
 1090 Blossom Hill Road, San Jose
RSVP by: July 17

Online Banking, Mobile Banking and Bill Pay

Date: August 14, 2013 (Wednesday)
Time: 5:30 – 7 p.m.
Location: Star One Administration Building,
 1306 Bordeaux Drive, Sunnyvale
RSVP by: August 13

Retirement Planning and IRAs

Date: September 11, 2013 (Wednesday)
Time: 5:30 – 7:15 p.m.
Location: Star One Administration Building,
 1306 Bordeaux Drive, Sunnyvale
RSVP by: September 10

Date: September 12, 2013 (Thursday)
Time: 6 – 7:45 p.m.
Location: Stevens Creek Branch,
 3136 Stevens Creek Blvd., San Jose
RSVP by: September 11

Don't Let Thieves Steal Your Identity

Here are some tips that can help you avoid becoming a victim of identity theft:

- Use a cross-cut shredder to destroy all preapproved credit offers, convenience checks, balance transfer checks and mail that includes personal information. You can also enroll in online statements or eNotices.
- Be on the lookout for people who may be trying to eavesdrop or look over your shoulder when you're sharing sensitive information, such as on a cell phone in a public space or at an ATM.
- Order a copy of your credit report at least once a year to check for suspicious accounts. You can get a free credit report once a year from www.annualcreditreport.com.
- Immediately delete emails and hang up on phone calls from people you don't know.
- Keep your firewall and antivirus software updated when using the Internet.
- Don't carry your Social Security number in your wallet, and don't have it printed on your driver's license or personal checks.
- Don't email personal information to anyone. Never put account numbers, Social Security numbers, etc. in an unsecure email. Note that Star One Credit Union will never ask for your account information in an email or an unsolicited phone call.

If Your Identity Is Stolen ...

If you believe you've been a victim of identity theft:

- Place a fraud alert with credit bureaus by contacting Equifax (1-800-525-6285), Experian (1-888-397-3742) and TransUnion (1-800-680-7289). If you notify one credit bureau, they should notify the others, but don't hesitate to contact all three to be sure.
- Order your credit reports at www.annualcreditreport.com.
- Notify all financial institutions, including Star One.
- Notify local law enforcement.
- Submit a complaint to the Federal Trade Commission at www.ftc.gov/complaint.

For more detailed information about how to handle an identity theft incident, download "Taking Charge – What To Do If Your Identity Is Stolen" at consumer.ftc.gov/articles/pdf-0009-taking-charge.pdf or pick up a free copy at your nearest Star One branch.* You can also visit the "Awareness & Auto" page under "tools" at www.starone.org for additional identity theft information.

* While supplies last.



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 and click on the "Apply Now" link to access the "Update Contact Information" form under the "Other Applications and Forms" heading. Or, submit an "Update Contact Information" form in Online Banking. It takes just minutes to complete and will help protect you and your Credit Union.

Star One Phone Service

(408) 543-5202 or
(866) 543-5202 toll free
Fax: (408) 543-5203

Star One Representatives are available Mon. – Fri., 7 a.m. – 11 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 & 11th Ave.

Website

www.starone.org

Mailing Address

P.O. Box 3643
Sunnyvale, CA 94088

Email

service@starone.org

Your savings are 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:

Labor Day – Sept. 2 (Monday)
Columbus Day – Oct. 14 (Monday)

