

YOUR ONE SOURCE



www.starone.org | 866.543.5202 | Winter 2014

1.99% APR until September 30, 2014.* As low as 3.50% APR thereafter.



Unleash the Power of Your Home's Equity

If you're a homeowner, the equity in your home can be turned into a powerful financial tool – a home equity line of credit (HELOC). With Star One Credit Union's low HELOC rates, it's an affordable way to borrow for a variety of needs. Not only that, interest on a HELOC is generally tax-deductible, making the effective cost of your loan even lower.**

HELOC Spells Versatility

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. You pay interest only on the amount you use. As you pay back the balance, the unused portion becomes available for you to borrow again.

Plus, at Star One, you may pay down your HELOC at any time with no prepayment penalties.

HELOCs are great ways to borrow for home improvement projects like remodeling, replacing a roof or adding a new deck. But they can also be used for:

- **Education costs.** Use a HELOC to cover college tuition, textbooks and dorm room supplies.
- **Major purchases.** Need new kitchen appliances, a furnace or air conditioning unit? Your HELOC can cover the cost. You can even use a HELOC to buy a new car or pay for that dream vacation.
- **Emergency expenses.** Perhaps you have a medical expense that's not covered by insurance, or your car needs a new transmission. A HELOC is a great way to be prepared for unexpected expenses.

In fact, 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.

- **Debt consolidation.** Overwhelmed with monthly credit card bills? You can 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 in Minutes

It's easy to apply for a Star One HELOC online – it takes just 15-20 minutes. Just go to www.starone.org and click on "Home Loans" in the Quick Links section. If you have questions, please call a Star One Representative toll-free at **(866) 543-5202** or **(408) 543-5202**.

* 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 January 1, 2014 to September 30, 2014. After September 30, 2014, 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. 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 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.

** 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.



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Use Star One's Personal Auto Shopper

If you're looking for a new or used vehicle, you know it can be quite the hassle – running around to different dealerships or checking the used-car ads and haggling over prices can be time-consuming, inconvenient and stressful. Why bother when you can rely on Star One's free Personal Auto Shopper Service?

Our Personal Auto Shopper will:

- Do the research and locate your vehicle for you.
- Negotiate the best price for you and help with the paperwork.
- Assist with your trade-in.
- Deliver the vehicle right to your home or office in most cases.

It's Easy to Get Started

Using our Personal Auto Shopper Service takes just minutes. Complete and submit the *Request A Car* form to let the Personal Auto Shopper know what you're looking for. Simply go to **starone.org** and click on "Car Buying Resources" under the Tools menu and then "Personal Auto Shopper." Or, just call toll-free **(855) 674-7887**.

Our Personal Auto Shopper, Holly Fraser, or one of her staff will get back to you with information the same day, in most cases. Holly can also assist you with financing through Star One.*

So why run around town looking for your next car? Leave the legwork to us. Visit **starone.org** or call **(855) 674-7887** today!

* Normal credit restrictions/approvals apply.

All new cars arranged for sale are subject to price and availability from the selling franchised new car dealer. Service provided by CU Smart Shop Auto Service LLC, a licensed California dealer.



Free Tax Help Is Available!

Low- to moderate-income earners (\$52,000 or less) can get free tax preparation help at Star One through the Internal Revenue Service (IRS) Voluntary Income Tax Assistance (VITA) program.

Community volunteers, professionally trained and certified by the IRS, will provide free tax assistance for taxpayers. These volunteers can help you determine whether you qualify for special credits and help you get the refund you are entitled to.

Three Ways to Take Advantage

In-person help: Star One will offer VITA help at three branch locations on the days and times indicated (prefer latest sign-in at 6:30 pm):

- › **Blossom Hill Branch**
1090 Blossom Hill Road, San Jose
Wednesdays, 4 – 7 p.m.
February 5 through April 9

- › **Stevens Creek Branch**
3136 Stevens Creek Blvd., San Jose
Thursdays, 4 – 7 p.m.
February 5 through April 9

- › **El Camino Branch**
3903 El Camino Real, Palo Alto
Fridays, 4 – 7 p.m. and 2 – 6 p.m.
by appointments only*
February 7 through April 11.

Free electronic filing: The VITA program also encourages you to file your tax return electronically by using the free Facilitated Self Assistance (FSA) site at <http://myfreetaxes.com/StarOneCreditUnionPaloAlto>. To qualify for no-fee FSA filing, you income must be \$58,000 or less. If you have a refund coming, filing electronically and using direct deposit for your refund is the fastest way to get your money.

Virtual filing: If you don't have time, you can also use the virtual filing process by dropping off your tax documents at one of the Star One VITA sites listed above during the site hours and come back to pick up your tax return when it's ready.

For additional information and a list of required items, visit **starone.org** and click on the VITA Program link. To locate other VITA sites, call the IRS at **(800) 906-9887**.

* Call **(650) 469-3142** to make an appointment. The number is only used for appointments and not to get the status of activity at any of the locations.



IRA Contribution Limits and Deadlines



	2013	2014
IRA contribution limit	\$5,500*	\$5,500*
IRA catch-up contributions	\$1,000	\$1,000
Deadline for contributions	April 15, 2014	April 15, 2015

* Or your taxable compensation for the year, whichever is less. Non-wage-earning spouses of wage earners may also contribute to an IRA. This limit is indexed to inflation for future years.

File Electronically for Faster Refunds

For Internal Revenue Service and Franchise Tax Board tax filers requesting refunds or payments electronically, please provide the Star One routing number (**321177968**) and the 14-digit account number. The account number can be found on the bottom of your personal checks, or find it online. See "Account Details" (14-digit number) in Online Banking or by logging into our mobile app and clicking on one of your accounts. You can also call a Star One Representative at **(408) 543-5202** or **(866) 543-5202** for the account number to be used on your tax return form.



Note: Number highlighted in blue is the actual Star One Credit Union Routing Number. The 14-digit Account Number highlighted in yellow is for example purposes only, and is not the actual sequence found on your personal checks.

Free Educational Workshops: Building a Better Budget and Retirement Planning

Star One wants to help you on your path to financial security, now and in the future. Please join us for either or both of these free workshops.

Building a Better Budget

Date: February 12, 2014
Time: 5:30 – 7 p.m.
Location: Star One Administration Building,
 1306 Bordeaux Drive, Sunnyvale
RSVP by: February 11

Date: February 13, 2014
Time: 6 – 7:30 p.m.
Location: Blossom Hill Branch,
 1090 Blossom Hill Road, San Jose
RSVP by: February 12

Retirement Planning and IRAs

Date: March 19, 2014
Time: 5:30 – 7:15 p.m.
Location: Star One Administration Building,
 1306 Bordeaux Drive, Sunnyvale
RSVP by: March 18

Date: March 20, 2014
Time: 6 – 7:45 p.m.
Location: Stevens Creek Branch,
 3136 Stevens Creek Boulevard
RSVP by: March 19

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** to register online. Space is limited. Workshop is free and open to members and non-members.





Consumer Corner

Don't Get Caught in a Health Care Scam

The new health care exchanges under the Affordable Care Act (ACA) – also known as ObamaCare – opened on October 1, 2013. Unfortunately, they also opened the door to scammers taking advantage of some confusion about how the ACA works. Watch out for these schemes:

Phony websites. In California, the official insurance exchange (or marketplace) is <https://www.CoveredCA.com>. If you need to find health insurance in other states, the official federal website is <https://www.healthcare.gov>. Carefully type in the correct Web address and bookmark it for future use rather than using embedded links. Look for <https://> in the URL. Scammers may set up similar-looking websites in an attempt to get your private information.

Fake ACA cards. Someone may call or email, claiming you need to provide personal information in order to get your ACA card.

There is no such thing as an ACA card. Insurance obtained through applications on the health care exchange is through private insurers, who provide their own cards once your application is approved.

Email “phishing” and warnings. If you get an email claiming that you need to provide personal information to get coverage under the ACA – even if it looks like it came from a state or federal office – don't reply or click on any links. Just delete it. Some Californians have received bogus emails warning them that if they don't get health

coverage, they'll go to jail. Under the ACA, most people are required to have health insurance starting in 2014 or face a fine, but there is no jail time.

Phone or door-to-door solicitation. Scammers may call or come to your door saying they need your Social Security and financial account numbers to sign you up for the ACA. Do not give out any information. Close the door or hang up the phone.

Sham offers to help. Under the ACA, navigators (called Certified Enrollment Counselors in California) are available to help people through the enrollment process. This is a free service. Don't respond to unsolicited offers to help, especially if the person says there is a fee. To verify whether someone is certified to help you with enrollment in California, go to www.CoveredCA.com or call **(800) 300-1506**.

Protect Your Private Information

Regardless of whether the ACA is mentioned, never give out personal information, account numbers or your Social Security number to anyone unless you are sure it is a legitimate request. Note that Star One will never send you an email asking for this information.

You can report suspected ACA scams to Covered California's Office of Consumer Protection at **(800) 300-1506** or email consumerprotection@covered.ca.gov.

Attention: Medicare Recipients

Beware callers who claim they need your personal information because the ACA requires that you update your Medicare information. Medicare recipients are not required to do anything under the ACA.

Holiday Schedule

Star One Branches will be closed to observe:

Martin Luther King Jr. Day – January 20 (Monday)

President's Day – February 17 (Monday)



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. – 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 & 11th Ave.

Website

www.starone.org

Mailing Address

P.O. Box 3643
Sunnyvale, CA 94088

Email

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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