

YOUR ONE SOURCE



www.starone.org | 866.543.5202 | Winter 2012

The Star One Difference

Star One Checking Account

If you're like most people, your checking account is a workhorse – it functions as the hub of your everyday finances. You want a checking account that's convenient, easy to use and doesn't nickel and dime you to death.

Checking account maintenance fees have risen from an average of \$2.49 a month at banks nationwide in 2010 to \$4.37 in 2011, according to a Bankrate.com survey.*

Switch to Star One

At Star One, we've designed our checking accounts to make managing your money convenient and affordable. Some of the benefits of a Star One Checking Account include access to thousands of surcharge-free ATMs nationwide through the CO-OP network, Online Banking, Direct Deposit, Touchtone Teller, Bill Pay, remote check deposit, and overdraft coverage with a Star One Visa® Credit Card. Take a look at how a checking account at Star One stacks up against others (see chart). In addition, Star One Checking Accounts come with the exceptional member service and convenience features you've

come to expect. Star One also offers Student Checking to anyone 25 or younger (individuals under age 18 must have an adult co-owner) with absolutely **no minimum balance or monthly maintenance fee**.

In a side-by-side comparison, a Star One Checking Account is clearly superior. You work hard for your money, so keep more of it for yourself by moving your checking account to Star One. Visit your nearby branch, call **(866) 543-5202** or visit us online at www.starone.org.

* Source: Bankrate.com 2011 Checking Account Survey, "7 ways checking accounts cost you more."



It's not too late for a 2011 IRA!

You have until tax filing day (April 17, 2012) to open and contribute to an IRA for 2011. See page 2 to learn more about IRAs.

Checking Fees Comparison

| | Star One | Bank of America | Chase | Wells Fargo |
|--|---|-----------------|--------|--------------|
| APY* | 0.25% | 0.05% | 0.01% | 0.01% |
| # of ATMs | 28,000 through CO-OP Network 5,500 in 7-Eleven® stores | 18,000 | 15,000 | 12,000 |
| Monthly account fee** | \$3 (waived with \$300 min. bal. or \$5,000 combined deposit or loan balances) | \$25 | \$25 | \$15 |
| Non-sufficient funds fee | \$13 | \$35 | \$34 | \$25-\$35 |
| Overdraft coverage fee using a Visa® Credit Card | \$0 | \$10 | \$12 | \$12.50-\$20 |

Comparison based on a survey completed by Star One Credit Union on 12/2/11. All rates and fees are subject to change.

* APY = annual percentage yield.

** Monthly fee at other financial institutions may be waived with minimum deposit and loan balances.

What You Need to Know

Thinking about opening up an IRA, but not sure where to start? There are a few things you'll need to know first:

- **Making contributions** – Making contributions to your IRA at Star One is simple. We offer the convenience of automatic deposits or payroll allocations into your IRA. Just fill out a simple online form on our website to get started.
- **Naming beneficiaries** – It's important to name beneficiaries so your wishes are followed after you're gone. You'll be asked to name a primary beneficiary and a contingent beneficiary. The primary is the person who will receive the benefits of your IRA after you're gone, and the contingent is the person who will receive it if the primary is deceased or unwilling to accept the proceeds.
- **Reviewing often** – Review your IRA beneficiary information every two years, or if you've had a major life event, such as a marriage, divorce or children. It is critical that IRA beneficiary designations are up-to-date because they generally override will instructions.



- **Recharacterizing your IRA** – There are several reasons why you might want to recharacterize an IRA. A common one occurs when an individual opens and contributes to a Roth IRA but for whatever reason – a significant pay raise or other financial windfall – he or she no longer meets the income threshold for Roth IRAs. In that case, the Roth can be recharacterized and the assets placed in a Traditional IRA without incurring taxes or penalties.

This also applies to Traditional IRA assets recharacterized to Roth. You have until the tax filing deadline to recharacterize contributions you applied to the previous tax year.

Contact Star One Credit Union to find out more about how to make your IRA work for you. Call **(866) 543-5202** or visit **www.starone.org** to learn more.

This financial institution does not give tax advice. Consult your tax advisor for information specific to your situation.



Buying a Car

Star One Auto Loan + Car Buying Resources

Are you in the market for a new set of wheels? At Star One Credit Union, we're ready to help you with the car buying process, including offering competitive auto loan rates to help you finance your new or used dream car.

New car loans:

- Available on current year models, new prior year models and current year demonstrators with 5,000 or fewer miles that have never been registered
- Finance 100% of the purchase price, plus tax, license and service contracts
- No maximum loan limit
- 7-year maximum loan term
- Fixed interest rate as low as 2.50% APR*

Used car loans:

- Finance 100% of the Kelley Blue Book or NADA Used Car Price Guide retail value, or
- 100% of the purchase price, including tax and license, whichever is less, and service contracts

- 7-year maximum loan term
- Car can be up to 10 years old
- Fixed interest rate as low as 2.50% APR*

Additional Resources

We also have other resources to make purchasing your next vehicle as easy as possible.

- **CarSMART** – Receive online preapproval, research your car choice and purchase your car from any CUDL dealership within the state of California. You also have the option to complete and print the "Smart Approval Response" to speed up your application and financing process.
- **Autoland** – Use this free service provided by Star One to have an experienced consultant search for your next car so you can avoid multiple dealerships and sales people.
- **Guaranteed Asset Protection (GAP)** – GAP covers the difference between your loan balance and the amount your

insurance policy would pay out in the event your vehicle becomes totaled (damaged beyond repair) or stolen and never found.

- **Major Mechanical Protection (MMP)** – MMP gives you peace of mind in having protection against any costs incurred by mechanical problems that don't fall under the manufacturer's warranty or if your warranty has expired.
- **Loan Payment Calculator** – Calculate how much car you can afford using our online calculators.

Visit **www.starone.org/home/tools/carbuyingresources** to discover all of the resources Star One has to offer to help get you in the car of your dreams.

* Your annual interest rate may be higher based on credit qualification. The rates shown include a 0.25% discount with automatic transfer and a 0.50% discount with direct deposit. The range of APRs is 2.50% to 7.50% for new and used auto loans, with discounts. A sample payment on an 84-month loan at 2.50% APR is \$13 per \$1,000 borrowed. Rates subject to change.

Free Workshops: Capitalizing on IRAs and Understanding Credit Reporting

Star One is offering **free** workshops providing valuable information for anyone who wants to learn how to make the most of their IRA or better understand credit reports.

Registration is required for both workshops. Space is limited. Workshops are free and open to members and non-members.

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.

IRAs – For So Much More than Retirement

This workshop, presented by Star One IRA Specialist Ed Silva, explores how IRAs can be used not just for retirement, but as wealth accumulation accounts. Today's IRA, whether Traditional or Roth, enables you to save for the future, creating wealth that can be used not only for your retirement but also to help you accomplish other financial goals, such as first-time home buying, education expenses and more. This educational workshop will explore which IRAs to use, how to use them and how to take advantage of tax savings opportunities that they offer.*

Date: February 15, 2012
Time: 5:30 – 7 p.m.
Location: Star One Administration Building,
1306 Bordeaux Drive, Sunnyvale
February 14, 2012
RSVP by:



Free Tax Help Is Available!

Low- to moderate-income earners (\$49,000 and below) 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 who cannot afford professional help. These volunteers can help you determine whether you qualify for special credits and help you get the refund you are entitled to.

The VITA program also encourages you to file your tax return electronically. If you have a refund coming, filing electronically and using direct deposit for your refund is the fastest way to get your money.

Star One will offer VITA help at three sites on the days and times indicated:

- **3903 El Camino Real, Palo Alto**
Tuesdays, 4 – 7 p.m.,
January 31 through April 10
- **1090 Blossom Hill Road, San Jose**
Wednesdays, 4 – 7 p.m.,
February 1 through April 11
- **3136 Stevens Creek Blvd., San Jose**
Thursdays, 4 – 7 p.m.,
February 2 through April 12

For additional information and a list of required items, visit **www.starone.org** and click on the VITA Program link. To locate other VITA sites, call the IRS at **1-800-906-9887**.

Solving the Mystery of Credit Reporting

Provided by Star One and presented by BALANCESM, this workshop provides an overview of credit bureaus, credit scoring and the Fair Credit Reporting Act as well as specific guidance on disputing inaccuracies, improving credit score and dealing with identity theft and fraud.

Date: March 13, 2012
Time: 6 – 7:30 p.m.
Location: Stevens Creek Branch,
3136 Stevens Creek Blvd., San Jose
March 12, 2012
RSVP by:
Date: March 14, 2012
Time: 5:30 – 7 p.m.
Location: Star One Administration Building,
1306 Bordeaux Drive, Sunnyvale
March 13, 2012
RSVP by:

* Note that neither Star One nor any of its affiliates give tax advice. Please consult a tax professional for information specific to your situation.



Paper Savings Bonds No Longer for Sale at Star One

The U.S. Department of the Treasury ended sales of paper savings bonds at financial institutions, effective December 31, 2011. Series EE and I savings bonds are still available, but starting this year you must purchase them electronically through TreasuryDirect®, a secure, web-based system that's been in operation since 2002.

Once you set up an account online at www.treasurydirect.gov, you can use it 24/7 to buy, manage and redeem Series EE and I electronic savings bonds, convert Series EE and I paper savings bonds to electronic bonds and more.

Series I paper savings bonds remain available for purchase using your tax refund by filling out Form 8888 when you file your tax return.

Although Star One will no longer sell paper savings bonds, the Credit Union will redeem paper savings bonds, and reissue paper bonds not yet matured that have been lost, stolen or destroyed.

Website not belonging to Star One is provided for information only. No endorsement is implied.

Beware of Tax Scams

Does tax season bring visions of dreaded paperwork to mind? Maybe for you, but not for identity thieves. Your tax record includes some of your most confidential information, including your complete name, Social Security number, place of employment and annual income. The potential for easy access to all that information also makes the tax season a lucrative period for criminals eager to try new identity theft scams.

Unfortunately, challenging economic times may also increase the number of scams that pop up just prior to and during tax season. Stay on your guard by being aware of these common tax scams:

- Emails or phone calls claiming to be from the IRS that request additional personal or financial information to process your refund or offer to help you receive your refund more quickly.
- IRS impersonators using social media channels to get unsuspecting victims to click on wayward links.
- Dishonest tax return preparers who may skim a portion of their clients' refunds, charge inflated fees or make false promises to attract new clients.

Staying One Step Ahead

To avoid the headaches of getting out from under a scam and the possible legal ramifications that could result, protect yourself from ever falling victim to a tax scam in the first place. Here are some tips:

- Never give out any personal or financial information in response to an email or phone call you did not initiate.
- Avoid opening any links in emails claiming to be from the IRS. A suspicious email or an IRS web address that doesn't begin with <http://www.irs.gov> should be forwarded to the IRS at phishing@irs.gov.
- Be wary of any tax preparer who may promise faster or more significant refunds if you pay a higher preparation fee or claim a deduction or credit you are not entitled to.
- File electronically. This method is more secure and faster than using the mail to submit a paper tax return.

If you think your personal information has been stolen and used for fraudulent purposes, contact the IRS Identity Protection Specialized Unit at 1-800-908-4490.



Star One employees, members, friends and family members participated in the Walk to Defeat ALS.

Star One Supports the Community

Star One employees, employees' family members and Star One members participated in the following events over the past quarter.

- Stevens Creek Trailblazer Race supporting Friends of Stevens Creek Trail, Mountain View, September 25, 2011
- Silicon Valley Heart Walk supporting American Heart Association, Los Gatos, October 8, 2011
- Walk to End Alzheimer's supporting Alzheimer's Association, Downtown San Jose, October 15, 2011
- Walk to Defeat ALS supporting ALS Association, Sunnyvale, October 16, 2011

Star One is proud to be involved in helping these important organizations reach their charitable goals. Look for more community involvement information in future issues of *Your One Source*.

Member Phone Service

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

Star One Representatives are available 7 a.m. – 11 p.m. Mon. – Fri., and 10 a.m. – 6 p.m. on weekends and most holidays. 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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