

Planning
Ahead

• Beneficiary
Retiree Services



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

www.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.

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Star One Is Here to Help

Welcome to Star One Credit Union, your one source for all your financial needs. As a Star One member, you will benefit from our financial strength and security, fast and convenient access to your accounts, and a wide range of member services, including the estate planning information presented here.



Planning Ahead

Are you prepared? If you become incapacitated, have you appointed a trusted person to make personal and financial decisions for you? If you or a loved one passes away, does your representative have the information and legal tools necessary to carry out your wishes?

Though we recognize the difficulty of contemplating these questions, by setting a few goals, meeting with a professional, and taking action now, you and your family can enjoy greater peace of mind in the future.

In this brochure we offer suggestions for getting started in your estate planning. We also provide an outline of the information and documents you may need and a list of helpful resources. Though Star One offers many useful services for estate planning, it's important that you consult a professional estate planner or attorney.*



*The planning tips and guidelines in this brochure are not intended as legal advice, nor are to be construed as legal advice. You should consult a professional legal or tax adviser about any legal or tax issues related to your personal situation.

Getting Started

Determine your wishes and goals in the event of incapacity or death

What assets compose your estate? How would you like them to be disbursed? To whom? By whom? Ask yourself these and any other important questions. Write down your answers.

Meet with a qualified professional

An attorney, financial planner or accountant can assist you in estate planning. An attorney can also help you create and execute the necessary legal documents. To make the most of your time during an appointment, bring along your notes about your wishes and goals.

Appoint a personal representative

Choose a trusted person who may act on your behalf (spouse, family member, friend, attorney) and make them aware of their appointment. Provide your representative with important documents that have been certified or make their location known. Consider naming an alternative personal representative, trustee or executor in the event that the individual who is named first is unable to serve.

Getting Started

Organize important documents and information

Put the following items in a safe and accessible place:

- ▶ Contact information for attorney, personal representative, physician and financial planner (include name, address, telephone number).
- ▶ Original or certified document:
 - will
 - trust document
 - Power of Attorney
 - titles/deeds
 - military/veterans documents
 - health care directives
 - other legal documents (marriage, birth, adoption, divorce certificates)
 - insurance policies (home, life, medical, auto, long term care)
- ▶ Social Security Number
- ▶ Safe-deposit box key(s)
- ▶ Stock certificates

For more details, refer to the “checklist” on page 13.

Review investment and property ownership

Understanding different types of ownership and how they impact you and your family upon incapacity or death is crucial. For example, upon the death of an individual membership account holder, the funds in the account may be subject to probate.

Getting Started

Conversely, an account held in joint ownership with rights of survivorship would normally avoid probate, as the surviving joint owners would own the account. For more information regarding the types of account ownership available to Star One members, please refer to our Membership and Account Agreement.

Place documents on file in appropriate locations

For example, you should file financial power of attorney documents with your financial institution(s) and health care directives with your health care provider(s). Provide an original or certified document so that a witnessed copy may be maintained at the corresponding institution.



Periodically review and update your legal documents and the ownership of your investments

As time passes, your life situation changes. You may add to your family, acquire new investments, change jobs, or retire. It is a good idea to review important documents and information annually and update as needed.

Trusts

A trust is a beneficial vehicle for estate planning. It usually carries built-in provisions for incapacity and its assets are distributed according to your wishes as stated within the trust document. Unlike probate, a trust is private; it allows you to avoid probate and the associated fees paid directly to the Probate Court. It can be customized to specific wishes and may yield tax benefits.

Star One accounts may be funded (or retitled) under an established trust. A Star One Application for Account Held by Trust and a Membership Application and Account Card must be completed to fund the trust. (Simply naming your assets in your trust document does not fund – or protect – your account balances under a trust.)



If you hold investments at other institutions that you would like to place in a trust, you must also complete their required paperwork. Please consult a qualified professional for assistance in making these important decisions and preparing the associated documents.

Estate Accounts

Estate accounts may be created for a deceased individual who was a Star One member or the estate of an individual in which all beneficiaries are members or who are within the field of membership.



Upon establishing an estate account, a copy of a SS-4 form verifying the assigned tax identification number of the estate, certified court letters, and a certified death certificate will be required. The SS-4 form can be obtained at www.irs.gov, or by calling (800) 829-1040 or (800) 829-4059 for the hearing impaired.

Information You'll Need

At incapacity

If you are assisting an individual who has become incapacitated, you'll need to provide certified documentation such as a Physician's Directive, Letters of Conservatorship, Living Trust, Court Order, or Durable Power of Attorney to financial institutions and health care providers as soon as possible. To obtain a Power of Attorney form for Star One accounts, contact a Star One Phone Representative.



At death

In the event you are handling matters for someone who has passed away, the certified documents you may need to provide to financial institution(s) include a death certificate (you may want to order at least 6 certified copies) and court appointed Letters Testamentary or Letters of Administration. Additionally, if you are establishing an estate account, you will be asked to provide a copy of the SS-4 form (Application for Employer Identification Number).

Information You'll Need

At Star One

Star One's Beneficiary Retiree Services staff specializes in assisting survivors or beneficiaries with Credit Union accounts and loans of a deceased member (or joint owner). The appointed personal representative, surviving joint owner or elected beneficiary may call in advance for an appointment. The necessary documents are prepared prior to the appointment or may be mailed for completion.

If a primary account holder passes away, the funds will need to be transferred into a new or existing account under the surviving joint owner's name. The joint owner, with the assistance of a Beneficiary Retiree Services representative, may continue to use the account until the funds can be transferred or disbursed to close the account(s). In the event of death of an individual account owner, access to the account immediately ceases. Once the proper documentation is provided, funds in the account may be disbursed.



Information You'll Need

Only a surviving spouse who is a joint account owner may be authorized to continue to use an account's Visa credit cards for 30 days or until individually approved for a new card, whichever occurs first. Visa Debit and ATM cards issued in the name of the surviving joint owner may be used until a new membership is established. Cards issued in the name of the deceased and for individual accounts will have access blocked and must be destroyed.

Surviving spouses and beneficiary family members are eligible to join Star One. As a member, you will benefit from our financial strength, convenient access and a wide range of products and services. For more information regarding deceased issues, please contact a Beneficiary Retiree Services representative at (408) 543-5202 or toll-free at (866) 543-5202.



Consider These Additional Steps

Losing a loved one is extremely difficult. Managing the demands placed on someone while grieving can be overwhelming. The following list of reminders may offer assistance during a difficult time.

- ▶ **Social Security Administration:** contact your local office and set up an appointment.
- ▶ **Previous employer(s):** inform the company if the deceased was receiving retirement benefits; surviving spouses should inquire about their eligibility to receive retirement benefits.
- ▶ **Financial institutions:** notify financial institutions of the passing, identify the estate representative, destroy plastic cards and cancel lines of credit, rename account ownership, transfer funds to accounts under new ownership, stop direct deposits and automatic debits. For individual accounts, contact the financial institution to secure the remaining funds until they may be transferred to the proper heir. If credit life insurance is covering a loan, be sure that a claim to pay off the loan is billed.

Consider These Additional Steps

- ▶ **Attorney:** retain an attorney if legal assistance is required.
- ▶ **Credit Bureaus:** contact the major credit reporting agencies to close out the credit profile for the decedent.
- ▶ **Other:** contact appropriate organizations if the deceased served in a branch of the Armed Forces, at church or other place of worship, in clubs, etc.



Your Planning Checklist

Use this list as a guide to help you prepare your documents and information. Review and update annually.

*Date reviewed/
updated*

Important Documents

Durable Power of Attorney
Health Care Directive

Note: A Power of Attorney is null and void upon the principal's passing.

Trust

Will

Employment or Retirement
Documents

Title(s)

Deed(s)

Insurance Policies
(Health, Life, Home, Auto,
Long Term Care)

Military/Veterans
Documents

Certificates (Marriage,
Divorce, Birth, Adoption,
Death)

Your Planning Checklist

Important Information

Physician

Name: _____

Phone: () _____

Personal Representative

Name: _____

Phone: () _____

Financial Professionals (Financial Planner, Estate Attorney, Tax Consultant)

Name: _____

Phone: () _____

Name: _____

Phone: () _____

Spiritual Leader or Counselor

Name: _____

Phone: () _____

Medical Insurance (include policy numbers)

Your Planning Checklist

Financial Institutions (include location, account numbers, type and ownership, and safe-deposit box key)

Other Tasks

Friends' Phone Numbers. List below.

Name: _____

Phone: () _____

Name: _____

Phone: () _____

Name: _____

Phone: () _____

Name: _____

Phone: () _____

Your Planning Checklist

Place important documents and information in a single, secure place.

Item:

Location:

Durable Powers of Attorney. On file at:

Health Care Directives. On file at:

Your Planning Checklist

Direct Deposits. List types and where deposited.

Automatic Debits. List type, institution and account numbers.

Other

Resources

Star One's Beneficiary Retiree Services Team is available to answer questions you may have.

Star One Beneficiary Retiree Services

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

You can also visit us online at www.starone.org for more information about how Star One can help.

A funeral director can assist you with:

- ▶ Wording of a death notice or obituary sent to newspapers, clubs, church groups, lodges or other membership organizations.
- ▶ Completing the death certificate, filing it with the county health department, obtaining certified copies, and more, depending upon state laws and circumstances. (In some states, the funeral director is required to complete the certificate.)
- ▶ Filling out forms to file for death benefits or any funds available to you, e.g. Veteran's, Social Security, union or fraternal benefits and other types of insurance packages.

BALANCESM

Star One has partnered with a financial fitness program called BALANCE. Through this partnership you have access to credit union paid financial counseling including tools for seniors and access to trained money management professionals who can answer your questions. Visit the Senior Finances Toolkit page at:

www.balancepro.net/seniorfinances

Helpful Agencies

Keep this useful information handy:

AARP

(888) 687-2277 or (877) 342-2277 TTY
www.aarp.com

Adult Protective Services

(800) 414-2002 or (408) 975-4900

Alzheimer's Association

(800) 272-3900
www.alz.org

American Psychological Association

(information on stress and depression)
(800) 374-2721
www.apa.org

American Veterinary Medical Association

(understanding pet loss, support line, grief counseling)
www.avma.org/care4pets

Argentum

(consumer education brochures, checklists)
www.alfa.org

BALANCESM

(Financial counseling, including estate planning)
www.balancepro.net

Helpful Agencies

California Department of Consumer Affairs, Cemetery & Funeral Programs

(800) 952-5210

CareGuide Locator

(housing options, financial & legal info, support groups)

www.careguide.com

Contact

(a hotline for other hotline numbers)

(408) 279-8228

Centre for Living with Dying

Bill Wilson Center

(408) 243-0222

El Camino Hospital

Health Line (800) 216-5556

Elder Care Locator

(social & human services information)

(800) 677-1116

www.eldercare.gov

ElderCare Online

(chats, resource guides, newsletter, articles)

www.ec-online.net

Family Caregiver Alliance

(resources on memory loss and brain injury)

www.caregiver.org

Helpful Agencies

Humane Society of United States

(providing for pets in wills)

www.hsus.org

Internal Revenue Service

(800) 829-3676 (800 TAX FORM)

www.irs.ustreas.gov

Lockheed Martin Retirement Services Office

(866) 562-2363

Lumetra

(federally funded health information company)

www.lumetra.com

Medicare

(800) 633-4227

www.medicare.gov

Neptune Society

(408) 287-8700

Network of Care, Santa Clara County

(resource for mental and behavioral health)

www.santaclara.networkofcare.org/mh/

Ombudsman Program

(nursing home issues)

(800) 231-4024

Helpful Agencies

Palo Alto Medical Foundation

Resource Center

(650) 614-3200

Pathways

(888) 755-7855

www.pathwayshealth.org

Social Security Administration

(800) 772-1213

www.ssa.gov

SourceWise

(408) 350-3200 In Santa Clara County

www.mysourcewise.com

Visiting Nurse Association of America

(Information on home health care & hospice)

(888) 866-8773

www.vnaa.org

Well Spouse Foundation

(support groups, chats)

www.wellspouse.org

Star One Information

Branch Addresses

De Anza Branch | Cupertino
10991 N. De Anza Blvd, Cupertino, CA 95014

El Camino Branch | Palo Alto
3903 El Camino Real, Palo Alto, CA 94306

Blossom Hill Branch* | San Jose
1090 Blossom Hill Rd, San Jose, CA 95123

Stevens Creek Branch* | San Jose
3136 Stevens Creek Blvd, San Jose, CA 95117

Enterprise Branch | Sunnyvale
1080 Enterprise Way, Suite 150, Sunnyvale, CA 94089

Branch Hours

Mon, Tues, Thurs	9am - 5pm
Wednesday	10am - 5pm
Friday	9am - 6pm
Saturday*	9am - 4pm *Select branches only

Star One Phone Representatives

Phone Numbers	(408) 543-5202 (866) 543-5202 toll-free (408) 543-5203 fax
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Phone Hours	Monday-Friday 7am - 7pm Pacific Time Weekends & most holidays 9am - 5pm Pacific Time
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For your convenience, we utilize a Shared Branch call center to handle after-hours calls. They can assist you with general questions and basic transactions.

Convenient Access

Website & Online Banking	www.starone.org
Email	service@starone.org
Mobile Banking	Search for Star One in Apple, Android, or Windows devices
Automated Touchtone Teller	(408) 543-5202, 1 (866) 543-5202, 1 toll-free
TDD (for the deaf)	(408) 543-5204
ABA Routing Number	321177968

Visit us at www.starone.org for detailed maps of our branch locations, as well as nearly 30,000 other locations throughout the nation where you can access your Star One account through the CO-OP ATM Network and CO-OP Shared Branch Network.

