



NIZARI

PROGRESSIVE FEDERAL
CREDIT UNION

www.nizaricu.org
888-786-1824/281-921-8500

Nizari Insider Winter 2015

HOLIDAY SCHEDULE

Your credit union will be closed on:

Monday, January 19 –

Martin Luther King, Jr Day

Saturday, January 31 –

Conversion to new software

Monday, February 2 –

Conversion to new software

Monday, February 16 –

Presidents Day



UPDATE YOUR ACCOUNT INFORMATION

If you have recently moved, changed your phone number, or changed your email address please let us know. Keeping your account information up-to-date ensures that your statement will be sent to the appropriate address. It also makes it easier for us to contact you regarding your account.

A Message to Our Members

Recently, we announced upcoming technology enhancements as we migrate to a new and improved core processing system. Our goal is to keep you informed as we move through the process. We hope you had an opportunity to look through our member notifications on the website, on member handouts, and on our statement stuffers. This newsletter will help you get prepared for the transition and update you on the changes you will notice with the new system.

The Nizari staff has been preparing, training and testing the new system leading up to the upgrade. Our offices will be closed from Saturday, January 31, 2015 through Monday February 2, 2015 to facilitate the upgrade and to ensure all systems are up and running. We will return back to normal business hours on Tuesday, February 3, 2015.

Here are some answers to frequently asked questions regarding the update and the disruption of service during the implementation phase of the update. We request you to call, email or visit one of our branch offices for any additional questions you may have.

When will I see changes?

The upgrade will go "live" on Monday, February 2, 2015. Most of the changes will happen internally with the infrastructure. You will need to reset your audio and home banking logins. Your new home banking, "It's Me 247", is a fully integrated and a secure online banking community. Watch your email for details on how to create a new username and how to log in with a new password.

What can I do to prepare for the changes?

Please take note of the conversion date. Our offices will be closed on Saturday, 1/31/15 and Monday 2/2/15 for testing and training. There will be a disruption in service of all online banking transactions – members will not be able to pay bills, get account balance information and make transfers. Debit card functionality will be available. Members will not be able to access telephone banking, online banking, bill payment or any branch. All services will be restored on Monday, February 2, 2015.

Please complete all banking activities or transactions before Saturday, January 31, 2015. Please make a note that debit card functionality will be available and you will be able to withdraw cash.

What happens if we are setup on Online Bill Pay:

Consider rescheduling your bill payments which are due on or around the conversion date. After the conversion, members will need to re-enroll on a new Online Bill Pay system. Please print your current information so you'll have it available when you are ready to re-enroll. Our current online bill payment service will not be converting and therefore, will be unavailable during the conversion.

Sign up for Online Banking, Telephone Banking and Debit Cards:

Sign up for all the services Nizari has to offer before the conversion. This will enable you to take advantage of the new features available after the upgrade. If you don't have a debit card, order one now so you can have access to funds anytime.

Sign up for e-Statements:

The new system will allow members to have access to 12 months of statement through the "It's me 247" online banking system. We encourage all members to sign up for e-Statements. Please take a note of your current account numbers. Your member account numbers will not change after the upgrade, however the extension will change. You can find your account number on monthly statements or checks. If you need assistance in locating your account number, please visit any of the Nizari branches and speak with a Member Service Representative. For your security, we will not provide account numbers over the phone. Please update your personal contact information with the branch by Friday, January 30, 2015.

Letter from COO

We appreciate your membership in the Nizari Progressive Federal Credit Union and the trust you have placed in us. Since January, 1990, our mission has been to enhance the financial well-being of our members by offering excellent member service, quality products and services, and competitive rates and fees. To heighten the efficiency and long-term growth of the Credit Union, we will be updating our systems on Saturday, January 31, 2015.

Nizari staff has been preparing, training and testing for the past few months leading to the upgrade. While most of the changes will take place behind the scenes, there will be some short-term service disruptions at the time of conversion. Our offices will close at 5:00 p.m. on Friday January 30 to begin the updating process, and we will re-open for business on Tuesday, February 3.

We apologize in advance for any inconveniences and thank you for your patience. Please check out our website frequently at nizaircu.org for updates, and monitor your statements for future notices.

Again, we thank you for your membership and look forward to being able to offer you even better service!

Sincerely,

Shaukat Jaffer
Chief Operating Officer

Dormancy Fees

A dormant account is a deposit account that shows no financial activity (other than posting of dividends) for 12 months. The unclaimed property law requires Financial Institutions to report the uncollected funds in those accounts to the State; every State has laws relating to dormant or inactive deposit accounts. After a specific amount of time has elapsed funds held in these accounts are surrendered / escheated to the State in which they were opened.

What needs to be done to activate your account?

- By logging on to online banking you are connected to a secure server where you can view transactions made on your accounts, transfer money between preferred accounts, pay bills and much more.
- You can simply call us and after required verifications, your account can be re-activated.
- Conduct financial transactions (deposit or withdrawal) in your account.
- Complete and sign the dormancy letter sent by your Financial Institution acknowledging your account and activation. These forms can be returned to us via mail, fax, email, or at one of our convenient locations.

Activate your account today and avoid a \$5 monthly dormancy fee!



Steps to prevent fraud and safeguard yourself

- ✦ Shred all personal and financial documents before disposing them
- ✦ Destroy unused debit, ATM, and credit cards
- ✦ Remove mail promptly from your mailbox
- ✦ Memorize PINs, passwords, and Social Security numbers – do not carry them with you
- ✦ Use longer, more complex PINs and change them often
- ✦ Never disclose your PIN or account password to anyone for any reason
- ✦ Notify creditors and financial institutions of address changes in advance
- ✦ Shop carefully online and look for indicators that the site is secure, like https in the web address or the closed padlock icon in your browser
- ✦ Use updated anti-virus software, anti-spyware, and a firewall on your computer
- ✦ Review account statements regularly and verify all transactions by matching receipts to your account statements. Many financial institutions offer free alerts for unusual transactions
- ✦ Review your credit report every year. You may obtain a free credit report once a year by going to www.annualcreditreport.com or call 877-322-8228



Please enroll for e-statements to avoid paying a \$2 statement printing fee starting March 2015.

Here is how you can enroll for e-statements

1. Log in to online banking
2. Click on self service
3. Click e-statement
4. View sample PDF
5. Click Agree
6. Enter your email address and click submit

If you see thank you on your screen the enrollment is complete.



New Loan Limits

By popular member demand, we have made changes to our policies to increase limits on the following loan types.

STUDENT LOANS:

- ☀ We have raised our student loan maximum limit for under graduate studies from \$18,000 to \$25,000 per year for a maximum of \$100,000.
- ☀ We have also introduced new student loan program for graduate studies for up to \$50,000.
- ☀ Post Graduate loan limit has been raised from \$50,000 to a \$100,000

Please call one of our loan officers to learn about the different rate and term options and requirements.

UNSECURED LOANS:

- ☀ Maximum loan limit raised from \$49,900 to \$75,000
- ☀ Please call our loan officers to learn about the Criteria and requirements

All Credit Union loan programs, rates, terms and conditions are subject to change at any time without notice.



Shared Branching

Nizari PFCU launched this convenience product in July 2014 to provide you the convenience of accessing your accounts at over 5,200 network locations. Simply have your account number, and a government issued ID and you are good to perform various transactions at any participating credit union anywhere in the 50 states. For more information visit our website at www.nizaricu.org



Event Update

Nizari PFCU recently supported AKF's efforts to promote its fund raising activities at the Salim Suleiman concert held in Houston and San Antonio.

Austin Branch

5555 North Lamar Blvd, Suite H101A
Austin, TX 78751
Tel: (512) 450 - 1401
Fax: (512) 450 - 1402
Mon - Fri: 9:00 AM - 5:00 PM

Dallas Branch

2548 Dickerson Parkway, Suite 106
Carrollton, TX 75006
Tel: (972) 808 - 7688
Fax: (972) 466 - 2200
Mon - Fri: 9:00 AM - 5:00 PM
Sat: 9:00 AM - 1:00 PM

Sugar Land Main Branch

11770 University Blvd
Sugar Land, TX 77478
Tel: (281) 921 - 8500
Fax: (281) 921 - 8550
Mon - Fri: 9:00 AM - 5:00 PM
Sat: 9:00 AM - 1:00 PM

Annual General Meeting

Notice is hereby given for the 2015 Annual General Meeting of Nizari Progressive Federal Credit Union, to be held on **Saturday April 18, 2015 at 2:00 PM**. Further details relating to the venue of the meeting will be announced in coming days on our website www.nizaricu.org.

NOMINATIONS FOR BOARD OF DIRECTORS

There are four board positions up for election and the Nominating Committee's recommendations, each being eligible and nominated for the first time, are posted on Nizari Progressive Federal Credit Union website, www.nizaricu.org. A brief profile of each nominee is available upon request.

Nominations for these positions may also be filed by petition. Petitioner should submit a Nomination Form, together with a petition that has been signed by at least 88 members of the credit union eligible to vote. Form, guideline, and qualifications for nomination by petition are available from corporate office (address below), or by sending an email to afsha.ali@nizaricu.org. To be effective, the nomination by petition must be received at following address, no later than 5:00 PM Central Standard Time of March 10, 2015:

The Election Commissioner
Nizari Progressive Federal Credit Union
12808 W. Airport Blvd., Suite 230
Sugar Land, Texas 77478

If the nomination by petition is received by aforementioned deadline and is approved by the Nominating Committee, then an election will be conducted on the day of the AGM. Given that at least one nomination for each open position has been proposed, nomination from the floor of AGM will not be accepted.



Testimonial



Ya Ali Madad Naseem,

Both Hussain and I would like to thank you for an amazing support you and your staff has provided in working our loan request. The entire process could not have been more seamless. Your entire staff has always been extremely professional and courteous. Anaiza has been extremely helpful, and has always been available to provide any assistance that we needed.

Hussain and I have used the funds to invest in a business opportunity. We would like to setup our business bank account with Nizari for this business. It is my understanding that there is a way to make deposits and make transactions locally through other credit unions. If there is a seamless way to conduct regular business transactions while having the account at Nizari, we would be very happy to extend our banking relations with Nizari. Kindly provide your thoughts on this.

Once again, Thank you again for all your support and assistance. We hope to extend our relations with Nizari FCU

Ali Supariwala



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www.nizaricu.org
1-888-786-1824



Access your account at 5,100 credit union branches nationwide.