

A Newsletter for Members of American Heritage Credit Union

KEEPING OUR MEMBERS & COMMUNITY **HEALTHY AND SAFE**



Dear Members,

We would like to reassure you that the health, safety and service of our members and employees are always our priority. American Heritage Credit Union has implemented business continuity initiatives to ensure that we remain open for business and continue to provide access, support and stability to our members. Now more than ever, we stand ready to support our members and provide whatever support we can as our nation recovers from this historic pandemic.

We have created a comprehensive portal where you can learn more about the steps we have taken to prepare our employees and members, and continuous updates on the support we are providing.

YOU CAN VISIT THIS PORTAL AT AMERICANHERITAGECU.ORG/UPDATE

In addition, we are implementing several programs to help our members and partners through this crisis:

SUPPORT FOR BORROWERS

- We launched our Skip-a-Pay program, and eligible Home Equity Loan, Personal Installment Loan and Auto Loan accountholders can skip their May monthly loan payment by notifying us in April.*
- We are waiving late fees on all American Heritage credit card, consumer loan, mortgage and commercial loan payments due in April.
- For first mortgage borrowers, a range of hardship programs are available from our servicing partner, Midwest Loan Services. You can contact them directly at 800.240.4214 to discuss your situation.
- Our business and commercial loan borrowers can contact our commercial lending department directly with questions or concerns

ACCESS TO FUNDS AND TRANSACTIONS

- For our members with Certificates or Certificate IRAs, we are waiving all early withdrawal fees for the time being in the event that you need to access funds.
- We stand by the our philosophy of people helping people, so we are waiving fees on the following: foreign ATM transactions, minimum balance fees on Money Markets and High Yield Savings, and excessive withdrawal fees.
- Our cutting-edge interactive PAT machines, located at most branches, have allowed members to make deposits, transfers, get live support from our tellers, transact during later hours, all while maintaining social distancing guidelines.
- We have added an online forms library to help our members perform account services and other important transactions remotely.

SELF-SERVICE ONLINE & MOBILE TELLER:

We strongly encourage you to use our Online Teller and Mobile App, where you can perform most of your transactions like paying your bills, checking balances, paying loans, applying for new loans, making transfers, mobile deposits and more. And, use your Online Teller to set up your eStatement delivery to avoid the mail. You can activate your eStatements if you have not already and reduce your exposure to mail flow and related contamination risks. For

a limited time, **we will provide a \$5** bonus to any member who activates eStatement between now and April 30th.** You can download our Mobile Teller app from the Apple App Store or from the Google Play store.

OTHER PAYMENT OPTIONS:

Any member can load an American Heritage debit or credit card into your Apple Pay, Google Pay or Samsung Pay, and simply use our tap and go mobile wallet at accepting retailers. This can avoid having to use your card or keypads in public locations.

PROTECTING OUR EMPLOYEES AND THE COMMUNITY

As part of our normal business continuity planning, we have been able to situate large portions of our employees to work safely and securely from remote locations to ensure that we are well-prepared for no interruption in business operations or member service. We have also been able to redeploy portions of our branch staff to provide phone and PAT support to our members. We are working with all of our employees to ensure that they are safe, able to balance their home and work obligations, and are able to continue serving our members.

Unfortunately, many of our community events such as Membership Appreciation Day, educational seminars and others have been postponed as a precaution as well.

As this pandemic has evolved, you can be assured that the leadership of our Credit Union has been able to seamlessly adapt thanks to the pre-planning and investments and technology we have implemented in recent years.

The Board of Directors, Management and Employees of American Heritage stand with our members and we are here to help you through these challenging times. We deeply appreciate your membership, and your well-being is our top priority.

PLEASE SEE AN IMPORTANT VIDEO MESSAGE FROM BRUCE: AHCU.CO/MessageFromBruce

Sincerely,



Bruce K. Foulke
President/CEO

MEET PAT® PERSONAL AUTOMATED TELLER



As our branch accessibility has changed through the COVID-19 Pandemic, you can still perform all of your teller transactions, and see the smiling faces of our staff, through our fleet of PAT machines! We were one of the very first institutions to implement interactive teller machines, and more than ever, PAT is helping our members perform their daily financial transactions.

WHAT IS PAT ABLE TO DO?

Because a PAT machine is able to function both as an ATM and as a standard teller, it is capable of performing a variety of tasks. You can use a PAT machine for cash or check deposits and withdrawals, transfers, loan payments, and account reviews. And, for cash withdrawals, you can even specify the denomination of bills you'd like to receive. Consumers and business owners alike tell us how helpful this is!

DOES PAT OFFER PRIVATE TRANSACTIONS?

We want you to feel secure while you're performing your transaction, so we have taken several steps to defend your information and enhance your privacy. PAT has many of the security features of a traditional teller line, if not more! The audio and visual information displayed are designed to be accessible to the current user only and identification is required for certain transactions. PAT machine technology has been evolving at American Heritage for over a decade and we always have your privacy in mind.

WILL USING PAT HURT THE WORKFORCE?

Every PAT Teller features an American Heritage employee, stationed at our local headquarters in Philadelphia. Since the demand for PAT has increased, we have fortunately been able to hire more employees and even double the size of some teams! In addition, employees

are granted the opportunity to be more adaptable and meet a wider range of members throughout the branch network to better understand the needs of individual areas.

LEARN MORE...

Please read more about our PAT machine (and the friendly faces you'll meet using it) in our article "More Than A Machine: Meet PAT."

Continue Reading At:
AHCU.co/PAT

HOME EQUITY LINE OF CREDIT INTRO RATE

1.99% APR**

For the First 6 Months

THEN AS LOW AS

3.74% APR***

Up to 80% LTV After That



REVOLUTIONIZE YOUR HOME EQUITY

PLUS, NO CLOSING COSTS!

Having a hard time making ends meet? Now is the perfect time to use your home's equity and get the cash you need! We are here to help you find the best solution to fit your situation. Give us a call at 215.969.0777 or apply today by visiting AmericanHeritageCU.org/HomeEquity.

Reward Yourself with our Cash Reward Mastercard



Increase your spending power and your rewards with our Cash Reward Mastercard. You'll get cash back on everything you buy – plus, **\$150 BONUS REWARD When You Spend \$1,500 in the First 90 Days.****** The Cash Reward Mastercard comes with all the valuable benefits you'd expect from a Mastercard.



\$1 Million Travel Accident Insurance

Concierge Service

Low-Cost Credit Life Insurance

Extended Warranty for up to One Full Year

Price Guarantee

ID Theft Victim Assistance

Apply Online Today!

AmericanHeritageCU.org/CreditCards | 888.553.1234



BUYING YOUR FIRST HOME? WE HAVE TWO GREAT OPTIONS

★

REVOLUTIONARY WAYS TO BUY YOUR FIRST HOME.

Earn Up to a 10% Cash Reward**

Buy and/or Sell Your Home with American Heritage Realty and earn up to a **10% Cash Reward***** based on your agent's commission. American Heritage Realty is a full service real estate agency owned and operated by American Heritage Credit Union.

Plus, you can earn an additional 10% Cash Reward*** off your American Heritage Realty agent's commission when you sell your home with American Heritage Realty.



Call: 855.525.7900
Visit: AmericanHeritageCU.org/HomeConnection

EARN
UP TO A **10%**
CASH REWARD***

GET UP TO
\$5,000
IN CASH FOR DOWN PAYMENT

First Front Door \$5,000 Grant

Through First Front Door (FFD), first-time homebuyer members can get up to **\$5,000 in cash grants for down payments and closing costs with the help of a grant program** funded by Federal Home Loan Bank of Pittsburgh. Through First Front Door, for every \$1 you contribute towards your closing costs and down payment, if you qualify, you can receive \$3 in grant money up to a maximum of \$5,000.



To learn more and see if you qualify, visit:
AmericanHeritageCU.org/FFD



REVOLUTIONIZE YOUR CHECKING ACCOUNT

Spend, save and make payments with our free*** checking and mobile options.

FREE
CHECKING
ACCOUNT**

**PLUS, EARN
\$200***

American Heritage offers a variety of checking accounts and services to meet your needs and fit your lifestyle. Heres how **you can earn an extra \$200.**** Set up a direct deposit of \$500 or more per month and use your debit card 25 times or more within the first three months.

For More Details Visit:
AmericanHeritageCU.org/Checking200

BULLETIN BOARD

Event Schedule:

Shredder Event

Saturday, June 20, 2020 at 9am - 11:30am
Carriage House Branch, Feasterville Branch,
East Norriton Branch, Quakertown Branch
To learn more visit AmericanHeritageCU.org/Calendar

Annual Meeting Notice

Our annual meeting, which was scheduled for April 21, 2020, will be rescheduled to a later date as a precaution to our members.

Please stay tuned to our website for rescheduling information.

17th Annual Car Show and Member Appreciation Day

Saturday, August 15, 2020
@ Red Lion Road Campus
2060 Red Lion Road, Philadelphia, PA 19115

Gelatin Olympics

Postponed to a Later Date

Stay up to date online at AmericanHeritageCU.org/Calendar

BOARD OF DIRECTORS

Gary Weyhmuller - Chairman
Frank Di Domizio - Vice Chairman

Bruce K. Foulke - Treasurer
Jennifer Hannigan - Secretary

James Brownlow II, John Fafara, Clara Glenn,
Daniel Jones, Juan Lopez, Kenneth Wong

SUPERVISORY COMMITTEE

Juan Lopez - Chairman
Anthony Kuczykowski



REVOLUTIONIZE YOUR MORTGAGE

as low as
3.375% APR^{††}
10 YEAR
FIXED RATE MORTGAGE

as low as
3.99% APR^{††}
30 YEAR
FIXED RATE MORTGAGE

REFINANCE YOUR MORTGAGE WITH NO CLOSING COSTS!*

This amazing offer has been extended! Refinance your mortgage through American Heritage and pay **No Closing Costs**.^{††} Our No Closing Cost offer includes fixed rates as low as **3.375% APR^{††}** for a **10-year fixed mortgage**, and **3.99% APR^{††}** for a **30-year fixed mortgage**. These rates and the **No Closing Cost** offer are valid for applications received by April 30, 2020, so hurry and apply now! Don't miss this fantastic opportunity to lower your monthly payment and reduce interest!

APPLY TODAY
AmericanHeritageCU.org/Mortgage

We're here to help
with Insurance & Investments



American Heritage Investment & Retirement Center (IRC), located at American Heritage Federal Credit Union, helps members organize their financial life and plan for the future. Securities sold, through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer. CBSI is under contract with the financial institution to make securities available to members. Trust Services available through MEMBERS Trust Company. The representative may also be a financial institution employee that accepts deposits on behalf of the financial institution. Not NCUA/NCUSIF/FDIC insured, May Lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution. CUNA Brokerage Services, Inc., is a registered broker/dealer in all fifty states of the United States of America.

FRO11103-1BA9

To learn more and get started visit
AmericanHeritageCU.org/IRC today.

American Heritage
Investment & Retirement Center



EQUAL
OPPORTUNITY
LENDER

ESI
Excess
Share
Insurance
Provides up to an
additional \$250,000
of Risk Share Insurance



DISCLOSURES

All rates and promotions are subject to change without notice.

* Not all loans may qualify. Offer good only for existing American Heritage accounts and loans in good standing. You may request a deferred payment for April loan payments by March 31, 2020 on Credit Cards, Home Equity Term Loans, Home Equity Lines of Credit, Personal Installment Loans, Personal Lines of Credit, and Vehicle Loans. You may request a deferred payment for May loan payments between April 1, 2020 and April 30, 2020 on Home Equity Term Loans, Personal Installment Loans, and Vehicle Loans. If your American Heritage primary share or checking account does not have a positive balance, your Skip-A-Pay request on any loan will not be processed. Funds to process fee must be available at the time this request is submitted. If any of your American Heritage loans are 16 days or more past due, your Skip-A-Pay request on any loan will not be processed. Acceptance of this offer may extend the term of your loan. Your loan payment due date will be advanced 30 days for each skipped payment. Bi-weekly payments in the month of April or May constitute one monthly payment. For Mastercard, your April interest owed will be added to the regular minimum payment due the following month. Interest continues to accrue on your unpaid balance during the payment period skipped. Skip-A-Pay offer is made under the terms of disclosure given at time of loan disbursal. Non-Qualifying Loans: First Mortgage, Business Loans, Student Loans and Business Credit Cards. All members encouraged to contact us at 215-969-0777 to discuss hardship programs. Insured by NCUA, Equal Opportunity Lender.

** Enroll in eStatements between January 1, 2020 thru April 30, 2020 and receive \$5 deposited to your Share Savings account on your next statement cycle. Offer limited to one (1) \$5.00 reward per account. Offer subject to change or cancellation without notice.

*** Annual Percentage Rate for the Gold Home Equity Line of Credit Rate is as low as 51 basis points below the highest prime rate as published in the Money Rates Section of the Wall Street Journal in effect on the last business day of each calendar month of each year. Rate cannot fall below 3.74% APR or exceed 14.99% APR. Rates on these products are determined by an evaluation of applicant credit, collateral valuations, length of term and other considerations. Your rate may vary from the rate shown. Promotional rate valid for applications received by 11:59 pm on 4/30/20. Offer not valid on business loans, Homeowners Insurance and Flood Insurance, if applicable is required. Membership eligibility required. Equal Housing Lender. Insured by NCUA.

**** To qualify for the \$150 statement credit, you must make \$1,500 or more in net purchases with your American Heritage Cash Reward MasterCard Account within 90 days of Account opening. Net purchase amount is calculated by totaling all purchase transactions made within the first 90 days, less any returns, refunds, credits, disputes or adjustments applied to the Account during the same period. Purchase transactions do not include cash advances, balance transfers, finance charges, fees, convenience checks, ATM withdrawals, foreign transaction currency conversion charges or insurance charges. To receive the \$150 statement credit, Account must be open and in good standing at the time the credit is posted to the Account. Statement credit will be posted within 3 business days after the net purchase threshold is met. Limit 1 statement credit of \$150 per Account.

†Offer valid as of January 1, 2020 through June 30, 2020. All offers are subject to change without prior notice. Offer valid for specified checking accounts only. Set up a direct deposit in the cumulative amount of \$500.00 or more in each of the following full three statement cycles following the month of account opening and receive \$50 per statement cycle for a maximum of \$150 in bonus awards. Receive an additional \$50 bonus when 25 or more cumulative debit card transactions are made during the first three full statement cycles following account opening. For example, if account is opened in January 2020, account holder must make \$500 or more cumulative direct deposits of \$500 in the months of February, March and April 2020, as well as at least 25 debit card purchases during those months to qualify. Bonuses will be awarded at end of 90 day promotional period. Purchases only, ATM withdrawals are not eligible. Offer valid for specified checking accounts and by invitation only. American Heritage reserves the right to cancel, modify or extend this offer at any time without notice. Member must be in good standing with a minimum \$15 deposit in the primary share account. Members receiving incentives may be responsible for paying taxes on the incentives. May not be combined with other promotions. Offer subject to change without notice. Limit (1) per household. Employees and their family, business and fiduciary accounts are not eligible. Overdraft or returned item fees may apply. Membership eligibility required.

†** While you are free to select your own real estate broker and mortgage lender for your real estate transaction, we offer our members a 10% Cash Reward off your American Heritage Realty agent's commission when you choose to work with one of our American Heritage Realty agents to buy a home. 10% Cash Reward may not be combined with any other special offer, discount or promotion. All offers are subject to change without prior notice. The Home Connection Program is offered in Pennsylvania, New Jersey and Delaware. If you also choose to sell your home with American Heritage Realty, an additional 10% Cash Reward is available off your American Heritage agent's commission. All offers are subject to change without prior notice. Seller's Cash Reward is not available in the state of New Jersey.

†† The No Closing Cost Mortgage Refinance offer applies to loans with a completed application date between January 1, 2020 through April 30, 2020. We reserve the right to modify this offer without prior notice. The following No Closing Cost Interest Rates and payment samples are based on a \$200,000 conventional loan and a \$510,400 jumbo loan, a 95% Loan-to-Value, a minimum 660 or better FICO score, and a Debt-to-Income ratio no higher than 45% - 30-year conventional 3.99% (\$954 monthly payment); 20-year conventional 3.75% (\$1,186 monthly payment); 15-year conventional 3.50% (\$1,430 monthly payment); 10-year conventional 3.375% (\$1,966.03 monthly payment); 30-year jumbo 4.125% (\$2,474 monthly payment); 15-year jumbo 3.75% (\$3,712 monthly payment). If you do not meet the stated criteria, other mortgage refinance programs may be available to you. Mortgage loan approvals are subject to credit approval and program guidelines. Not all loan programs are available in all states for all loan amounts. Each tax situation is unique, consult a tax and/or legal advisor for advice and information concerning your particular situation. Your rates may vary based on LTV, credit scores or loan amount. Loan rates are posted daily at AmericanHeritageCU.org and subject to change without prior notice. The mortgage loan payment obligations will be greater if taxes, homeowners insurance, or private mortgage insurance are included. The No Closing Cost Mortgage Refinance option: a) the borrower pays no closing costs, however taxes may need to be escrowed and property insurance is required; b) there is no cash out available; c) offer is only available for primary and secondary residences and does not include rental or investment properties. Choosing an origination fee option will increase the final APR. Other restrictions may apply, please contact an American Heritage Credit Union lender at 215-969-0777 for details. This credit union is federally insured by NCUA. Equal Housing Lender. Membership Eligibility Required.

24 Hour/7 Day Account Access • NYCE ATM Network • Contact Center: 215.969.0777 • Phone Teller: 215.969.8200 • Online Teller: AmericanHeritageCU.org

Federally Insured by NCUA
NMLS # 433838

EQUAL
OPPORTUNITY
LENDER

ESI
Excess
Share
Insurance
Provides up to an
additional \$250,000
of Risk Share Insurance

