

Currents

NEWSLETTER

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Letter from the CEO

Fellow Texans,

As we start 2021, I'm pleased to be able share my thoughts with you, our members, in our first newsletter of the year. I am looking forward to the many great things we are working on to improve the value of your membership.

We concluded 2020 with a well-capitalized net worth ratio of 8.37% and net income of \$15.67 million which allows us to evolve and improve the level of service and products we can offer you. From continuing to enhance our core system and investing in new technology, I am confident that as the year progresses you will notice better, faster, and easier ways to conduct your financial needs.

I'm excited to share with you that we have a brand-new Loan Advisors team ready and able to service all of your consumer lending needs. This new team is available to serve you via text, phone call, and email through our Member Connect Call Center. We have staffed this team with experienced loan specialists and their sole responsibility is to make sure you receive the absolute best member service and the best rate available. In just a few months they have already helped hundreds of Texans save more money and capture the best rate on auto, mortgage, and home equity loans. I invite you to reach out to one of our Loan Advisors to see how we can save you money each month. Simply text or call 972.348.3510 to get started.

Even though 2020 was unpredictable, we were still able to find new ways to give back to our local communities. Last year, Texans Gives Back volunteered over 400 hours of community service to our neighbors and donated over 5,000 items of in-kind donations. We were pleased to support organizations like the North Texas Food Bank, Good Samaritans of Garland, and HopeKids. Texans was also able to host two blood drives, supporting the American Red Cross, and with your help we were able to save a total of 100 lives and support those working on the frontlines of the ongoing coronavirus pandemic.

Throughout 2020, our nation reached a breaking point in terms of social and racial justice. There is no room at Texans for discrimination of any kind. Texans Credit Union is committed to fostering an environment of diversity, equity, and inclusion. We

have formed three Diversity, Equity, and Inclusion committees dedicated to making sure all employees and members feel welcomed, appreciated, and valued. We also offer our employees additional education, training, and other resources to ensure we are always learning, growing, and striving to be better every day. We are the financial institution for #AllTexans.

Lastly, I'd like to take time to introduce the newest members of our Executive team: Jenni Short, Matt Moore, and Tracy Montez. Jenni has been named our Chief People Officer and is responsible for creating and fostering an environment where every member of Team Texans can thrive. Matt Moore will serve as our Senior Vice President of Retail and oversees the entire branch network of the credit union as well as our Member Connect Call Center. Tracy Montez assumes the role of Senior Vice President, Controller and assists in safeguarding the credit union's assets. All three of these Texans have been promoted from internal positions and are committed to pushing Texans Credit Union forward. I am confident they will work tirelessly for you, our members.

Following a year that could be described as anything but normal, I am looking forward to expanding on the strong efforts we made as a credit union. Our team is hard at work finding ways to continue elevating the power of your membership at Texans.

Yours in service,



David Frazier
CEO/President

Member-owners of Texans Credit Union are invited to attend the Texans CU's 2021 Virtual Annual Meeting

Virtual: Thursday, March 18, 2021 at 6:00 pm
RSVP at TexansCU.org/meeting



As a member-owner, you are invited to attend our annual meeting for a brief update on Texans' 2020 performance and director elections, hosted by our President & CEO and Board of Directors. In order to comply with social distancing guidelines, we have made the decision to host this year's Annual Meeting virtually. The 2021 Virtual Annual Meeting has been scheduled for March 18, at 6:00 pm CST.

If you plan to attend the Virtual Annual Meeting, an RSVP is required by Friday, March 12 so that we may email you instructions for attending the meeting in advance. You must provide an email address at the time of RSVP.

Have a question for our Executive Team? Email us at TexansOfficeoftheCEO@TexansCU.org

If You Hear This, You're Talking to a Tax Scammer

It's tax season, and scammers are working overtime to get your money. Tax scams are as varied as they are common, but when you know what to look for, you can beat fraudsters at their game and keep them from getting your money and your information.

If you hear or see any of the following 12 lines this tax season, you know you're dealing with a scammer:

1. "We're calling from the IRS to inform you that your identity has been stolen and you need to buy gift cards to fix it."

If your identity has indeed been stolen, no amount of purchased gift cards will get it back. Unfortunately, there is also no way to reclaim funds that are lost through this kind of scam.

2. "You owe tax money. We'll have to arrest you, unless you purchase iTunes gift cards."

Yes, this really happened. A 20-year-old college student was tricked into putting \$500 onto three separate iTunes cards and \$262 on a fourth, when she received a call from an "IRS agent," USA Today reports. As unbelievable as it sounds, when threatened with arrest, people will believe or do almost anything.

In this ruse, the scammer will make sure to get the access numbers of the iTunes card, which gives them easy and untraceable access to cash.

3. "If you don't pay your tax bill now, we'll cancel your Social Security number."

Your Social Security number cannot be canceled, suspended, frozen or blocked. "If taxpayers receive a call threatening to suspend their SSN for an unpaid tax bill, they should just hang up," the IRS says.

4. "We're calling you about a tax bill you've never heard about before."

The IRS will never initiate contact about an overdue tax bill by phone; they will first reach out by mail.

5. "This is the Bureau of Tax Enforcement. We're putting a lien or levy on your assets."

The Bureau of Tax Enforcement does not exist. If you receive a call from this, or a similar bogus agency, hang up.

6. "This is a pre-recorded message from the IRS. If you don't call us back, you'll be arrested."

The IRS does not leave pre-recorded voicemails, especially those claiming to be urgent and/or threatening.

7. "You must make an immediate payment over the phone, using our chosen method."

The IRS says that its agents will never call to demand immediate payment using a specific payment method, such as a prepaid debit card, gift card or wire transfer. If you hear this, you'll know you're talking to a scammer.

8. "Click here for more details about your tax refund."

The IRS will never send emails with information about tax refunds. Emails worded like this will lead the victim to an IRS-lookalike site that is actually created by scammers. Clicking on the link will load the victim's device with malware.

9. "We represent the Taxpayer Advocate Service and we need some information."

Although the Taxpayer Advocate Service (TAS)

is a legitimate organization within the IRS to assist taxpayers, representatives of the TAS don't call individuals out of the blue. The TAS also will not ask taxpayers to share sensitive information, such as their Social Security number, over the phone.

10. "You owe the federal student tax."

The federal student tax is yet another invention of tireless scammers. It does not exist, and if you receive a call about it, you're being targeted by a scammer.

11. "This is an SMS/social media post from the IRS. We need more information."

The IRS doesn't initiate contact with taxpayers, or ask for sensitive information, via text message or social media.

12. "We don't need to sign your tax return even though we prepared it."

A legitimate tax preparer must sign your tax return and will have a valid Preparer Tax Identification Number (PTIN). If a tax preparer is reluctant to sign yours, or to share their PTIN, you are likely dealing with a scammer.

If you've been targeted by any of these tax scams, you can fight back by reporting the scam to the proper authorities. Phishing emails that appear to be from the IRS can be forwarded to phishing@irs.gov. Alert the FTC about IRS phone scams and report Social Security Administration phone impostor scams on the Social Security Administration's website.

Stay alert during tax season and keep your money and your information safe

Tips for Empty Nesters Downsizing



Quiet. Calm. Clean. And empty. These are just some words that may come to mind when your youngest kiddo leaves the nest. No stray sneakers cluttering up the foyer. No trail of school papers. You may even get the TV remote to yourself!

Now that the house has emptied out, though, it's time to sift through the "stuff" that has piled up over the years.

Here are some tips to help you downsize as an empty-nester:

Clear out your closets

If your closets haven't been purged since AOL was sending daily CDs to the world, those closets might be stuffed with outdated clothing. Here's how to make sorting them easy.

Set up four boxes. Mark one "giveaways," one "keepers," one "sell" and the last "dump." As you sort through grunge tops from the '90s and neon jeans from the '80s, consider each item: Can you donate this, keep it, sell it, or is it destined for the dump? Place each item in its designated box until you've gone through the entire pile. Then bring the clothing in each box to its proper destination.

Sell your spare furniture

Your furniture needs will change when the kids have left home. Create space and earn extra pocket money by hosting a garage sale for your unused furniture pieces. You can also sell spare drawer chests, desks and more on Craigslist.

Sift through your files

Remember the days when everything happened on paper? If you do, you may have a small mountain of saved files you don't really need. It's time to clear out the pile!

Keep all personally identifying info and sensitive documents, like birth certificates and Social Security cards in a safe place.

Shred anything that serves no purpose now, like the electricity bills from 1995 and pay stubs from your first post-college job.

For the documents that fall somewhere in between these two categories, such as your children's report cards, keep some, and scan the rest to upload to cloud storage.

Rethink your bedrooms

Have you always dreamed of a sewing room? How about the space to indulge in your model train hobby? You can finally have that hobby room you've always wanted when the kids were growing up!

MARCH MADNESS MONSTER SLIDERS

These full flavor sliders are perfect for March Madness!

If you're having people over to watch some of the games, this is a truly easy recipe to have on hand when everyone gets hungry.



Ingredients

- One lb. ground beef
- Pinch of ground black pepper
- Four tablespoons of oil
- Six oz. aged cheddar cheese, sliced
- Twelve mini pretzel rolls
- Leafy lettuce
- Tomatoes, sliced
- Red onion, sliced and grilled
- Two cups heavy cream
- Three cloves garlic, minced
- Two sprigs of fresh rosemary
- One tablespoon sweet paprika

Preparation

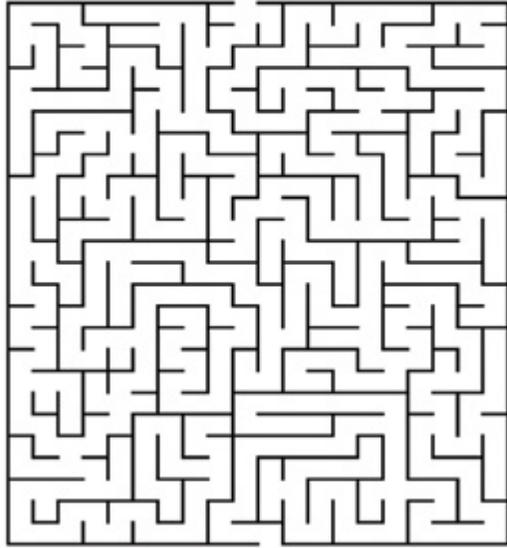
1. Preheat a grill or grill pan to 400 degrees. In a saucepan, combine heavy cream, garlic, rosemary, and paprika. Bring to a boil, then simmer until reduced by half. Remove from heat and set aside.
2. Divide meat into 12 mounds, sprinkle with pepper, then gently shape into burgers. Drizzle burgers with oil, then place on preheated grill.
3. Slice red onion, drizzle with oil, then place next to burgers on the grill. Cook for 3 minutes, then turn burgers and onions over with tongs.
4. Place 1/2 ounce of aged cheddar on top of each burger, then place buns, face down, on an open section of the grill to toast slightly for about 2 minutes.
5. Remove buns from the grill and place them on a platter. Top each bottom with a small spoonful of the sauce, then place a leaf of lettuce and slices of tomato.
6. Top with a burger, cheese side up, followed by some grilled onion, then crown with more sauce, if desired, and the top of a pretzel bun.

BE A SAVE-ASAURUS

CAN YOU HELP THE TRICERATOPS FIND THEIR EGGS?



START



JOIN US IN APRIL FOR CREDIT UNION YOUTH MONTH!

Celebrate National Credit Union Youth Month with Texans during April and teach your children the value of saving.

We look forward to helping our young members learn to make smart financial decisions by adopting good saving and spending habits early.

Member Spotlight

Recently, we visited the Rainbow Fountain & Grill, an old-fashioned soda fountain and grill on the square in Downtown Carrollton. Rainbow Fountain & Grill originally opened 100 years ago as a pharmacy and the owners, Pam and Terry, have preserved quite a bit of history from the original location, including the original soda fountain.

Pam and Terry recently bought the restaurant as a way to give their autistic daughter and others with special needs a chance to work on communication skills and interact socially with others in a fun and safe work environment.

The staff's recommendation for lunch was their old-fashioned cheeseburger and fries. We have to say it was one of the best burgers we have had in a long time!



Updates from Texans

Upcoming Closures:

- **Memorial Day** – May 31st

Upcoming Events:

■ Shred Days

Saturday, April 17
8:30 am - 12:30 pm
Carrollton - Josey Ln Branch
3601 N. Josey Ln.
Carrollton, TX 75007

Saturday, June 19
8:30 am - 12:30 pm
Wylie - Hwy 78 Branch
430 S. Highway 78, Suite 199
Wylie, TX 75098

NOTICE TO MEMBERS ABOUT DOCUMENT AVAILABILITY

Pursuant to Texans Credit Union Department Rule 91.315, documents relating to Texans Credit Union's finances and management are available by contacting us at 972-348-2000 or 800-843-5295.

COMPLAINT NOTICE

If you have a problem with the services provided by this credit union, please contact us at: Texans Credit Union, PO BOX 853912, Richardson, TX 75085 or call us at 800.843.5295 or 972.348.2000. Email us at complaints@texanscu.org. The credit union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting the Texas Credit Union Department at 914 East Anderson Lane, Austin, Texas 78752-1699, Telephone Number: (512) 837-9236; Fax Number: 512.832.0278; Email: complaints@tud.texas.gov; Website: www.cud.texas.gov



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We Do Business in Accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

Federally insured by NCUA