

JANUARY 2021 | WINTER ISSUE

# FREESTAR FINANCIAL NEWSLETTER



FROM THE DESK OF:

*Drema D. Isaac*

President & CEO

Dear Members,

We hope that you and your families are staying well. As the pandemic continues, we are committed to providing the high-levels of service that you deserve while protecting your health and our team members that serve you. All branches continue to follow strict safety protocols and remain compliant with CDC, MIOSHA and Health Department guidelines. We encourage you to use the drive-thru to access most of the same services offered from inside the branch. You can also enroll in online banking to access 24-hour services from your mobile device or computer, or download the mobile app.

ATMs with Teller Assist are available at our St. Clair Shores and Shelby Township branches. This technology allows the same face-to-face experience while using the drive-thru ATMs as you would receive inside the lobby. Drive up from the safety and comfort of your vehicle, and touch the ATM screen to video chat live with a friendly FreeStar Financial teller. You can receive personal assistance to deposit or cash a check, make a loan payment, or check an account balance. Please visit our website at [freestarfinancial.com](https://freestarfinancial.com) to view Teller Assist hours.

Our team members will help you learn and adapt to the convenient options to transact business. Let us partner together to assist with your membership needs and for any financial hardships you are experiencing. We're here for your next steps, regardless of your current situation. Contact us to get started building a better year. Experienced team members are trained to help you plan for the small actions that lead to a stronger and healthier future.

As a member-owned credit union since 1957, you can be proud that we remain a stable and resilient credit union. Thank you for making FreeStar Financial your financial institution of choice. Your membership and loyalty helps us reach our goals. We are here to help lead YOU into a healthy and brighter financial future.

## THIS QUARTER'S FEATURED ARTICLES

St. Clair Shores Grand  
Opening - **Pg. 2**

Tips To Improve Your  
Credit Score - **Pg. 3**

## 2020 KEY HIGHLIGHTS

**96%** Member  
Satisfaction Score

Total Credit  
Union Assets **\$258M**



Rating for Financial Stability  
from Bauer Financial



Opened 6th Branch  
St. Clair Shores



Now  
Serving All  
of Michigan



# ST. CLAIR SHORES GRAND OPENING

We opened our 6th branch in October right in the heart of St. Clair Shores. To kick-off the grand opening festivities we held a Halloween Stroll event where there were over 250 people that came through and 29 local businesses who partnered with us to help make it a success. We also raised \$1,500 for Maggie's Wigs 4 Kids with our Pie in the Face station, 50/50 raffle, prize raffle and more! We look forward to making this an annual event.

A weeks worth of events followed with CD & Loan specials, our ribbon cutting ceremony and a National Coney Island food truck.



## SHELBY TOWNSHIP 1 YEAR ANNIVERSARY

Immediately following the St. Clair Shores grand opening week, we celebrated the 1 year anniversary of our Shelby Township branch. We brought back the very popular CD & Loan specials and had some great FreeStar swag to give away. The National Coney Island food truck capped off the week. We gave out free lunches to members and the community while also raising money for Maggie's Wigs 4 Kids.

Our Shelby Township branch continues to make great strides benefitting our new members and businesses within the community.

## ATM With Teller Assist

**A New Face-To-Face Experience  
at the St. Clair Shores and  
Shelby Township ATMs**

Our new technology allows you to complete transactions quickly with a personal touch just like if you were inside the branch. Whether you need to make a cash or check deposit, loan payment or check your account balance, the friendly FreeStar Financial teller on the other end of the screen will be able to assist you.







## TIPS TO IMPROVE YOUR CREDIT SCORE

While building or rebuilding your credit score takes time, it will be worth the effort you put in. Here are three key takeaways to guide you in achieving a better credit score.

1. Pay your bills on time. One late payment will stay on record for 7 years and you will be charged a late fee. Using bill pay and scheduling your payments to auto pay will help to eliminate the guessing game of when your bills are due.
2. Don't close any unused credit cards. Your longest opened credit card will have a positive effect on your credit score.
3. Always monitor your credit score. Being aware of what your credit score is will help you to budget and know what to improve on.

If you have not downloaded our mobile app, now is the time to do so. Our app will help you pay bills on time, monitor your credit score daily and check your account balances all from your smartphone. For more credit score tips and information, follow our Instagram page.



## Taking Dreams Higher

This year\* we saved our members a collective...

**2,895** Months of Payments  
(That's 214.3 Years!)  
**\$32,168**

A Month In Our Members' Budgets

**\$1,970,178**  
Total Interest Over Loan Life

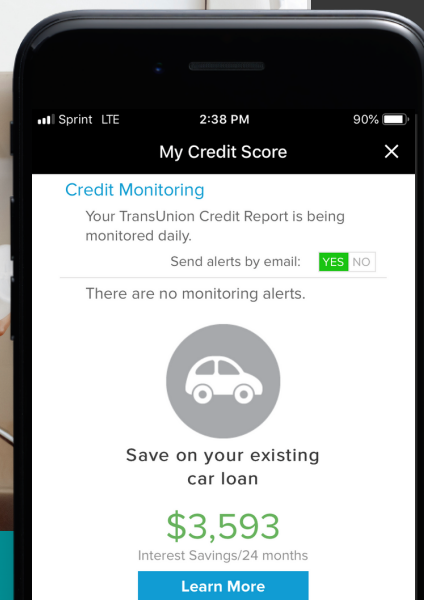
Members Received a Total of  
**\$2,260,197**

In Cash from Refinancing and Have Access to Over  
**\$3,579,906**  
In Home Equity Funds.

\*Totals Reflect Jan. 2020 - Oct. 2020

## Here To LEND A Helping Hand!

Home Loans • Auto Loans • Personal Loans



## Mobile And Online Banking

Access your account 24/7 through Online and Mobile Banking.

Download our free mobile app for even more features, including check deposits and eStatements.

Download on the  
**App Store**

GET IT ON  
**Google Play**

Contact us today to see how we can help YOU! **586.466.7800**

# COLLEGE SCHOLARSHIPS

FreeStar Financial Credit Union is offering \$4,000 in scholarships:

**Military Honor Scholarship**  
(2) at \$1,000 each

**Community Action Scholarship**  
(2) at \$1,000 each

**Apply by:**  
**February 28, 2021**

See our website for requirements and apply at:  
[freestarfinancial.com/scholarships](http://freestarfinancial.com/scholarships)



Maggie's  
**Wigs 4 Kids**  
of Michigan

We have set a goal to raise \$10,000 for Maggie's Wigs 4 Kids, a local St. Clair Shores charity, by the end of 2021!

So far, through various events and fundraisers we have compiled just over \$2,000 in donations! For upcoming events and ways you can help us reach this goal, be sure to follow our Facebook and Instagram pages.

## Annual Meeting Election Notice

You are invited to join us at our Annual Meeting. This is a great opportunity for you to meet the Board of Directors and team members who serve you at FreeStar Financial Credit Union.

**April 15, 2021 - 3 p.m. @ Zuccaro Banquets and Catering**  
46601 Gratiot Avenue (south of 21 Mile Road), Chesterfield Township, MI 48051

Board of Directors members up for re-election:

- ☒ Clifford Brown
- ☒ Jeffrey Bruss
- ☒ James Ellis

### Nomination by Petition Procedures

Any other members who wish to be included on the ballot must follow the steps below:

1. Submit a written request to Drema Isaac, President/CEO, for a nomination package.  
Please note: Completed packets and petitions must be received by March 1, 2021.
2. To be considered for nomination, you must collect the signatures of 1 percent of the credit union membership supporting your candidacy. As of November 30, 2020, the credit union had 19,900 members.
3. After gathering 199 signatures, forward the signatory document along with a candidacy notice and resume to:

**FreeStar Financial Credit Union**  
Board of Directors Nominating Committee  
P.O. Box 2800  
Mt. Clemens, MI 48046

*For more information on duties and responsibilities of these positions, please contact Drema Isaac at 586-466-7800 ext. 121.*

### HOLIDAY CLOSINGS

January 18th  
MLK Jr. Day

February 15th  
Presidents Day

Drive-Thru open at Clinton Township. ATM with Teller Assist available at St. Clair Shores and Shelby Township. Call Center also available.

### FOLLOW US ON SOCIAL MEDIA

For the latest news, events and promotions.



[FreeStarFinancial.com](http://FreeStarFinancial.com) | 586.466.7800