

FreeStar Financial NEWSLETTER

[Summer 2020]



From the desk of
Drema D. Isaac
President and CEO



Dear Members,

FreeStar Financial's mission is to positively impact the lives of our members, team members, and community through meaningful connections and progressive financial solutions. When the unexpected COVID-19 pandemic challenged our community, the Credit Union was ready. Our leading technology, readiness training, and pandemic response plan already in place allowed us to instantly, safely, and continually meet your financial needs.

Since 1957, FreeStar Financial has been safeguarding your financial well-being. This year, the Credit Union also protected your health by closing branch lobbies on March 17th. Approximately 20% of our team was rapidly deployed to work from home. Safe social distancing and additional safety measures were implemented to protect those within our offices. Increased cleaning and disinfecting protocols in the branches ensure they remain safe for those working onsite and as we await your return.

Our online and mobile banking platforms have allowed current members to securely and efficiently complete financial transactions from the comfort and safety of their own homes. Digital banking tools also allowed new members to open an account, take out a loan, and sign loan documents electronically. Services requiring in-person visits, such as notaries, were made available via drive-thru, and we ramped up our call center to serve you.

While most businesses were shut down during the Stay Home, Stay Safe order, we were finalizing the closing of mortgages for home loans initiated before the pandemic, and helping others with hardships encountered because of it.

Members were given the opportunity to skip up to 3 payments on their consumer loans, including automotive, personal, and credit card loans. In the first few weeks of this offer, our team processed skip payments for 1,569 members totaling over \$446,000 in payment relief. In addition, for the first time, members could elect voluntary forbearance options and skip their mortgage payments for up to 3 months. A total of 111 members accepted this offer and received over \$192,000 in payment relief. The Credit Union also helped our business members take advantage of loans through the Paycheck Protection Program.

At the beginning of June, FreeStar Financial began to slowly reopen our lobbies to members by offering in-person appointments for a restricted number of services. We will continue our path to return to normalcy in phases. During this time, we ask that you visit our website, read our email communications, and follow us on social media. This is how we keep you informed on what services will be available in person and what precautions we are asking our members to take when visiting our offices. Please make sure we have your preferred email address on file so you receive these important messages.

We care about your future. Our team members are here to help you navigate the financial stress of COVID-19, and look forward to seeing you again in person. I thank you all for making FreeStar Financial your financial institution and we look forward to continuing to serve you!



Stay home. Stay connected.

Credit union members get **\$200** when you switch to Sprint with **Unlimited Plus or Premium**, plus a **\$100 annual loyalty reward**.

Cash via deposit. \$100/line, max 2 lines. Req. new line of service on eligible plan and registration. Loyalty via deposit. \$100/yr. per account.



Here for your next step:

>> Lower your payments.

*Refinance your vehicle to pay off high interest loans.
Plus, make no payments for 3 months.*

Some restrictions apply. See lender for details. Interest accrues monthly on total loan balance. Rate is subject to change at any time without notice. ©2020 FreeStar Financial Credit Union. Federally insured by NCUA.



As we reopen, your safety is our primary concern.

While we are eager to open our branches to see you again, we recognize the importance of taking every step possible to prioritize your health and ours. Here are some of the ways we are putting safety first as we invite our communities back in our doors.



Our teller line and offices are newly equipped with a protective shield and hand sanitizer available. You will also find social distancing queuing decals on the floor inside our lobby.



Our ATMS, offices, and teller lines will be disinfected after every interaction. Our team will have their health monitored every day and will wear masks while assisting members.



You can still continue to utilize our online banking and mobile banking safely at home. You can view account balances, make bill payments, deposit checks, and much more.



Rest assured that your funds are safe too! Our members have never experienced a loss of deposits, and your finances are federally insured by the NCUA up to \$250,000.



Open Supervisory Committee Position

The Supervisory Committee is a group of Credit Union members who volunteer their time to perform audits and help ensure the safety and soundness of the Credit Union.

If you have a passion for volunteering and want to help FreeStar Financial live out its mission to "positively impact the lives of our members, team members, and community through meaningful connections and progressive financial solutions," then this may be a great opportunity.

If you are interested in volunteering, please submit your resumé to:

Attn: Supervisory Committee

By mail:

P.O. Box 2800
Mt. Clemens, MI 48046

By e-mail:

nstrunk@freestarfinancial.com

Share Rate Notice of Change Effective August 1, 2020

The percentage and minimum balance for dividends will be adjusted. Our regular share rate will be decreasing to 0.15% for balances over \$100, and 0% for balances under \$100. For more information on share accounts, visit us at www.freestarfinancial.com/savings.

Follow *us on*
Social Media

Keep up to
date with us. [/FreeStarCU](https://twitter.com/FreeStarCU)

See our
communities. [/FreeStarFinancial](https://www.instagram.com/FreeStarFinancial)

Like us.
Share with us. [/FreeStarFinancial](https://www.facebook.com/FreeStarFinancial)

Connect
with our team. [Search: FreeStar Financial](https://www.linkedin.com/company/freestarfinancial)

Watch events
and tutorials. [/FreeStarFinancial](https://www.youtube.com/FreeStarFinancial)



Holiday closings

Our branches will be closed on:

July 4th
Independence Day

September 7th
Labor Day

Access your accounts 24/7 through Online and Mobile Banking. Make payments, transfer funds, and more.

Download our free mobile app for even more features, including check deposits!



Branch Locations:

Clinton Township

37570 S. Gratiot (North of Metro Parkway)

Chesterfield

47011 Sugarbush (Off 21 Mile Road, East of I-94)

Selfridge ANGB

Building 715 (Base access required)

Sterling Heights

34642 Van Dyke Avenue (South of 15 Mile Road)

Shelby Township

56350 Van Dyke Avenue (South of 26 Mile Road)

St. Clair Shores (Coming Soon)

22522 E. 9 Mile Rd. (West of Jefferson)



Take Your Dreams Higher.

FreeStarFinancial.com
586-466-7800

Join us for our ANNUAL MEETING



Thursday, **Sept 24th** at 3 PM

Due to current events, this meeting will be hosted virtually. More details to come.

Up for re-election:



Edward Cotter Jr.
Board of Directors



Raymond White Jr.
Board of Directors



James Safian
Supervisory Committee

Register your spot online at
www.FreeStarFinancial.com/Calendar

