

AN L&N FEDERAL CREDIT UNION PUBLICATION

onboard®

WWW.LNFCU.COM

Buy the Home of Your Dreams

- 5/5 Mortgage
- 15/15 Mortgage
- Home Buying Grants

get the
credit card
you deserve

thinking
outside
the branch

2018
annual
meeting

A Note From the CEO's Desk



Gary Lord
CEO

2017 proved to be another successful year for your credit union.

Loans grew by 12%, increasing by over \$91 million. We continued offering our members the best mortgage products available, including the 5/5 and 15/15 adjustable mortgages. These have proven to be very popular with our members and for the second consecutive year, we closed over 1,000 mortgage loans. Commercial lending also continued strong in 2017, increasing by \$36 million, an increase of 33%.

Deposits and membership also continued to show strong growth. Deposits increased by \$64 million, and the credit union obtained another milestone, with Deposit balances ending the year at over \$1 billion. We added over 10,000 new members in 2017, with total membership ending the year at over 85,000.

We also continued strong stewardship of the credit unions financial resources, as for the eighth straight year, expenses and delinquency were well below NCUA peer comparison.

We continued our member surveys in 2017, which continued to show excellent results. 97% of our surveyed members said they would definitely recommend L&N to family and friends, and our Loyalty score was 22% higher than peer financial institutions that are considered "high performers." We are very proud of these results, and will strive to maintain service at this high level.

After opening 3 new branches in 2016, 2017 was the beginning of a three year plan to remodel and upgrade some of our older locations. The upgrades will insure that our branches are modern and contain the amenities that our members need and deserve. In 2017, the Smyrna, Old Brownsboro Crossing and Dixie branches were completed, and in 2018, the upgrades will continue at the McMahan, Downtown, London Downtown and Southern Parkway branches.

We are also excited to announce that we have begun the process of developing plans for a new Corporate office that will be located next to the Smyrna branch. After years of strong growth and expansion, we have outgrown the current Smyrna administrative buildings and need to find space for future growth. The current plan is to start construction towards the end of 2018, or early 2019, and to have staff move into the new building in early 2020. The new building will be designed to accommodate 15 + years of growth and will contain modern amenities needed for today's workforce.

Finally, I'm proud to announce that your credit union earned a prestigious award in 2017. We participated in the "Best Places to Work in Kentucky" employee survey that is sponsored by the Kentucky Chamber of Commerce. We were ranked #1 in the state for Medium Size companies out of 29 companies that earned the award in our category. At L&N, we understand that the dedication and hard work of our staff is paramount in providing excellent service to our members. We will always strive to provide a caring and generous environment for our staff so that they can continue to provide superior service to our members.

In closing, I would like to again thank you – our members – for your loyalty and dedication in making L&N a premier financial institution. We look forward to serving you in 2018!

Sincerely,

A handwritten signature in dark ink that reads "Gary Lord". The signature is written in a cursive, flowing style.

contents

Volume XVIII, Number 1

Feb 2018

8



5



9

- 2 Spare Change
Quick news and info about your credit union.
- 3 Build the Home of Your Dreams
Check out our newest mortgage products for purchasing your new home!
- 5 Thinking Outside the Branch
L&N is always striving to bring you the best online experiences. Here are some of our new updates.
- 6 Get the Credit Card You Deserve
Introducing the L&N Federal Credit Union Platinum Credit Card Suite.
- 8 Annual Meeting Notice
Get your reservations in to attend the 63rd Annual Meeting.
- 9 Real Advice from Real Advisors
Start saving for retirement now with an IRA from L&N.
- 10 Home Buying Grants
Check out these two great mortgage opportunities. One for Norton employees and the other for qualified buyers.
- 11 Relationships
Frank Moore Memorial Scholarship, community & more.

onboard[®]
magazine

**L&N Federal Credit Union
Board of Directors**

Roscoe W. Davis
Chairman

Claude Simpson
Vice Chairman

George Davis
Secretary/Treasurer

Benjamin H. Barnes
Board Member

Gary Lord
Board Member

Jim Goetz
Board Member

Jim Macpherson
Board Member

Alternate Board Member

Darlene Mooney
Member

Supervisory Committee

Thomas Heuke
Chairman

Brian Stephenson
Vice Chairman

Darlene Mooney
Secretary

Wayne Britt
Member

Ron Hennig
Member

Audit Committee

Jim Revoir
Member

Tyrone Green
Member

The L&N Connection

on our cover

"Buying the Home of Your Dreams" is a goal many people share. Our 5/5 & 15/15 mortgage plans offer competitive rates and features that can definitely help people fulfill this dream.

See page 3 for details.



LOUISVILLE AREA LOCATIONS

SOUTHERN PARKWAY
4700 Southern Parkway
Louisville, KY 40214

DOWNTOWN
200 West Chestnut Street
Louisville, KY 40202

McMAHAN
3099E Breckenridge Lane
Suite 109
Louisville, KY 40220

SMYRNA
9201 Smyrna Parkway
Louisville, KY 40229

DIXIE
7412 Dixie Highway
Louisville, KY 40258

OLD BROWNSBORO CROSSINGS
9731 Von Allmen Ct.
Louisville, KY 40241

CRESTWOOD
6501 Veterans
Memorial Pkwy
Crestwood, KY 40014

MIDDLETOWN
12981 Shelbyville Rd.
Louisville, KY 40243

JEFFERSONTOWN
12629 Taylorsville Rd
Louisville, KY 40299

SOUTHERN INDIANA
1450 Veterans Pkwy
Suite 100
Jeffersonville, KY 47130

MT. WASHINGTON
129 Davis Drive
Mt. Washington, KY 40047

SEKY AREA LOCATIONS

CORBIN
1498 W. Cumberland
Gap Pkwy
Corbin, KY 40701

LONDON DOWNTOWN
101 Spring Street
London, KY 40741

LONDON SOUTH
120 Wendon Way
London, KY 40741

SOMERSET
2599 US HWY 27S
Light 16A
Somerset, KY 42501

WILLIAMSBURG
589 Hwy. 92 West
Williamsburg, KY 40769

NKY AREA LOCATIONS

ERLANGER
822 Donaldson Highway
Erlanger, KY 41018

FT. WRIGHT
3450 Valley Plaza Pkwy
Fort Wright, KY 41017

Privacy Statement

In recognition of our members' expectation of privacy, L&N Federal Credit Union has adopted the following privacy statement.

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products and services to you. We maintain physical, electronic, and procedural safeguards that comply with Federal standards to guard your nonpublic personal information.

We may disclose some or all of the information we collect to service providers, such as credit reporting agencies, check printers or marketing services that perform a service on our behalf. We may also disclose information about you under other circumstances permitted by law.



2018 Holiday Hours

All Branches Closed:

Presidents Day - Monday, February 19th
Easter Sunday - Sunday, April 1st
Memorial Day - Monday, May 28th
Independence Day - Wednesday, July 4th
Labor Day - Monday, September 3rd
Columbus Day - Monday, October 8th
Veteran's Day - Monday, November 12th

Thanksgiving

Thursday, November 22nd
 - All Branches Closed

Friday, November 23rd

- Traditional Branches - Open 9am-1pm
 - Walmart Branches - Open 10am-2pm
 - Williamsburg Walmart - Open 9am-1pm

Christmas

Monday, December 24th

- Traditional Branches - Open 9am-1pm
 - Walmart Branches - Open 10am-2pm
 - Williamsburg Walmart - Open 9am-1pm

Tuesday, December 25th

- All Branches Closed

Best Places to Work 1st Place Winner!

During the Thirteenth Annual Best Places to Work in Kentucky awards ceremony, nearly 1,300 attendees joined in celebrating the 100 Kentucky companies who were recognized for their commitment to focus, measure and move their workplace environments toward excellence.



L&N Federal Credit Union was ranked first place in the 13th Annual Best Places to Work in Kentucky - by the Kentucky Chamber of Commerce and the Kentucky Society for Human Resource Management (KYSHRM).

We are incredibly grateful to our members, employees and volunteers who all help make L&N a great place to be!

L&N FEDERAL CREDIT UNION'S

FAST TRACK

CONTACT CENTER OPTION

What is it?

Many times, members call in for an account balance or to check on the most recent deposits and withdrawals.

Fast Track is designed to answer these inquiries during the time that someone would be on-hold for the next available agent.

If someone has additional business to discuss with an agent, they will not lose their place in line. They will be forwarded as quickly as possible.

How it works?

When calling the credit union, it will be necessary to authenticate membership.

This will require inputting the member #, last 4 digits of a social security number, and birth date when prompted.

After membership authentication, the following will be available to check:

- Account balance
- Most recent withdrawals
- Most recent deposits
- Loan Payments

Don't know your member number?

If you need help determining your member number, give us a call or stop by any branch. We will be glad to help!

Buy the Home of Your Dreams

The **5/5** Mortgage

- Up to 100% Financing
- No Closing Costs
- No PMI
- Rate adjusts once every 5 years
- Competitive Rates

20, 25 & 30 Year Terms Available

The **15/15** Mortgage

- Up to 80% Financing
- No PMI
- Rate locked in for 15 years
- Competitive Rates

30 Year Term Available

For more information
call (502) 368-5858 or
1-800-292-2905 or
visit www.LNFCU.com.

* The 5/5 ARM rate adjusts every 5 years and the 15/15 ARM rate adjusts after 15 years. Ask for details.
Approval based on credit qualifications. Terms of the programs are subject to change. NMLS#531738



Business Lending Designed for You!

Our business lending solutions are designed with your growth and success in mind! We understand the importance of running an efficient business and maximizing profit. We encourage you to take a look at our competitive lending options to find increased value, savings and convenience for your business.

At L&N, we work closely with our members to fully understand their business needs, successes, obstacles and discuss how L&N can help.

L&N has extensive experience in real estate loans for commercial investment properties, owner occupied commercial properties, single and multi-family investment properties, and not-for-profit entities, offering both Term Loans and Lines of Credit to meet the borrower's unique needs.

Since all credit decisions are made locally, we offer our members faster decision making with highly competitive loan products structured to best fit their needs. Lower fees, competitive rates, no loan covenants and desirable loan structuring are among the key elements of our business lending products.

If you are seeking to purchase or refinance business real estate and would like to talk with one of our experienced lenders, please call:

L&N Business Services Department

(502) 368-5858 / (800) 292-2905



Amy Brown

VP Commercial Lending
(502) 315-8148
amy.brown@LNFCU.com



Tony Raley

VP Commercial Lending
(502) 515-8301
tony.raleigh@LNFCU.com

Thinking Outside the Branchsm

L&N continues making our traditional branch services and member relationships a top priority while adding new, secure and effective technology to save you time and money. We are always excited to see you in our branches, but strive to offer convenient online and mobile options that add value to your L&N banking experience.

Online Account Opening

Existing and new members of L&N now can enjoy the convenience of opening or adding a new account any time of day from their personal computer, tablet or smartphone. Online account opening is designed to give you more options and control of your finances.

Internet & Mobile Banking Enhancements

In 2017, we introduced new features and options within internet and mobile banking that optimize performance and enhance our member's experience. With improved options for members to establish custom notifications and alerts or set-up recurring or external transfers - banking outside of the branch becomes even more personal.

For more information on these great services, visit www.LNFCU.com.

Get the Credit Card You Deserve!

L&N VISA® Platinum Rewards Card

- Rates are variable based on prime rate plus a margin determined by your credit score.
- 0% Introductory APR for 12 months on new accounts for purchases and balance transfers.*
- Earn \$50 cash back for \$1,000 in purchases in the first 90 days.*
- 1% reward on all purchases, 5% reward on gas purchases.
- Balance Transfer Fee - 3% or \$10, whichever is greater.
- Cash Advance Fee - 4% or \$10, whichever is greater.
- Annual Fee - \$0

To find out about our other credit card offers or to apply, contact us today at **502.368.5858** or **800.292.2905** or visit **www.LNFCU.com**

* Introductory APR and promotional offers are subject to change. Balance transfer fee is 3% or \$10, whichever is greater. Rates are variable based on prime rate plus a margin determined by your credit score. For current rates, terms, fees and conditions visit www.LNFCU.com

Skimming Fraud...

...And Tips to Help You Avoid It!



Fraudulent activity related to skimming has been in the news lately. What exactly is skimming? It is a technique used to steal information on your debit, credit or ATM card. Illegal devices are attached to ATMs and gas pumps to read your card number and/or PIN. The perpetrators then use the stolen information to fraudulently make purchases online and/or duplicate cards.

When using an ATM or gas pump, if something looks odd, we encourage you to consider using another location and also to report your suspicion to the business or financial institution.

Please know that L&N takes safeguarding our ATMs, as well as your personal account information, very serious. As consumers, it is important for us all to be educated on possible fraud risks when transacting business in public.

You can also visit www.LNFCU.com and find more information about ATM Skimming, as well as other types of fraud, in our "Resources" tab on the right side of the page.

L&N Debit Card Transaction Alerts!

Stay informed about your debit card use, with our **FREE Debit Card Transaction Alert service**. Knowing when a transaction is made with your debit card could be of great help in the event of any potential fraud.

With this service you will be able to customize transaction types and dollar amounts for:

- Purchase over a selected amount
- International purchases
- Online purchases
- Declined purchases

Signing up is easy! Simply visit www.LNFCU.com and click on **"Checking Accounts"** and then **"Debit Card Transaction Alerts."**



63rd Annual Meeting

On **Saturday, March 10, 2018**, the Credit Union will hold its 63rd Annual Membership Meeting. This year's meeting will be held at the **Crowne Plaza (formerly the Executive West), 830 Phillips Ln, Louisville, KY 40209**. Lunch will be at 12:45pm and the meeting will begin at 1:30pm.

At this event, you will have the opportunity to talk with the Credit Union's Board and staff. There will also be reports from 2017 by the Board and Committees.

Please fill out the reservation slip below and return to any L&N Federal Credit Union branch no later than March 5, 2018. If mailing, please send to 9265 Smyrna Parkway, Louisville, KY 40229, Attn: Patrick.

There is no reservation needed to attend the meeting only.



CLIP ALONG DOTTED LINE AND RETURN TO CREDIT UNION TO RESERVE YOUR SPOT FOR THE ANNUAL MEETING

Reservation Form

I plan to attend the Lunch and Annual Meeting on March 10, 2018. Please make a reservation in my name.

☐ Enclosed is my payment of \$10 for one adult ticket or \$5 for one child's ticket (under age 12).

☐ Please deduct the cost for the ticket from my Savings Account

Print Name _____

Acct. No. _____

Email: _____

Telephone _____ Date _____

Signature _____

Eligibility: Primary members are eligible to attend Annual Meeting. Joint owners, friends, and relatives are not eligible to attend unless they have their own Membership and Regular Savings Account.

Note: Only one reservation for lunch can be made on this form. If other relatives, who are members, would like to attend they must complete another form. Additional forms are available at the Credit Union offices or make needed copies of this form.

Reservation Form

I plan to attend the Lunch and Annual Meeting on March 10, 2018. Please make a reservation in my name.

☐ Enclosed is my payment of \$10 for one adult ticket or \$5 for one child's ticket (under age 12).

☐ Please deduct the cost for the ticket from my Savings Account

Print Name _____

Acct. No. _____

Email: _____

Telephone _____ Date _____

Signature _____

Eligibility: Primary members are eligible to attend Annual Meeting. Joint owners, friends, and relatives are not eligible to attend unless they have their own Membership and Regular Savings Account.

Note: Only one reservation for lunch can be made on this form. If other relatives, who are members, would like to attend they must complete another form. Additional forms are available at the Credit Union offices or make needed copies of this form.

A photograph of a middle-aged couple sitting outdoors, looking at a map. The woman is on the left, wearing a colorful floral top, and the man is on the right, wearing a blue shirt and glasses. They are both smiling. A vintage camera is visible in the bottom left corner.

real advice real from advisors

No matter how near or far your retirement is, identifying financial objectives and exploring investment options is valuable in helping you make informed decisions concerning your future.

L&N offers a variety of savings solutions such as: certificates of deposit, money market accounts, and more.

We encourage you to talk with one of our representatives to explore your options or take advantage of a **FREE Consultation** with one of our experienced financial planners.

We appreciate the opportunity to learn more about you, your financial goals, and how we can help!

Call **502-315-5377** to
schedule an appointment



Home Buying **Grants**

We are pleased to offer select home buying grants for qualified applicants desiring to purchase a home. Both of the grants provide a great opportunity for first time home buyers to receive valuable down payment assistance.

Welcome Home Grant Program

The Welcome Home Grant is open to qualified applicants and is available on March 1, 2018.

- \$5000 in grant money can be used for closing costs, pre-pays, and down payments.
- \$5000 allotments may be available to qualified applicants on a first come, first served basis.
- Grant can be used with all mortgage products including the First Time Home Buyer's program.**
- Income guidelines are based on the county where the home is located and are available for all counties in KY, IN, OH and TN. We've listed a few below:
 - Jefferson, Bullitt & Oldham County, KY
 - Maximum \$53,120 for 1-2 person household / \$61,088 for 3+ person household.
 - Clark & Floyd County, IN
 - Maximum \$53,120 for 1-2 person household / \$61,088 for 3+ person household.
 - Knox, Pulaski, Rockcastle, Whitley Counties, KY
 - Maximum \$54,240 for 1-2 person household / \$63,280 for 3+ person household.
 - Laurel County, KY
 - Maximum \$45,200 for 1-2 person household / \$51,980 for 3+ person household.
 - Boone, Campbell, Kenton Counties, KY
 - Maximum \$59,760 for 1-2 person household / \$68,724 for 3+ person household.

Norton Healthcare Employer Housing Program Grant

The Norton Healthcare Employer Housing Program Grant is reserved for Norton Healthcare Employees.

- \$5000 for "benefits eligible" full-time or part-time employees whose base salary is \$60,000 or less and who work a minimum of 32 hours per pay period of .4 FTE.
- Funds can be combined with other L&N programs.
- Owner must complete homebuyer counseling with the Housing Partnership Inc. before an offer to purchase can be made.***
- One time only, unsecured, 4 year forgivable loan for down payment and/or closing costs.
- Cannot have owned a home in the last three years.
- Loan is forgiven at the rate of 25% (\$1,250) per year for 4 years.

**Call (502) 368-5858
or (800) 292-2905
to get started.**

*Limited amount of grant money available. Grant money is forgiven upon residency of five years and 1 day. If property is sold within the first five years the grant money is prorated for repayment. Home must be owner occupied. Homebuyers must contribute at least \$500 of their own funds (60% can be a gift. Home must be owner occupied). Inquire with L&N for more information.

** First Time Home Buyers are required to complete an approved homebuyer counseling program.

*** Home must be owner occupied.



NMLS#531738



Relationships

Frank H. Moore Memorial Scholarship



This scholarship was established as a memorial to Frank H. Moore, former manager of L&N Federal Credit Union and to recognize and honor students based on leadership and citizenship, without regard to financial need. Frank H. Moore was General Manager of L&N Federal Credit Union from 1969-1986. He passed away at age 52 on October 5, 1986. He succumbed to pneumonia while battling cancer. Frank had a very distinguished career in the credit union movement. His involvement spanned across local, state, and national levels. In 1981, he received the highest honor bestowed by the Kentucky Credit Union League when he was awarded the Steve Brody Memorial Award for outstanding credit union service.



Eligibility

This scholarship is open to all L&N Federal Credit Union members and/or daughters and sons of members. The student must be enrolled, or plan to enroll, in the current year in undergraduate study leading to a traditional bachelor's degree and maintain a 2.5 GPA.

Eligible children include the member's unmarried children; natural or legally adopted or step children. Eligibility also extends to any child principally dependent on the member for maintenance and support. When not in attendance at school, the child must reside permanently in the member's household in what generally is considered a parent/child relationship.

This scholarship is based on the following:

1. **Achievements** (11 points)
2. **School recommendations** (11 points)
3. **Strong leadership qualities** (26 points)
4. **Significant involvement in school** (26 points)
5. **Significant involvement in the community** (26 points)

Recipients of the scholarship will be selected by an impartial Scholarship Selection Committee.

When to Apply

Interested students must apply between January 1-March 31, 2018. (Must be postmarked by March 31)

Amount of Award

We will choose 2 recipients (One winner will be chosen from the Southeast KY Region and one winner will be chosen from the Louisville/NKY Region). The amount of the scholarship is \$2500 annually or \$1250 per semester; renewable, providing the student maintains a 2.5 GPA. The maximum scholarship per student is \$10,000 over a four-year period for undergraduate study.

For an application or questions regarding the scholarship

**Call (502) 515-8322
or email
academy@LNFCU.com**

Giving **Back!**

Each year L&N employees, volunteers, members and friends participate in a number of walks to benefit charitable organizations throughout the community.

With these efforts, we were able to donate over \$17,000 in 2017 to charities such as: Light the Night Walk (for Leukemia Society), F.E.A.T Walk (to benefit autism research), the Heart Walk, March of Dimes and The American Cancer Society.

We are pleased to help support these great causes and are incredibly thankful to everyone who helped make them a success!



In Loving Memory of Robert "Bobby" Jones

June 6, 1931 – November 23, 2017

We extend our heartfelt condolences to the family and friends of Mr. Bobby Jones. Bobby volunteered for 35 years as a Board Member of the credit union.

In addition to his dedicated time at the credit union, Bobby worked 44 years and retired from L&N RR/CSX Transportation. He also served his country, honorably, in the United States Army.

Presort STD
U. S. Postage
PAID
Permit 1050
Louisville, KY

*Great Rates
Great Products
Great People®*



L&N

FEDERAL CREDIT UNION

WWW.LNFCU.COM