



# Lifeline

FOR MEMBERS OF HAWAII'S ONLY FIREFIGHTER CREDIT UNION

MID-2ND QUARTER 2020

## Your credit union is your lifeline

### Credit union service hours are unchanged

During the City & County of Honolulu's 'Stay at Home' order, HFDFCU service hours are unchanged, with some changes to lobby access.

We're available on all weekdays except City and major holidays.

- ▶ **On HFD paydays:** Walk-in hours are 8:00 to 4:00.
- ▶ **Other weekdays:** Walk-in hours are 8:00 to 2:00.
- ▶ **Assistance by phone and pre-scheduled appointments** available weekdays, 8:00 to 4:00.

## Our staff is available to discuss your options

Whether you're affected directly by COVID-19 or are worried about other factors, your credit union is available to help in crisis.

We know each member's situation is unique. Our member service team and loan officers are prepared to discuss all options, including the most-requested options we've listed at right.

Call **808-853-2355** to discuss your options or e-mail [MemberService@HFDFCU.org](mailto:MemberService@HFDFCU.org).

## Consolidate bills and refinance now while Rates are low!

Starts at 12-Month Term, Rate As Low As

# 1.99% APR

**Personal or Consolidation Loan**



**Plus, defer payments for up to 90 days!**

Limited time offer. Apply today!

### Refinance everything!

Ask about how to qualify your current HFDFCU loans for refinancing, too!



Products and services subject to membership. All loan products subject to credit review. Rate is for 1-Year term and best credit with payment of \$84.69 per \$1,000 borrowed. Other rates and terms available. Payment deferral subject to approval; Interest will continue to accrue while payment(s) deferred and may extend term of loan. HFDFCU refinance requires added borrowed amount. Other restrictions may apply. Subject to change or cancellation without notice.

## Member Assistance options



Consider our most-requested Member Assistance options, which can help you through this crisis:

- ▶ **Emergency Loan**  
Apply at [HFDFCU.org](http://HFDFCU.org) or contact a loan officer.
- ▶ **Credit card payment skip**  
Self-service option included starting with April statements. Or contact a loan officer.
- ▶ **Loan payment skip**  
Contact a loan officer.
- ▶ **Suspend automatic payments/transfers**  
Contact member service.
- ▶ **Share Certificate & Holiday Club no-penalty withdrawals**  
Contact member service.
- ▶ **Credit card limit increase**  
Contact a loan officer.

If these options aren't what you need, contact our team.

Call **808-853-2355** or e-mail [MemberService@HFDFCU.org](mailto:MemberService@HFDFCU.org).

## Current Members Can **Win \$500**

When you refer a new member!

**Refer a new member** who qualifies for our 'Get \$250' giveaway and you'll be entered to win a member drawing each quarter for \$500.

## Get \$100

Current HFDFCU members when you apply for a Visa® Platinum Credit Card

- Apply for a Visa® Platinum Credit Card\*
- Use your new credit card to make at least **\$250 in purchases** in 45 days

Apply today and earn!



## Keiki can earn!

New & current HFDFCU keiki members can earn a free 'Ground Hornbill' 1-Year Pass to Honolulu Zoo

- Open or already have a keiki account
- Keiki makes **three in-person deposits** on separate days of at least \$5 each

Deposit and earn!

Mail or Shared Branch  
also qualify during COVID-19



Honolulu Zoo is not a sponsor.



## Honolulu Fire Department

Federal Credit Union

[HFDFCU.org](http://HFDFCU.org)

1200 N. School Street  
Honolulu, HI 96817

Oahu 853-2355  
Toll-Free 800-592-2290

### Toll-Free Direct Support

#### Visa® Platinum Credit Card

Report Fraud or Disputes or  
Report Lost, Stolen, Destroyed Cards  
800-442-4757

#### Debit MasterCard® & ATM Card

Report Lost, Stolen, Destroyed Cards  
800-528-2273

PIN Change  
877-267-6941

#### RescueNet Bill Pay

Member Support  
855-840-5706

Federally insured by NCUA

Must be member in good standing. Bonus posted 90 days after qualification; \$250 is a dividend bonus, available after crediting. One bonus per member account. Other restrictions may apply. Subject to change or cancellation without notice. \*Subject to credit approval; Credit card details at HFDFCU.org

## Shared branch still available

### Some locations have suspended service

Members who rely on CO-OP Shared Branch Network locations to conduct HFDFCU transactions may encounter some locations that have suspended service.

For the latest list of available Hawaii shared branch credit union locations, visit [HFDFCU.org/covid19](http://HFDFCU.org/covid19)

## Access all functions in RescueNet with your mobile browser

Our upgraded RescueNet provides all functions online whether using a desktop or mobile browser.

Most mobile phone browsers are capable of delivering full access, so you won't need a desktop computer!

- ▶ Enroll or reset Logon ID
- ▶ Send secure messages
- ▶ Update personal information, including address
- ▶ Access, modify, or create account alerts
- ▶ Access, modify, or schedule account transfers
- ▶ Access and view E-Statements

If you prefer, our RescueNet mobile app is still available for your iOS or Android tablets and phones.

