



# The United Heritage OBSERVER

uhcu.org  
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800.531.2328

Volume I • 2021



## PERSONAL FINANCE IN THE NEW YEAR

The beginning of the year is a great time to get your finances in order after all that holiday spending. Below are a few tips on how to create a strong foundation for your finances in 2021.

### Pay Off Debt

Whether its holiday credit card bills rolling in or student debt that's piling up, you can take control of your debt this year. Experts recommend, if it's feasible, that you pay more than the minimum amount you owe on your credit card bill.

With historically low rates, you should also consider refinancing things like your car or home loan in order to have a more affordable payment. Our local loan specialists can assist you in finding the loan program that is right for you!

### Build Your Savings

We understand it can be hard to set aside money and start saving, but by focusing on building up your savings early in the year, you'll be prepared for any unexpected expenses that may arise later in the year!

Suggestions for how much you should have in your rainy day fund vary widely, but most financial experts agree on a minimum of \$1,000.

Start small if you have to – even if you're saving only one or two percent of your paycheck, anything is better than nothing.

If you're saving for your future and already contributing to a retirement account, consider increasing your contributions until you're saving about 10 percent of your salary. If you'd like to start contributing to your retirement United Heritage offers Variable-Rate IRA or Fixed-Rate IRA, and our highly-trained team can offer solutions that work best with your financial goals.

### Create a Budget

Once your debt is shrinking and your savings are growing, creating a budget is a great way to ensure you stay on track to meet your financial goals. The first step is to figure out your current financial status, and we recommend tracking your spending for a month or so. Then, sort your spending by category and create a spending plan. Add up all your income and compare it to your spending. If you spend more than you make, it's time to cut back.

Once you understand your financial patterns, set a goal. Whatever it is, have something to work for, make adjustments as necessary and enjoy knowing that you're well on your way to financial prosperity.

We're excited to work with our members and help you achieve your financial goals in 2021. For more information visit [uhcu.org](http://uhcu.org) or call 512.435.4545.



**United Heritage**  
Credit Union

### Follow Us

Follow us on for the latest information and giveaways.

# FINANCIAL REPORT

Year-to-date as of December 31, 2020

## ASSETS

Loans.....	\$ 967,343,877
(Less Allowance for Loan Loss).....	\$ (3,203,853)
Cash/Cash on Deposits/Investments....	\$ 155,061,332
Fixed & Other Assets.....	\$ 100,156,883
Share Insurance.....	\$ 9,932,561
<b>Total Assets.....</b>	<b>\$ 1,229,290,800</b>

## LIABILITIES & EQUITY

Liabilities .....	\$ 5,113,022
Member Deposits .....	\$ 1,115,920,347
Equity.....	\$ 108,257,431
<b>Total Liabilities/Equity .....</b>	<b>\$ 1,229,290,800</b>

## RATIOS

Reserves.....	9.05%
Loan to Deposit .....	86.69%
Return on Assets .....	0.61%
Loan Delinquency .....	1.19%

<b>MEMBERS.....</b>	<b>69,732</b>
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Your savings remain safe and secure at United Heritage Credit Union. Our prudent lending and investment practices have resulted in superior loan performance and a financially strong and fiscally sound financial institution. Additionally, your funds are insured up to \$250,000 through NCUA. Our strength lies with our members and the trust you place in United Heritage Credit Union as your financial institution—a trust we strive to earn every day. Documents relating to United Heritage's finances and management are available by contacting Julie Carter at 512.435.4545 x4209.

## DID YOU KNOW?

When you open an account at UHCU and setup direct deposit, you can get paid up to two days early. It's your money, why not get it sooner?

For more information, go to [uhcu.org/getpaidearly](http://uhcu.org/getpaidearly) or call 512.435.4545 to stop the wait and get your paycheck early.

Membership required. Federally insured by NCUA.

# 2021 Board Nominations

United Heritage has two Board of Director seats to be filled by election at the 2021 Annual Membership meeting. The Nominating Committee has nominated the following candidates for these positions:

### Harold Keyes, CCD

Harold Keyes is Chairman of the United Heritage Board of Directors. Harold Keyes has been a member of the United Heritage Board of Directors since 1995 and has been a UHCU member since 1983. He served on the Supervisory Committee from 1983 to 1995, and served as Chairman from 1993 to 1995. Mr. Keyes graduated from The Credit Union Directors Leadership Institute, where he earned the prestigious designation of Certified Credit Union Director (CCD).

Mr. Keyes' background includes 29 years of active duty and 14 years of civil service in the United States Air Force in the Logistics Management career field. He retired from active military duty in 1993 as a Chief Master Sergeant, and retired from civil service in 2007 as Chief of Supply at Randolph Air Force Base. Mr. Keyes holds an Associates' Degree in Logistics Management, and serves as a Youth Pastor in the Montopolis community.

### Robert Hootkins, MD

Dr. Robert Hootkins joined the Board of Directors as an associate member in 2018 and was elected as a member of the Board in 2020. He has been a UHCU member since 2016. Dr. Hootkins is currently a senior medical office consultant for Fresenius Medical Care following more than 35 years of clinical practice in Dallas and Austin. Dr. Hootkins previously received university degrees in Chemistry and Physics including a Ph.D. in Biophysics from The University of California at Berkeley. He is a graduate of UT Southwestern Medical School in Dallas and received his subspecialty training in nephrology at Baylor University Medical Center in Dallas.

Dr. Hootkins is board certified in Internal Medicine, Nephrology and Hypertension. He was previously section chief of The Austin Diagnostic Clinic Nephrology & Hypertension Section in Austin for 18 years. He currently serves on the Executive Board of St. David's North Austin Medical Center, where he was previously Chief of Staff.

Members of United Heritage may vote on these candidates or submit other nominations by petition. A valid petition must contain a certificate from a nominee stating their agreement to serve if elected, a statement of qualification, biographical sketch and the signatures of at least one-half percent of the membership. As United Heritage By-Laws state, write-ins or floor nominations are not permitted at the Annual Meeting.

Contact Julie Carter at 512.435.4209 for instructions and forms, which must be delivered to United Heritage by 5:00 PM on Wednesday, March 17, 2021. The Annual Meeting will be held at 10:30 AM on Tuesday, April 27, 2021. Please note that this will be a virtual business meeting, to attend please call 512.435.4209.



**AUTO LOANS AS LOW AS 1.79% APR**

Visit [uhcu.org/auto](http://uhcu.org/auto) to learn more and apply today.

Limited time offer. United Heritage policies, terms, conditions and restrictions apply. Existing United Heritage loans not eligible. Rates and fees subject to change without notice. Membership required. APR applies to well-qualified borrowers. Various repayment terms available.

# Employee Stories

We wanted to take a moment this New Year to show our gratitude for our dedicated employees at United Heritage Credit Union. Their dedication and commitment to our members and our mission of "People Helping People" continuously impresses us. We wanted to share a couple stories submitted by our members of their great experiences with our employees.



## Lakeway Branch:

"I am beyond appreciative of the service I received from Shawn W., and then from the Branch Operators Supervisor, Patricia L., at the Lakeway UHCU branch. The teller went out of his way to check on getting my notary, and immediately let me know I could get the rolls of quarters I needed. Patricia L. was extremely friendly and professional and went through countless steps to make sure I had everything I needed. She also helped me with an error I brought with me. Thank you so much for your help and your compassion during this time. It absolutely did not go unnoticed. Thank you, again."



## Mopac Branch:

"Deborah was so nice and professional and stuck with me until I got everything resolved. She called me back late in the day and followed up with me. She ensured that my husband was able to go through the drive-thru, while he was on his lunch break to pick up my new debit card, she called me back to follow-up with my home address update and wanted to assist me with ordering some new checks. At this day and age, where people don't take the time to help anyone, I can't help but send this note to you about Deborah."

## DID YOU KNOW?

UHCU Insurance Services offers comprehensive, affordable coverage for your car, home and business. With UHCU Insurance Services, you can get an instant quote and find out how much you could save. You can request a quote at any time – even if your policy isn't about to expire!

Head to [uhcuinsurance.com](http://uhcuinsurance.com) or call 512.435.4555 to learn more about UHCU Insurance Services and get your instant quote today.

UHCU Insurance Services, LLC. is a Credit Union Service Organization. Business conducted with UHCU Insurance Services, LLC. is separate and distinct from any business conducted with United Heritage Credit Union, its parent Credit Union. Insurance products offered by UHCU Insurance Services, LLC. are not (i) deposits of United Heritage Credit Union, its parent Credit Union or its partner Alloy Insurance Partners, therefore are not protected by the NCUA and are not exclusive to Credit Union members and (ii) an obligation of or guaranteed by UHCU Insurance Services, LLC., its parent Credit Union or its partner and may be subject to risk. Any insurance required as a condition of an extension of credit by United Heritage Credit Union need not be purchased from UHCU Insurance Services, LLC. and may be purchased from an agent or insurance company of the member's choice.

## UHCF Scholarship Entry Information

**\$5,000 College Scholarships Available  
Applications Due: March 5, 2021**



**United Heritage  
Charity Foundation**

The United Heritage Charity Foundation invites high school seniors to apply for the United Heritage Community Scholarship. The \$5,000 scholarship is awarded annually to high school seniors who plan to attend an institution of higher learning in the fall. Student members and students related to a United Heritage member are eligible. The recipient is selected based on community service, character and leadership, extracurricular activities, scholastic achievement and letters of recommendation.

Applications and more information can be found online at [uhcf.org/scholarship](http://uhcf.org/scholarship).



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## CALENDAR

**February 15 - Closed**

Presidents Day

**April 15**

Tax Day

**May 31 - Closed**

Memorial Day

## BRANCHES

Scan the QR code below to  
see our locations!



©2021 United Heritage Credit Union. All rights reserved. United Heritage Credit Union is in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act. Your savings are federally insured to at least \$250,000 through the National Credit Union Share Insurance Fund (NCUSIF) managed by the National Credit Union Administration, a U.S. Government Agency.



**The United Heritage  
OBSERVER**

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

If you have a problem with the services provided by this credit union, please contact us at:

United Heritage Credit Union  
P.O. Box 202020, Austin, Texas 78720  
512.435.4545 or 800.531.2328  
[memberassist@uhcu.org](mailto:memberassist@uhcu.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  
Website: [www.cud.texas.gov](http://www.cud.texas.gov)

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LOANS**  
AS LOW AS  
**2.756% APR**

[Visit uhcu.org/homeloan to learn more and apply today.](http://uhcu.org/homeloan)

Limited time offer. United Heritage policies, terms, conditions and restrictions apply. Existing United Heritage loans not eligible. Rates and fees subject to change without notice. Membership required. APR applies to well-qualified borrowers. Various repayment terms available.