



The United Heritage **OBSERVER**

uhcu.org
512.435.4545
903.597.7484
800.531.2328

Volume III • 2023



GET MORE FROM YOUR MEMBERSHIP

At United Heritage Credit Union, we work hard to provide our members with the tools and resources they need throughout their financial journeys. We also strive to provide our communities with beneficial products and services, from loans to free shred days.

UHCU members get access to a variety of banking products, including checking accounts for both personal and business use. Those with a UHCU Freedom checking account can use their debit card with peace of mind thanks to Visa's Zero Liability Policy, which protects you if your UHCU debit card is lost, stolen or fraudulently used, online or offline¹. And members who set up direct deposit can get paid up to two days early through our Get Paid Early program.

For members who are working to save money, we offer numerous savings accounts. From regular savings accounts to Holiday Savings accounts, our team works hard to provide banking products for wherever you are in your financial journey.

Even with the many products and services UHCU offers, one of our greatest features is how we interact with our members. We treat members like our neighbors because sometimes, they are. We pride ourselves on our service and love of community.

To learn more about maximizing your UHCU membership, visit uhcu.org/member or call 512.435.4545 today!

Membership/Regular Savings required. United Heritage accounts are backed by the National Credit Union Administration (NCUA), the federal agency that charters and supervises federal credit unions and insures savings in federal and most state-chartered credit unions across the country through the National Credit Union Share Insurance Fund (NCUSIF), a federal fund backed by the full faith and credit of the United States government. Visit www.ncua.gov for more information.

¹Visa's Zero Liability Policy is a guarantee that UHCU debit card users won't be held responsible for unauthorized charges made with a UHCU Visa debit card, as long as it is reported within five business days. UHCU debit card users are protected if their Visa debit card is lost, stolen or fraudulently used, online or offline. Policy does not apply to business accounts.



United Heritage
Credit Union



Follow us for the latest information and giveaways.

FINANCIAL REPORT

Year-to-date as of October 31, 2023

ASSETS

Loans.....	\$ 1,309,938,716
(Less Allowance for Loan Loss).....	\$ (2,661,710)
Cash/Cash on Deposits/Investments....	\$ 125,476,010
Fixed & Other Assets.....	\$ 86,536,899
Share Insurance.....	\$ 11,584,550
Total Assets.....	\$ 1,530,874,465

LIABILITIES & EQUITY

Liabilities.....	\$ 107,493,999
Deposits.....	\$ 1,281,170,293
Equity.....	\$ 142,210,173
Total Liabilities/Equity.....	\$ 1,530,874,465

RATIOS

Reserves.....	9.65%
Loan to Deposit.....	102.25%
Return on Assets.....	0.55%
Loan Delinquency.....	0.73%

MEMBERS..... 77,542

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?

UHCU Insurance Services offers comprehensive, affordable coverage for your car, home and business. With UHCU Insurance Services, you can get a quote from a helpful insurance specialist 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 or call 512.435.4555 to learn more about UHCU Insurance Services and get a 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.

UHCU RENOVATES BRANCHES TO BETTER SERVE MEMBERS

In 2023, UHCU completed renovations to multiple branches in the Austin area. Our teams worked hard to update each branch, creating a brighter and more welcoming environment for members.

All renovated branches feature new flooring, paint, and furniture. These changes were made with our members in mind and to allow us to better serve them.

Along with new ATMs, these renovations will make it easier and more convenient for members to do their banking wherever they'd like.

Visit our Round Rock, River Place or Lakeway branch location to see the lobby updates for yourself! For details and directions to our branch locations, visit uhcu.org/locations.



United Heritage
Credit Union



Home Loans for Where You Want to Be

PURCHASE • REFINANCE • HOME EQUITY

UHCU.ORG/HOMELOANS

Membership Required. United Heritage policies, terms, conditions, and restrictions apply. Other restrictions and limitations may apply. A fee of up to \$23.65 may be assessed on credit reviewed applications regardless of loan funding. Equal Housing Opportunity. NMLS #630601.

UHCU 2023 EVENTS RECAP

As we approach the end of 2023, we wanted to take a moment to reflect on the past year and share with you some of the ways we supported local communities through the events that we participated in and hosted. We are grateful for your continued support and membership, and we hope that you have enjoyed these events as much as we have.

Throughout 2023, UHCU was able to give back to our communities through sponsorships of events and organizations. From the Red Poppy Festival, where we spent the weekend connecting with our members and those in the Georgetown community; to time-honored events like Blues on the Green, where we got to enjoy multiple nights of great music and fun in the heart of Austin,

each event provided us with a chance to show our appreciation to our communities.

During the year we were also fortunate enough to be able to host multiple events at our branches, from Shred Days to Branch Festivals. Each event allowed us the opportunity to show our appreciation to our members and provide necessary services or fun activities to our communities.

We are so grateful to have been able to participate in and host all of these events throughout the year. We enjoyed being able to interact more with our members and give back to the communities we serve. We look forward to participating in and hosting more events throughout 2024!



DID YOU KNOW?

When you set up direct deposit for your paycheck to be deposited into your UHCU checking account, you can get paid up to two days early! Make sure you're getting the most out of your UHCU checking account, which also gives you access to convenient items like Web BillPay, mobile check deposits, account alerts and much more!

Visit uhcu.org/directdeposit or call 512.435.4545 to get set up.

Membership required. Federally insured by NCUA.



BRANCHES

Scan the QR code below to see our locations!



CALENDAR

December 25 Closed Christmas Day
January 1 Closed New Year's Day



©2023 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

COMPLAINT NOTICE

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

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 through one of the means indicated below:

914 East Anderson Lane, Austin, Texas 78752-1699
Telephone Number: (512) 837-9236
Facsimile Number: (512) 832-0278
Email: complaints@hud.texas.gov
Website: www.cud.texas.gov



Learn More at UHCU.ORG/SKIPAPAY

SKIP-A-PAY: Leased Automobiles, Real Estate, Student, CashPlease and Business Loans are not eligible. Newly originated loans with less than 6 completed on-time payments are not eligible. For eligible loans qualifying factors apply including but not limited to a minimum of 6 completed on-time payments since most recent deferral. Acceptance of your request in person, by mail or electronically does not constitute approval. Skipped payment is added to the end of the loan term which extends the loan term at least one payment. Loan interest continues to accrue which increases the amount of interest paid over the term of the loan. Multiple Skip-A-Pays applied to any loan extends the repayment term of the loan by multiple payments and increases the interest paid over the term of the loan. In the event of a claim, Guaranteed Asset Protection (GAP) may be affected. For an approved request, a \$30 fee is added to the applicable loan's outstanding principal balance. Approved requests are eligible for one month only and must be submitted at least 3 days before the requested skip loan due date. *Only members who are eligible to skip a payment will have access to submit a Skip-A-Pay request via Online Banking. To submit a Skip-A-Pay request via Online Banking, login and navigate to the Services tab on the left side of the screen and select Skip-A-Pay.