

March 2019 Newsletter

CURRENCY

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Two Long-time Employees Retire: CCCU Thanks Jennifer Foley and Jeanie Burns

Two long-time CCCU employees are retiring this month – we are so thankful for the combined 46 years of service and dedication that Jennifer Foley and Jeanie Burns gave to the credit union, and we know they have been part of your lives too. Please join us in sending them our best wishes as they start a new chapter of their lives!

Jennifer Foley started with CCCU 23 years ago this March. Over the years she has worked in many positions and had a chance to interact with many of you in the branches or over the phone. She started as a teller at the old Flamingo and Sandhill branch, was promoted to teller supervisor and then moved to Tenaya as a Branch Manager in 1997. Jennifer also opened the original Sunset Branch as Manager in 2006. After working as a floater and teller in different branches over the years, she eventually landed in phone service for the past couple years.

You may recognize her from some of our commercials and other advertisements – shooting the commercials is one of her favorite memories of her time at CCCU.

Jennifer said, “CCCU has been a terrific place to work! I will always be grateful for the opportunity to provide the utmost customer service to our members while making so many friends along the way.”

Jeanie Burns also joined CCCU 23 years ago. You will see her smiling face first thing when you walk into the Tenaya branch. She was originally trained to be a teller and would take a turn at the reception desk from time to time. When the position became available, she volunteered for the receptionist position and it has been her spot ever since.

During her time at CCCU, Jeanie met and became friends with many of our members. She said, “An outstanding memory for me is also a bittersweet one. A long-time employee, wonderful man and friend, Carlos Cervantes contracted ALS. I saw an outpouring of love and support for this man and his family. As Helen Keller said, ‘Alone we can do so little; together we can do so much.’”

Jeanie says that working at CCCU has been a rewarding experience. “I have worked with kind, professional people who have become lifelong friends. Jennifer Foley and I started out at about the same time, she became my supervisor and now is a terrific friend. Our members are wonderful! I am blessed to not just work with and for them, but to share friendships with them as well.”

Jeanie and Jennifer - We will miss you both!



THE INVESTMENT CENTER AT CCCU WHO IS YOUR BENEFICIARY?

The case of lost wealth and the danger of making assumptions!

By: David S. Dixon, CFP®

Bruce and Anne Friedman had been married for nearly 20 years, when Anne, a school principal, died suddenly of a massive heart attack. Prior to her death, she had accumulated nearly \$1,000,000 in her retirement account, but after her death, her loving husband was left nearly destitute. How could this be? Anne's *Teacher Retirement System* sent out annual statements that indicated that Anne had named no beneficiary on her retirement account. This would make Bruce her beneficiary as he would be her closest relative.

After Anne died, officials found a form which had been filled out four years before the couple met in 1978. The beneficiary form identified Anne's mother, uncle, and sister as the beneficiaries of her retirement account. Anne's mother and uncle died prior to Anne's death, so the money was awarded to Anne's sister, Virginia. Virginia is under no obligation to share any of the funds with Bruce. A Manhattan Supreme Court ruling held that Anne's intention of making her husband the beneficiary could not be assumed and that the paperwork on file was clear. Virginia was entitled to 100% of Anne's retirement, thus leaving Bruce destitute.*

These types of things happen all the time. It has been said that more money is lost by not properly identifying your beneficiary on a beneficiary form than is ever lost in the stock market. What about you? Are your beneficiary arrangements up to date? Have you had any change in your life such as a marriage, divorce, death, or birth? Life happens. As illustrated in the story of Anne and Bruce, if you don't properly update your beneficiary forms, those you love may not actually receive the money you had intended on leaving them. Don't put your beneficiaries at risk. Check on those beneficiary forms today. Contact our financial advisors at the *Investment Center @ CCCU, 702-939-3201*. They can assist you with your planning and investment needs.

Mr. Dixon is a CERTIFIED FINANCIAL PLANNER™ and is the program manager of The Investment Center @ CCCU.

*<https://nypost.com/2005/01/31/pension-pickle-broke-widower-loses-1m-to-in-law/>

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Congratulations City of Las Vegas Employee of the Year: Matt Driscoll

CCCU Member and City of Las Vegas firefighter Matt Driscoll was recently honored as the [City's Employee of the Year](#). He earned this honor for his work in developing a training program for sex trafficking awareness, specifically for First Responders like firefighters and paramedics.

Matt was inspired after attending a sex trafficking event in Fall 2017 and discovering that there had not been a sex trafficking awareness training for First Responders before. What started as an internal training turned into a full-blown, valley-wide training summit for more than 1,000 professionals and citizens.

During Matt's first shift after the week-long training event, his response crew was able to identify a potential human trafficking victim and safely intervened.

We are inspired by Matt's work in the community to help make Southern Nevada a better place to live. Thank you Matt! We CCC-U doing good and are proud to have you as a member of our credit union as you work to help First Responders save lives in a different way.

Know another CCCU member doing good to help our local community? Send us an email (marketing2@cccuv.com) about their community service and you may see them featured in our new CCCU Cares newsletter feature.



Additional Email Protection From CCCU

To ensure the confidentiality of private information that Clark County Credit Union sends you via email and to comply with financial regulations, we are updating our email encryption service through Zix Corporation, the leader in email encryption services.

If you receive a CCCU email with a Zix link and a request to register, this is our new easy-to-use email protection program. Zix makes it seamless for you to receive, read and reply to all encrypted email communication we send you.

Already a ZixCorp Customer?

If you are already a ZixCorp customer, you do not need to do anything. Email is securely sent between our organizations and delivered directly to your Inbox.

New User?

When we send you an encrypted message, you will receive a notification email with instructions on how to open the message. You select **Open Message** in the notification to go to the **Secure Message Center** and view your email. You will then go through a one-time registration process.

Keeping Your Information Safe

We appreciate your time to register, as it will ultimately protect your confidential financial information. You can also use the Secure Message Center to send us an email and attach documents required by your loan officer or service representative, making both sending and receiving a secure communication.

Click [here](#) for more information or read this list of [Frequently Asked Questions](#).

Thank you for your membership in Clark County Credit Union!



Dealing with Identity Fraud

Despite rising concerns, research also shows that many consumers aren't doing enough to properly protect their personal information. According to a poll from *CreditCards.com*, 92 percent of American adults have taken at least one big risk with their data security in the past year.

Part of the problem could be the sheer amount of data consumers now need to protect across multiple platforms. For example, a Javelin study found that cards with EMV chips, designed to thwart data thieves, have only driven these thieves online. The study found that "Card Not Present Fraud" perpetrated against online shoppers, is now 81 percent more likely than the point-of-sale fraud that would be used against those shopping in-store.

CreditCards.com suggests that even the most careful U.S. consumers are likely to find their personal information has been compromised at some point. If you ever become the victim of identity fraud, here are tips on how to deal with it:

- **Notify affected creditors or financial institutions.** This can save you money. In the case of a compromised credit card, the Fair Credit Billing Act specifies your maximum liability for unauthorized charges is \$50. Debit and ATM cards are protected under the Electronic Fund Transfer Act, which specifies that victims are not on the hook for any fraudulent activity that appears on a card after they've already reported it stolen. If fraudulent charges appear on the card before the victim can report it as stolen, consumers have a two-business-day window in which to report the unauthorized charges and get a \$50 liability limit. After that, there is a \$500 liability limit for up to 60 days after the statement reflecting the fraud is issued.

- **File a report with the Federal Trade Commission (FTC).** Visit www.identitytheft.gov to let the government know your identity has been compromised. It's also important to fill out the FTC's ID theft complaint and affidavit form, which, combined with a police report, will help with disputing fraudulent accounts. The FTC will also provide you with a personalized recovery plan.
- **Put a fraud alert on your credit report.** After detecting fraud, contact any one of the three credit reporting agencies to request a fraud alert. The alert will show creditors that activity on your compromised account does not reflect your borrowing habits. The alert will last for 90 days. You may also place an extended fraud alert-one that lasts seven years-on your credit report after filing a police report or an ID theft complaint form from the Federal Trade Commission.
- **Consider placing a credit freeze on your reports.** A credit freeze prevents the credit reporting agencies from releasing your credit report to new creditors. This is usually free if you can prove you're an ID theft victim.

You can receive a free copy of your credit report every 12 months with www.annualcreditreport.com. If you see items that aren't familiar or need review, CCCU offers free credit counseling services with our partner [BALANCE](#). They are certified reviewers and can give you guidance and support with your credit report.

Link above: <https://ccculv.balancepro.org/resources/articles/credit-union-programs-credit-report-review/>

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