



Serving your financial needs since 1955.

**Special points of interest:**

- **A message from the CEO**
- **Behind the numbers**
- **Retirement Planning**
- **Ask Mr. Mortgage!**
- **Annual Meeting Update**

MAX (24 hour Audio Response System)

(866) 303-9596

Florida Hospital Credit Union Website

[www.fhcu.cc](http://www.fhcu.cc)

**BRANCHES**

Member Service:  
(407) 303-1527

Administrative Offices  
115 Boston Avenue Suite 2400  
Altamonte Springs, FL 32701

Main Branch  
601 E. Rollins Street  
Orlando, FL 32803

Altamonte Branch  
601 E. Altamonte Drive  
Altamonte Springs, FL 32701

East Orlando Branch  
7727 Lake Underhill Drive  
Orlando, FL 32822

Maitland Branch  
900 Winderley Place  
Maitland, FL 32751

Waterman Branch  
2100 Waterman Way  
Tavares, FL 32778

Winter Park Branch  
200 N. Lakemont Ave.  
Winter Park, FL 32792

# CU BRIEF

If it's time for a new car, it's not the time to worry how much you will have to pay in interest. Let Florida Hospital Credit Union make your next new car purchase easy, convenient, and give you the peace of mind you deserve!

Starting April 1, 2009, we are offering an unbelievably low rate of **3.99% APR\*** for new\*\* cars financed up to 48 months!

New\*\* Car Loan Rates as low as **3.99% APR\*!** Fixed rate for up to 48 months financing

Don't miss out! Offer good until **May 1, 2009!**

Perhaps you have already made your purchase and thought you were stuck with a less-than-appealing interest rate? Florida Hospital Credit Union will gladly help you refinance that car to a rate that will certainly save you money!

Visit [www.fhcu.cc](http://www.fhcu.cc) for more information or to apply! You can also visit any of our 6 branch locations, or call 407.303.1527!

\*Annual percentage rate (APR) accurate as of 4/01/09. Quoted rate is the lowest available rate. Your rate will be based on your credit history and may be higher. Rate valid until 5/01/09. 3.99% APR for 48 months is \$22.58 per \$1,000 borrowed. Excludes loans already financed with Florida Hospital Credit Union.

\*\* New car is defined as prior, current, or upcoming model year and must have 10,000 miles or less.

## A Message from the President/CEO



At Florida Hospital Credit Union, our focus is not on profits, but on your best interests. This has kept us safe and strong and has allowed us to offer you great rates on loans and savings products, all with excellent service.

Florida Hospital Credit Union remains strong and growing and has the proven strength to serve our growing base of almost 9000 members with just over \$30 million in assets, over \$5 million available liquidity and over \$4 million in reserves. This amount is almost two times the amount that the federal government classifies as "well capitalized".

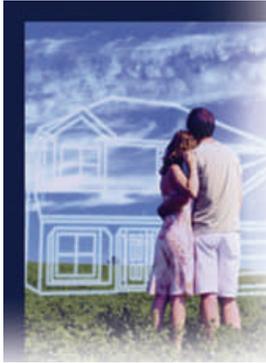
Because Florida Hospital Credit Union is strong, and continues to grow, we can continue to offer plenty of options to help our members. In fact, you, our members, are doing more business with us today than ever before.

The Board of Directors, leadership team and I are committed to stay the course with conservative financial policies and diligent risk management practices. Now, amid a challenging economy, the commitment to honor debt and obligations has never been more important. At Florida Hospital Credit Union, we expect our members to fulfill their obligations to fellow members by repaying their loans and managing their finances prudently. We understand that this isn't always easy, but we are here to work with members who may be having trouble.

In addition, Florida Hospital Credit Union is backed by the full faith and credit of the U.S. Government and you can be sure that your funds are safe at your credit union. Our staff stands ready to help you and your family with your financial needs.



Serving your financial needs since 1955.



Dreaming of a new home? Apply online [www.fhcu.cc](http://www.fhcu.cc)

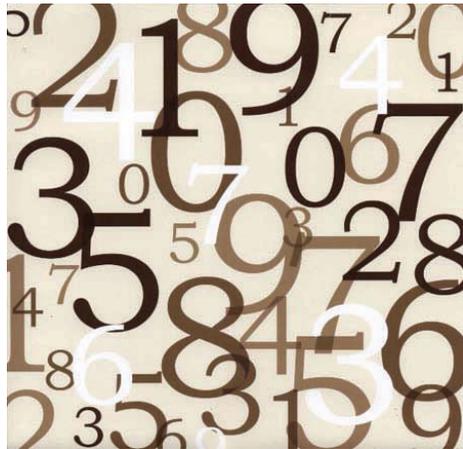


VISA rates as low as 7.9% APR! go to [www.fhcu.cc](http://www.fhcu.cc) to learn more!

**Our mission:** “To empower members to achieve their financial goals.”

**Our Vision:** “To be a Member friendly financial institution, adapting to our Members needs while responsibly growing our assets.

**Our commitment:** “The Florida Hospital Credit Union is committed to honesty, integrity and service excellence.”



## Behind the Numbers: What Does (and Doesn't) Affect Your Credit Score

You’ve heard of credit scores. You’ve probably even been told not to apply for too many loans or to run your credit report too often because it can ‘bring down the score.’

But the truth about what does—and doesn’t—affect your credit score often remains a mystery.

When you apply for a loan, your credit score is a major factor in determining the type of loan (for mortgages) and the interest rate you’ll get. Because automated underwriting is so prevalent today, your credit score really effects whether or not you’ll even qualify for a loan.

There are 5 major factors that affect your credit score:

- 1. Whether or not you pay your bills on time.** This includes mortgage loans, car loans, credit cards, and any other loan that shows up on your credit report.
- 2. Loan balances.** The total amount you owe is taken into account when evaluating whether or not you will be able to take on additional debt.
- 3. Amount of time you have had credit.** Someone who just got their first credit card and has no other credit history will have lower points for this factor than someone who’s been paying on time for several years.
- 4. New credit.** Too much recent credit, even if you have a long credit history, is a warning sign to lenders.
- 5. Account mix.** Is it completely credit card debt, or do you also have a mortgage loan, a car loan and a department store account? The more variety, the better.

To a lesser degree, your score also takes into account the following:

- The amount of time you’ve live at one address;
- The amount of time you’ve worked at one place; and
- Homeownership. Homeowners get more points because they are considered a better credit risk (another reason to consider homeownership if you rent!).

As you can see, the best way to get a high credit score is (surprise, surprise) to *earn* it! By paying all bills on time and using credit responsibly, you demonstrate the fact that you’re a good credit risk . . . and in return you’ll get the lowest rate possible on your loan.

Source: CU Members Mortgage: <http://cu.homeloancu.com/>



## Do the ups and downs of the market feel like a roller coaster ride? Get on track to the retirement you are hoping for!

Florida Hospital Credit Union is always striving to offer you services that empower you to reach your financial goals. That's why we're introducing SecurePath<sup>SM</sup> by Transamerica.

Receive a free review of your current financial situation by an experienced financial advisor. They can help you identify gaps between what you've saved and how you plan to live. They can also help you answer:

- Am I saving enough money for retirement?
- Is now a good time to make changes?
- Can I fill my short-term needs and reach my long-term goals?

Call an advisor at 866-248-9421 for a free financial analysis to help you determine if you are on track for retirement.

Financial advisors are Registered Representatives and Investment Advisor Representatives with, and offer securities and investment advisory services through, InterSecurities, Inc., member FINRA, SIPC and Registered Investment Advisor. InterSecurities, Inc. is not affiliated with Florida Hospital Credit Union. TRM31332-03/09

Securities offered through InterSecurities, Inc. are not NCUA or federally insured, not credit union guaranteed and may lose value.

## Ask Mr. Mortgage!!

Florida Hospital Credit Union is proud to be the home of one of the most sought after mortgage experts! Jay "Mr. Mortgage" Stein answers your tough questions; saving you time and providing sound advice.

- Q) I am in the process of buying a home. I am putting down 20% and the lender is giving me the option of setting up an escrow account. Should I pay the taxes and insurance on my own or should I set up an escrow account with my mortgage?
- A) Most lenders charge one-quarter percent of the loan amount, extra, if you pay your taxes and insurance on your own. I recommend setting up an escrow account with your mortgage payment. It is easier for most people to pay a monthly escrow account, than to pay the tax and insurance bills in full, when they come due each year.  
By setting up an escrow account, you will also save the one-quarter percent.
- Q) I recently closed on my refinance. At the closing, the costs were significantly higher than I was originally quoted when I applied for this loan. I signed the papers anyway but now feel that I was taken advantage of. What should I have done?
- A) Many people feel intimidated at a closing because they don't understand most of what is going on. Always ask questions when there is something you either don't understand or need explained more fully. Always bring your "Good Faith Estimate" with you to the closing and compare it to the actual costs listed on the HUD-1 Settlement Statement. This is your money that is being spent. You have a right to know how, why, and on what, it is being spent. Whenever the costs at closing are different from what you were originally told, ask why there is a difference. If it is not explained to your satisfaction, walk away from the closing. Tell the Escrow Officer you would like a copy of all the papers and would like to reschedule another closing.

### Have a question for Mr. Mortgage?

Send your inquiry to:

Jay "Mr. Mortgage" Stein

601 E Rollins St

Orlando, FL 32803

Jay.stein@flhosp.org

407.303.7653



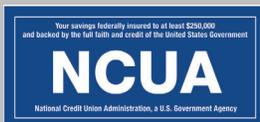
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### Board of Directors:

- Pat Deegan (Chairman)
- Kathy Reep (Vice Chairman)
- Kristin Sagert (Secretary)
- Cecil Lowry (Treasurer)
- Karen Schimpf (Director)
- Greg Edris (Director)
- Abel Biri (Director)
- Tim Bales (Director)
- Don Bartlett (Director)

### Management Team:

- Rob Hatefi (President/CEO)
- Darlene Metzger (VP/Finance)
- Susan Green (VP/Lending)
- Laura Paschall (VP/Operations)



## It's *good* to speak out!

On February 3, 2009, Florida Hospital Credit Union hosted our Annual Meeting to review our 2008 accomplishments and discuss our plans for 2009. When the floor was opened for our members, several took the opportunity to be the voice for the membership and raised concerns and questions regarding the new Statement Delivery Fee.

As promised by our Board Chairman and President/CEO, Credit Union Management did discuss all concerns addressed during the Annual Meeting. Based on your feedback, we have adjusted the fee to minimize impact to the membership. The following exceptions have been added:

- The \$3 Statement Delivery Fee will not affect accounts in which the Primary Account Holder is under the age of 18. This will alleviate concerns for accounts set-up for minors in an effort to start a savings plan.
- Members who do not/cannot sign up for eStatements can visit any branch location during normal business hours to obtain a history print-out for the previous month absolutely free.



We greatly appreciate the chance to revisit this fee and make adjustments to your satisfaction. Of course, eStatements are one sure way to avoid the Statement Delivery Fee, and is, in our opinion, the safest way to receive your statements. With eStatements, your statement information is only available through Online Banking which has security features that exceed industry standard. Your statement is available within 1 business day, and you never have to worry about the statement becoming lost or stolen. An added bonus is that the online system has 6 months worth of statements available at any time, should you ever need to review a month again.

Please visit [www.fhcu.cc](http://www.fhcu.cc) for information on how to sign up for eStatements.

## We Want to Hear From You!



Your thoughts and comments are important to us! Want a new service? Want to see more consumer information in the newsletter? Let us know!

Please write to:  
CU Brief Editor  
115 Boston Ave, Ste 2400  
Altamonte Springs, FL 32701

Or email us at [fh.credit.union@flhosp.org](mailto:fh.credit.union@flhosp.org).