

# YOUR ONE SOURCE



[www.starone.org](http://www.starone.org) | 866.543.5202 | Spring 2011

## 5 Ways to Save with Star One

**B**ecause you're a member of Star One Credit Union rather than a customer at a bank, you enjoy financial benefits every day. Credit unions offer lower loan rates, higher savings rates, and fewer and lower fees than banks. In California, the average annual savings add up to about \$88 per credit union member or \$167 per member household, according to the Credit Union National Association (CUNA).\*

Here are five great ways to save by banking with Star One:

### 1. Open a Star One Checking Account.

Enjoy lower fees than those charged by large banks for comparable checking accounts. For example, the monthly fee for interest-earning checking at Star One is \$3 (waived with \$300 balance in checking or \$5,000 combined deposit and/or loan balance), compared with \$15 at Wells Fargo.\*\* That's a potential savings of \$144 a year right there. The overdraft fee is only \$13 at Star One, plus you can sign up for free overdraft coverage with a Star One Visa® Card. Compare that to overdraft fees of up to \$35 at Bank of America.\*\*

### 2. Deposit to your Star One Money Market Savings Account.

Enjoy liquidity, easy access to your money and a competitive interest rate, whether you deposit \$50 or \$500,000. Star One's current APY\*\*\* is 0.90%, compared with the national bank average of 0.63%.† In one year, a deposit of \$50,000 could earn \$450 in interest at Star One, compared to \$315 at the average bank. That's almost 30% more (no taxes or fees are included in the calculation).

## Money Isn't All You'll Save at Star One

Although extra money in your pocket is a convincing reason to do all your financial business with Star One, it's far from the only motive. We also offer a wide range of services that can help make your financial life easier. Here are some ways to save time and money at Star One:

**1 Set up automatic transfers for loan payments.** You may save 0.25% on your Star One auto loan by setting up automatic payments, and you won't need to worry about making payments on time.

**2 Set up automatic notifications.** With email notifications, you can choose to be notified if your account balance falls below or above a certain level, a check is cleared, a certificate is nearing maturity, or simply get periodic balance alerts. Enjoy more control over your money.

**3 Use ezDeposit to save time and get instant access to funds.** Once you set up ezDeposit, you can scan checks for deposit from the comfort of your home. No trip to the Credit Union to deposit your checks is necessary!

**4 Use Online Bill Pay for recurring bills** to avoid missing due dates and paying late fees.

**5 Enjoy the convenience of more than 28,000 surcharge-free ATMs** and more than 6,000 Shared Branch locations nationwide.

To learn more about how Star One can help you save and make your financial life easier and more convenient, visit [www.starone.org](http://www.starone.org).

### 3. Refinance your car with Star One.

Compare the national average rate for a 48-month new car loan at 5.12% APR† with Star One's current rate of 2.95% APR.†† On a \$20,000 car loan with 48-month term, you could save nearly \$20 a month with Star One, or nearly \$932 in total interest over the

life of the loan. Plus, Star One offers terms up to seven years, easy online loan approval and car-buying resources at [www.starone.org](http://www.starone.org).

**4. Consolidate your credit card debt with a Star One Visa Credit Card.** There's no balance transfer fee, no annual fee and a

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# You Have Extra Time to File Income Taxes!

Normally, the deadline to file your federal and state income tax returns is April 15. However, since April 15 falls on a holiday (Emancipation Day) in Washington, D.C., the federal government has extended the tax return deadline to Monday, April 18. In order to avoid confusion, the state of California has extended its deadline to April 18 as well.

## It's Not Too Late to Open an IRA

Since the deadline to open a Traditional or Roth individual retirement account (IRA) is the same as the tax filing deadline, you have until April 18, 2011, to contribute to your existing IRA or open a new IRA for the 2010 tax year. You can also contribute to your IRA for 2011 now. So take advantage of the opportunity to save for a more secure financial future. The contribution limit for 2011 is the same as last year: \$5,000, or \$6,000 if you are age 50 or older.

## Types of IRAs

There are two main types of IRAs available. Anyone under age 70½ with earned income and their spouses can contribute to a **Traditional IRA**, which offers the potential for tax-deductible contributions.\* Earnings grow tax-deferred until you start taking withdrawals at retirement.\*\*

There is no age limit to contribute to a **Roth IRA**. You must be an income-earner (or the spouse of an income-earner), and eligibility is limited by income. You cannot contribute to a Roth IRA if your modified adjusted gross income is \$177,000 or more (for married filing jointly taxpayers) or \$120,000 for single taxpayers. Roth IRAs are never tax-deductible, but they offer the potential for tax-free withdrawals in retirement if you are at least age 59½ and have held the account for more than five years.\*\*



**You have until April 18, 2011, to open an IRA for the 2010 tax year.**

## eNotices: Get Your Star One Tax Forms Online

Sign up for eTax and eNotices online. Just log in to Online Banking, click on the eNotices tab, and then click on the "Member Preferences" link. Beside the "Document Delivery Preference" drop-down menu, choose "All by Electronic." Don't forget to include your email address and/or your text message email address to receive alerts when documents are posted.

Note that under new legislation passed in 2010, there is no income limit to convert your Traditional IRA to a Roth IRA.

Finally, the deadline to make contributions to a Coverdell Education Savings Account for 2010 has also been extended to April 18.

Visit [www.starone.org](http://www.starone.org) or talk to a Star One IRA Specialist to explore your options.

\* Individuals who do not participate in an employer-sponsored retirement plan can generally take a full deduction for their Traditional IRA contributions. If you or your spouse is covered by a retirement plan at work, deductibility is limited by income.

\*\* Premature withdrawals from both Traditional and Roth IRAs are subject to ordinary income taxes and a 10% tax penalty.

Note that neither Star One Credit Union nor any of its affiliates give tax advice. Consult your tax advisor or attorney for information specific to your situation.



## Upgrade to Touchtone Teller System

Star One has upgraded its Touchtone Teller System. The new system is designed to help you navigate more quickly and does not use service codes. Instead, it is a menu-driven system – simply listen and press a key based on the voice prompt.

The Touchtone Teller provides free automated access to your accounts 24 hours a day, 7 days a week. You can make withdrawals, transfers, loan payments and more. Call **(408) 543-5202** or toll free at **(866) 543-5202** and **choose option 1** to access your account. Once you become familiar with the new system, we're sure you'll find it easier and more convenient to use.



# Join Us for FREE Workshops on College Financing, Financial Success and Share Insurance

Star One is offering **free** workshops providing valuable information about college financing, steps to financial success and how share insurance protects your credit union accounts.

**Registration is required for both workshops.** Space is limited. Workshops are free and open to members and non-members.

Please register at least one day before the workshop by calling **(408) 543-5127**. Leave your name, number of guests attending, daytime phone number and session (location and date) you plan to attend, or visit **www.starone.org** for online registration.

## College Financing 101

Workshop offered in partnership with *BALANCE<sup>SM</sup>*, a financial fitness program. Rising college tuition costs continue to outpace inflation. Through a combination of long-term savings and an understanding of financial aid opportunities, participants will learn how they can make continuing education for their kids – or themselves – a reality.

**Date:** April 13, 2011

**Time:** 6 – 7:30 p.m.

**Location:** Administration Building,  
1306 Bordeaux Drive,  
Sunnyvale, 94089

**RSVP by:** April 12, 2011

## 10 Steps to Financial Success/ About Share Insurance

Workshop offered in partnership with *BALANCE<sup>SM</sup>*, a financial fitness program, and a Star One specialist. Financial success is not always dependent on income; in fact, many people earning an impressive salary struggle to make ends meet because they haven't followed the 10 basic steps discussed in this workshop. From developing a spending plan that works to setting goals to weighing insurance needs, this workshop covers the core concepts necessary to develop and maintain personal financial control. We'll also provide a refresher on share insurance.

### Sunnyvale Session:

**Date:** June 15, 2011

**Time:** 6 – 7:30 p.m.

**Location:** Administration Building,  
1306 Bordeaux Drive,  
Sunnyvale, 94089

**RSVP by:** June 14, 2011

### Stevens Creek Session:

**Date:** June 16, 2011

**Time:** 6 – 7:30 p.m.

**Location:** 3136 Stevens Creek Blvd.,  
San Jose, 95117

**RSVP by:** June 15, 2011



## New Life for Old Blankets



During the month of April, Star One will be collecting new and old blankets and towels to donate to Annie's Blankets, an organization that distributes the blankets to local animal shelters and veterinary clinics. The materials are used to soften the bottoms of crates and kennels, wipe down medical equipment and keep the animals warm and dry.

Donation bins will be available at all Star One branches during April. Your old and new washable blankets and towels can help provide comfort to homeless and injured companion animals.

## 5 Ways to Save with Star One

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competitive rate. Other financial institutions may charge as much as 4% to transfer a balance – that's \$200 on a \$5,000 balance!

**5. Use your Star One Visa® Card for overdraft protection.** By setting up overdraft protection using your Star One Visa Credit Card, you'll pay no fee for overdrafts – just the normal interest that would accrue. Major banks charge about \$10 per overdraft covered by credit card protection, plus you'll still pay the interest that accrues.\*\*

## Keep More Money in Your Pocket

Enjoy the easy, economical approach to managing your finances at Star One Credit Union. Learn more about how we can help you at **www.starone.org** or by calling **(408) 543-5202** or toll free at **(866) 543-5202**.

\* Source: "California: The Benefits of Membership," [www.cuna.org](http://www.cuna.org), June 2010.

\*\* Rates from Wells Fargo obtained online (January 26, 2011, and February 2, 2011) and subject to change. Rate from Bank of America obtained online February 2, 2011, and subject to change.

\*\*\* APY = annual percentage yield. Rate is effective March 1, 2011, and is subject to change.

† Source: [bankrate.com](http://bankrate.com), obtained online March 2, 2011.

†† Your annual percentage rate (APR) may be higher based on credit qualification. The auto loan rates listed include a 0.25% rate discount with automatic transfer and a 0.50% rate discount with direct deposit. The range of APRs for new and used autos is 2.95% to 8.25% after discounts. A \$50 fee will be assessed to refinance or modify a Star One auto loan. All modified loans will be at used auto rate. A sample monthly payment on an 84-month loan at 2.95% APR is \$13.20 per \$1,000. Rates are subject to change.

# Watch Out! It's the Season for Tax Scams

Don't fall for this trap: An official-looking email pops up in your inbox from the IRS requesting information to process your tax refund. There's a link to follow with an urgent message: "Enter account numbers here to avoid further delay." In a matter of clicks, your identity is stolen, financial accounts compromised and your tax refund has been diverted to an overseas account.

## Are They Targeting You?

Common tax scam scenarios include:

- Emails claiming to come from the IRS to gather your personal or financial information. According to the IRS, this is the most frequent IRS-impersonation scam. In this phishing scam, a bogus email claiming to come from the IRS tells the consumer that he or she is eligible to receive a tax refund. To claim the tax refund, the consumer must open an attachment or click on a link contained in the email to access and complete a claim form, which requires the entry of personal and financial information. In reality, taxpayers do not complete a special form to obtain their federal tax refund – refunds are triggered by the tax return you submit to the IRS.
- Dishonest tax return preparers who promise unreasonably large refunds and falsify tax returns, for which you're responsible.
- Tax-filing services that file on your behalf using fake routing numbers so you never get your tax refund.
- Offers for "tax relief" or assistance to reduce the amount you owe the government.



In many of these scams, you'll pay high fees and get nothing in return – except huge headaches and possible legal ramifications. Play it smart this tax season and protect yourself from scams with these tips:

**Never give out personal or financial information** in response to an email or phone call you did not initiate.

**Do not open links in unsolicited email messages** claiming to come from the IRS. Call **(800) 829-1040** to confirm the authenticity of any contact you've received from the IRS.

**Be suspicious of tax preparers encouraging you to make false claims** on your tax return, or promising larger or faster refunds if you pay high fees.

**File electronically**, which is faster and more secure than sending your tax return in the mail. **Choose direct deposit** by entering your account numbers and Star One's routing number, **321177968**, on your tax forms.

## Denial of Services Policy

The Credit Union's Denial of Services Policy provides that a member may be denied Credit Union services for engaging in threatening or abusive conduct, engaging in unlawful activities or failing to comply with Credit Union policies and agreements, as well as causing a real or potential loss. A copy of the policy is available at each branch location or through the mail by calling Member Phone Services.



## Holiday Schedule

Star One branches will be closed to observe:

**Memorial Day** – May 30, 2011  
**Independence Day** – July 4, 2011  
**Labor Day** – September 5, 2011

### Member Phone Service

(408) 543-5202 or  
(866) 543-5202 toll free  
Fax: (408) 543-5203  
Star One Representatives are available 7 a.m. – 11 p.m. Mon. – Fri., and 10 a.m. – 6 p.m. on weekends and most holidays. For your convenience, we use a Shared Branch call center to handle after-hours calls. They can assist you with general questions and basic transactions.

### Branch Hours:

Mon., Tues. & Thur. 9 a.m. – 5 p.m.  
Wed. 10 a.m. – 5 p.m.  
Fri. 9 a.m. – 6 p.m.

### Cupertino

De Anza Branch  
10991 N. De Anza Blvd.  
De Anza Blvd. & Homestead Rd.

### Palo Alto

El Camino Branch  
3903 El Camino Real  
El Camino Real & Ventura Ave.

### San Jose

Blossom Hill Branch  
1090 Blossom Hill Rd.  
Blossom Hill Rd. & Almaden Expwy.

### San Jose

Stevens Creek Branch  
3136 Stevens Creek Blvd.  
Stevens Creek & S. Winchester

### Sunnyvale

Enterprise Branch  
1080 Enterprise Way, #150  
Enterprise Way & 11<sup>th</sup> Ave.

### Website

[www.starone.org](http://www.starone.org)

### Mailing Address

P.O. Box 3643  
Sunnyvale, CA 94088

### Email

[service@starone.org](mailto:service@starone.org)

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration, a U.S. Government Agency.

We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

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