

MEMBER STORIES

A San Francisco Living Icon

Meet Tom Sweeney, retired Beefeater doorman for the Sir Francis Drake Hotel in SF, and SF Fire Credit Union member.



By Joseph Bodie

Golden Gate Park has seen its fair share of important events, joyous celebrations, and countless legends. Today, at least for me, was no exception. Though I didn't know it when I arrived. It was one of those special moments you only realize are special after they've happened.

We arrive early at Stow Lake, we being me and our Media Producer Kirsten, to get everything set up for our interview and photoshoot.

It's a typical foggy morning, the famous mist beautiful above the water, wafting through the many bird-filled trees.

We're here to meet SF Fire Credit Union member Tom Sweeney. He took the time to send us a handwritten postcard with a note that read, "The Credit Union staff is so great. I would not go to any other bank." He's been a member for 64 years. There was a photo of him in the world-famous Beefeater

uniform from the Sir Francis Drake Hotel.

The act of sending a postcard was special. It felt more personal, more connected somehow. His note meant a lot to all of us at the credit union too, since the Beefeaters are renowned for their excellent service. If we can live up to their standards, we must be doing something right. So we called him to see if he wanted to meet up and talk.

Read more:
sffirecu.org/tom-sweeney

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**At SF Fire Credit Union,
we always put you first.**

MESSAGE FROM PRESIDENT & CEO

KATHY DUVALL

The sunny summer skies here in the City bring excitement, warmth, and optimism as we move through our year. The fog of the pandemic is lifting, and we continue to provide the best service to our members to help them achieve their financial goals.

New Services & Events

We are constantly working to be able to offer the best products and services for our members. We were pleased to add both Google Pay and Samsung Pay as digital wallet options. And we redesigned the navigation in Online Banking to create a smoother experience for our members.

Our Shred Day events are another way we help our members navigate their financial life. At our last Shred Day event on June 10th, we helped our members destroy 13,000 pounds of sensitive documents. This free service saved our members close to \$20,000. We're pleased to be hosting another Shred Day on September 10th.

Here to Meet Your Needs

For a lot of our members, summer means summer vacations. Whether you're traveling here in the Bay Area or abroad, remember to bring your SF Fire Platinum Visa®. Earn points for Travel Rewards and Pay at the Pump options, to help you keep more of your money when filling up the tank.

We continue to host monthly homebuying webinars for our members, their friends, and families. If you're thinking about buying your first home or even if that's a few years away, we can give you the information you need to help unlock the doors to your dream home.

Kathy Duvall



President & CEO

FAIR AND TRANSPARENT

2022 General Disclosure Updates

We want to alert members to some changes we've made in 2022.

1. Updated the definition of the words "you," "your," and "yours" to mean each and all of those (whether one or more persons) who sign the Membership and Account Application. The words "we," "our," "it," and "its," mean SF Fire Credit Union, or San Francisco Fire Credit Union.
2. Updated the "General Disclosure and Account Agreement" headline/section to include "Membership" to encompass those members who do not have share accounts.
3. Updated the "Meeting Your Obligations" headline/section to "Conduct Standards and Meeting Your Obligations" to better describe the contents of the section.
4. Updated the "Notice" section to be consistent with CA law.
5. Updated the "Terms and Conditions" header to "Terms and Conditions for Membership and Account Ownership."
6. Updated the word "savings" to "funds."
7. Updated the number of days within which you need to examine your statement and report any unauthorized item to 60 days.
8. Language regarding returned transactions was updated to reflect our current practice of assessing a fee for each time a check, ACH or debit transfer and any other type of item is presented or payment is otherwise requested.
9. Updated language under "IRA Agreement and Disclosure Statement" to describe the disclosure.
10. The credit union will no longer assess an Inactive Account Fee.
11. Our address and telephone number were added to the Online Banking and Mobile Banking General Terms section to make it easier for you to report errors or contact us with questions about electronic transfers.
12. In the Arbitration and Waiver of Class Action and Jury Trial section, we have updated the language to reflect our current process.

Visit sffirecu.org/policies/disclosures/ to view the current disclosure.

COMMUNITY EVENTS

Out & About

CCSF Fire Academy Graduation | May 21st



Steven L. Rucker Golf Tournament | May 23rd



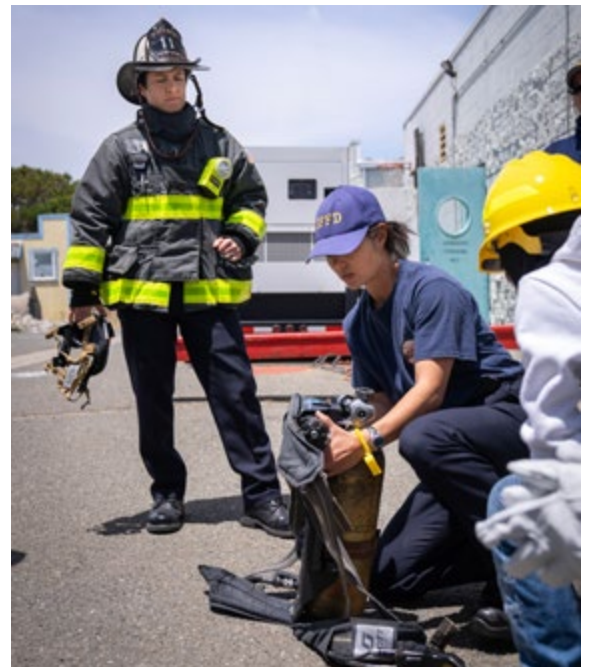
129th Class, Lunch & Presentation | June 2nd



SFFD Graduation, 129th Class | June 3rd



Youth Academy, Treasure Island | June 6th & 7th



2022 National First Responders Stair Climb

Help us raise awareness and provide support for First Responders who are suffering from Post Traumatic Stress Injuries (PTSI).



In-Person Live Climb:

- Saturday, September 10, 2022
- 7:00am PST
- 555 California St., San Francisco, CA

Visit nfrf.org/stairclimb to learn more, register, or donate.

Document Shred Day

Mark your calendars for our 2nd Sensitive Document Destruction Day this year, held at **Stonestown Branch** (parking lot).

Saturday, September 10th

9am to 3pm | Stonestown Parking Lot
565 Buckingham Way, San Francisco CA 94132

Services: On-site Industrial Shredding

Restrictions: The shred trucks can only handle paper documents. No e-waste. They cannot accept VHS/ DVDs, tapes, binders, plastic bags, or cardboard boxes. Please be sure to go through your belongings prior to the event. You do NOT need to remove paper clips or staples, but please remove any binder clips.

DID YOU KNOW?

EDUCATE AND EMPOWER YOURSELF

Personal Finance

Gas prices may keep rising for a while. But there are some things you can do to save at the pump and control your fuel expenses.

Get helpful tips and tricks for managing your personal finances and more in our **Learning Center**.

Visit: sffirecu.org/learning-center/personal-finance/

Calendar of Events

July

Independence Day - Branches Closed (July 4)

August

National Financial Awareness Day (August 14)

September

National Hispanic Heritage Month

National Preparedness Month

Labor Day - Branches Closed (September 5th)

SF Fire Shred Day Event (September 10th)

National First Responders Stair Climb (September 10th)

California Street Branch

3201 California Street, SF, CA 94118

Mint Plaza Branch

12 Mint Plaza, SF, CA 94103

Stonestown Branch

565 Buckingham Way, SF, CA 94132

Branch Hours

Monday – Friday 8:30 a.m. – 6:00 p.m.

Saturday 8:30 a.m. – 3:00 p.m.

Contact Center & Web Chat Hours

Monday – Saturday 7:00 a.m. – 8:00 p.m.

Hours and closures are subject to change, so members are encouraged to check our website frequently for the most current information.

Credit Union Branch Holidays

Monday, July 4 – Independence Day

Monday, September 5 – Labor Day

The Contact Center will be closed on Independence Day and Labor Day.



NMLS #262686

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



AMERICAN SHARE INSURANCE

Your savings insured to \$250,000 per account. By members' choice, this institution is not federally insured, or insured by any state government.

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