

# Mortgage MATTERS

NORTHWEST FEDERAL CREDIT UNION [www.nwfcu.org](http://www.nwfcu.org)

## DURING DIFFICULT TIMES, WE'RE HERE TO HELP

If you're having trouble paying your mortgage or other loans—whether held by NWFCU or another lender—talk to us. We may be able to help. We're committed to helping you weather this economic climate, and stay in your home; avoiding damage to your credit rating and forcible foreclosure if at all possible.

Call our mortgage professionals at 703-709-8921 (1-866-709-8921 toll-free), Monday–Friday, 8:00 a.m.–4:30 p.m., or email us at [mortgages@nwfcu.org](mailto:mortgages@nwfcu.org). Our experienced loan officers will work with you to evaluate your entire financial picture. Whether you're struggling to pay your mortgage, considering a refinance to



lower your monthly payments or trying to choose between loan options, we're here to help.

## Debt Management vs. Debt Settlement



If your financial obligations are spinning out of control, you may be searching for a quick fix to your debt problem. Television and Internet ads promise relief, but before you call or click, it's important to understand the

differences between *debt management* and *debt settlement*.

A **debt management** company acts as the liaison between you and your creditors. They can help make it easier for you to repay debt such as credit cards, medical bills and personal loans by contacting your creditors and requesting certain concessions, such as an interest rate reduction, a waiver of late fees or over-the-limit fees or a reduced monthly payment. You send the debt management company one monthly check and they'll handle paying your multiple creditors. While you'll still be responsible for paying the full balance, the reduced monthly payments make it more manageable for you to do so.

These types of plans are voluntary. You'll sign an agreement for services to start the plan with the understanding that you won't take on any new debt during the plan.

In contrast, **debt settlement** companies are often in business to make a profit, *not* to help you. They charge an upfront or monthly fee (typically 15–20% of your debt total) and offer no guarantees. In spite of their claims, these services are *not* an alternative to bankruptcy. Using these services will not preserve or improve your credit score, cut your debt in half, or eliminate your financial troubles. In fact, using a debt settlement service can damage your credit, set aggressive collection activity in motion, cause your debt to grow and become more problematic, and trigger lawsuits.

Debt settlement companies operate on the premise that your creditors will settle for a lesser amount than the full loan balance. However, there is no guarantee that a creditor will accept partial payment, but you will likely not find that out until after you've signed a contract; then you'll be obligated to pay the debt settlement company and your original debt.

If you're falling behind with your bills, the worst thing to do is nothing. It's important to realize that there is no easy way out and your credit score will probably be affected, but with a debt management plan, creditors will see that you're trying to work through your financial obligations. However, all credit counseling agencies are not the same—

## Member Appreciation Day & Car Show

Join us for Member Appreciation Day, Saturday, April 18 (9:00 a.m.–1:00 p.m.) at our Herndon location, 200 Spring Street. This FREE event features:

- Carnival of games and refreshments
- New & Used Car Show with special dealer incentives and our new car rates as low as 3.50% APR\*
- Secure document shred event
- Two educational seminars:
  - “Capitalizing on the Current Real Estate Market”
  - “Identity Theft: Who's Got Your Info?”

For more details or to register for our seminars, visit [www.nwfcu.org](http://www.nwfcu.org). To register by phone for the ID theft seminar, call 703-709-8900, ext. 5017; to register for the real estate seminar, call 703-709-8921, option 7.

\*APR = Annual Percentage Rate as of 4/1/09 and subject to change without notice.

some will charge high fees, others don't offer counseling to help you avoid issues in the future.

NWFCU recommends BALANCE<sup>SM</sup> Financial Fitness as a trustworthy partner to help you with a debt management plan. Consultations are completely confidential and free to all NWFCU members. A BALANCE counselor will review your situation and offer solutions to fit your needs. To speak with a counselor, call BALANCE at 1-888-456-2227 (toll-free).

# GET 20% OF YOUR AGENT'S COMMISSION BACK AT CLOSING



If the spring market finds you buying or selling a home (or both) you'll want to take advantage of our CU Realty program. This free, members-only service features online tools to help you establish the value of your home, research recent sales in your neighborhood and choose a qualified REALTOR® held accountable to NWFUCU's high service standards.

Register with CU Realty and get free, unlimited access to the Multiple Listing Service plus up to 20% of your agent's commission back at closing

when you use a CU Realty approved agent to buy and/or sell your home.

For more information or to enroll, visit [www.nwfcu.org](http://www.nwfcu.org) and search for "CU Realty."

States and/or major metropolitan areas included in the CU Realty program include: AL, AZ, CA, CO, DC, FL, KS, MD, MI, MN, MO, NM, NV, NC, OH, PA, TX, VA, and WV. New cities, states and real estate agents continuously join the program. Terms and disbursement of rebates vary by state. Rebates are awarded to buyers and sellers registered in the CU Realty program before they begin their home search or sale and who use a REALTOR from the Approved Agent network.

# Fight Fraud: Protection and Prosecution



The Federal Trade Commission estimates that up to nine million Americans fall victim to identity theft each year. Victims suffer ruined credit and can spend hundreds of dollars and hours to clear their names. Now you can take proactive measures to secure your personal data and stop thieves with iSecurity, NWFUCU's partner in the fight against fraud.

iSecurity's services are discounted for NWFUCU members. The premium single plan (individual NWFUCU member protection) is \$12/month; the premium double plan (NWFUCU member and another individual protection) is \$16/month. In return, iSecurity offers these services:

- **Sekure Scan<sup>SM</sup>** – A comprehensive report that includes your address history, all names

associated with your Social Security number, financial account information, weapon permits registered in your name, criminal records, and more

- **Victim Hotline** – 24/7 access to report identity theft incidents and expert guidance to help restore your identity and credit records
- **Financial Recovery<sup>1</sup>** – Up to \$25,000 of financial loss coverage for identity restoration costs, legal defense expenses and lost wages
- **Criminal Investigation and Reverse Bounty Guarantee** – An expert iSecurity agent will manage your case and launch an aggressive investigation should you become victimized. If iSecurity cannot identify the person(s) responsible for the crime within 12 months, iSecurity pays you an \$11,000 bounty.<sup>2</sup>

To enroll, visit [www.nwfcu.org](http://www.nwfcu.org) and search "iSecurity" or call 1-877-838-5734 (toll-free). You'll need your NWFUCU account number to ensure you receive our members-only rate.

<sup>1</sup>Expert assistance, services and insurance underwritten by member companies of American International Group, Inc. The description herein is a summary only; it does not include all terms, conditions and exclusions of the policies described. Insurance coverage not available to residents of New York and may not be available in other jurisdictions.  
<sup>2</sup>Other restrictions may apply. Visit [www.nwfcu.org](http://www.nwfcu.org) for complete pricing, details and iSecurity membership requirements.

## MORTGAGE & EQUITY LOAN RATES<sup>1</sup>

### MORTGAGES

Check with CU

### EQUITY

Term	Max. Loan Amt.	Fixed Rate	APR
<b>5-Year</b>			
90% LTV	\$100,000	5.375%	5.50%
<b>7-Year</b>			
90% LTV	\$100,000	6.000%	6.12%
<b>10-Year</b>			
90% LTV	\$100,000	7.125%	7.24%
<b>15-Year</b>			
80% LTV	\$350,000	7.375%	7.46%
90% LTV	\$350,000	8.375%	8.46%
<b>HELOC</b>	<b>Max. Loan Amt.</b>	<b>Variable Rate</b>	
80% LTV	\$350,000	5.00% <sup>2</sup>	
90% LTV	\$350,000	5.00% <sup>2</sup>	

## AUTO LOANS

### NEW & USED VEHICLE LOANS<sup>3</sup>

Up to 100% financing

	Term	APR
New	12 to 36 months	3.50% <sup>3,4</sup>
	37 to 72 months	4.99% <sup>3</sup>
	73 to 84 months	6.50% <sup>3</sup>
Used	12 to 60 months	5.74% <sup>3,5</sup>
	61 to 84 months	7.74% <sup>3,5</sup>

### LEASES<sup>3</sup>

Up to 100% financing

	Term	APR
New	24 to 60 months	4.99% <sup>3</sup>
Used	Up to 36 months	6.74% <sup>3,5</sup>

## CREDIT CARD RATES

	APR
Visa® Platinum	7.00% <sup>6</sup>
Travel Rewards Gold MasterCard	
with \$30 annual fee	9.00% <sup>7</sup>
with no annual fee	11.00% <sup>8</sup>
FirstCard Visa Platinum	Fixed rate 9.99% <sup>9</sup>

<sup>1</sup>Rates current as of 4/1/09 and subject to change without notice.  
<sup>2</sup>APR = Annual Percentage Rate. Rates apply to HELOC applications received after 12/7/2008. Rate is based on the Wall Street Journal Prime Rate listing on the last business day of the month and is subject to change quarterly. The minimum APR will not go below 5.0%.  
<sup>3</sup>Annual Percentage Rate (APR) current as of 4/1/09 and subject to change without notice. Credit Union members without Access or Premier Checking, add 0.25% to the listed rates. \$20,000 minimum loan required for terms 61 to 84 months.  
<sup>4</sup>This rate is only available for new auto purchases and auto loan refinances from another lender where the auto was purchased as new within the past 12 months.  
<sup>5</sup>When refinancing an existing NWFUCU auto loan or lease to a lower rate using the same collateral, 0.50% is added to the listed rate for administrative expenses.  
<sup>6</sup>Rate is based on the Wall Street Journal Prime Rate listing on the last business day of the month and is subject to change monthly. The minimum APR will not go below 7.0%.  
<sup>7</sup>Rate is based on the Wall Street Journal Prime Rate listing on the last business day of the month and is subject to change monthly. The minimum APR will not go below 9.0%.  
<sup>8</sup>Rate is based on the Wall Street Journal Prime Rate listing on the last business day of the month and is subject to change monthly. The minimum APR will not go below 11.0%.  
<sup>9</sup>FirstCard Visa Platinum is exclusively for members age 15-22. Check with NWFUCU for details.



P.O. Box 1229  
Herndon, VA 20172

**REAL ESTATE LENDING**  
703-709-8921  
1-866-709-8921  
M-F: 8:00 a.m.–4:30 p.m.

**CALL CENTER**  
703-709-8901  
1-866-709-8901  
703-709-8919 (TTY)  
M-F: 7:00 a.m.–7:00 p.m.  
Sat.: 8:00 a.m.–1:00 p.m.

**OTHER SERVICES**  
703-709-8900  
1-800-336-3384  
Auto Locating: ext. 6001

**WEBSITE**  
[www.nwfcu.org](http://www.nwfcu.org)  
**EMAIL**  
[mortgages@nwfcu.org](mailto:mortgages@nwfcu.org)  
**MOBILE**  
[go.nwfcu.org](http://go.nwfcu.org)

# Member Spotlight

"I'm so pleased with the exceptional service provided by NWFUCU. You helped family members in Florida with a disaster relief loan after they suffered losses due to a hurricane. Your support allowed them to restructure their finances to purchase supplies, replace damaged plywood, replace food lost during power outages, and eventually repair damage to their home. Erin in the mortgage department helped my parents for months as they tried to sell their home in a declining market and find a better monthly payment situation. NWFUCU has truly been our partner during rough times."

Krisa S., Reston, VA

# Covering the College Savings Gap

When federal aid, savings and home equity fall short of tuition, room and board, we can help. Learn more at our April 21 seminar. Call 703-709-8900, ext. 5019 or visit [www.nwfcu.org](http://www.nwfcu.org) for details and to register for this free event.



Northwest Federal Credit Union is federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.

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