August 2023

Member Insights

MERCK EMPLOYEES
FEDERAL CREDIT UNION

Member Advisement: New Jersey Shared Branching Location Update

FOR OUR NEW JERSEY-BASED MEMBERS:



United Teletech Financial FCU recently notified the credit union that it will no longer accept shared branch transactions at both its Tinton Falls (205 Hance Ave.) and Neptune (3636 Hwy 33) branches beginning August 31, 2023.

Many of our credit union members utilize shared branching services at both of these locations and we understand that United Teletech Financial FCU's changes will impact your ability to transact with the credit union.

Merck Employees FCU has a variety of self-service options that can be utilized in place of shared branching:

For Deposits

- Checks can be deposited through our mobile banking app. This app allows for deposits up to $9,999.99. If you require a higher limit, please contact Member Services at 732-594-3317 and one of our Member Service Reps will assist in setting that up for you.
- Cash can be deposited at any of the credit union's ATMs. A full list of our ATMs is available on our website by visiting www.merckcu.com/locations-and-hours.

For Withdrawals

- Cash withdrawals can be completed at a variety of ATMs. There is a locator available to find the one nearest you here: www.coop.org/Shared-Branch-ATM.
- Checks can be requested via telephone teller 800-742-3691 and will be mailed to your address on file. Telephone teller is available 24/7 and checks are mailed during the credit union's regular business hours.

Online Services

- The credit union offers an array of online services that you can find here: www.merckcu.com/services/online-account-services.

Stay Alert with the Latest Scam Information



Consumers must stay alert to the latest attempts by scammers to access personal financial data and steal identities.

Check Washing

Check washing is a decades old bank fraud scam but recently, it's on the rise again. In fact, if you send and receive checks via mail, experts say you may be vulnerable. Have you ever sent a check that was cashed, but the recipient said it never arrived? You may be the victim of check washing. Check washing scams involve changing the payee names and often the dollar amounts on checks and fraudulently depositing them. Occasionally, these checks are stolen from mailboxes and washed in chemicals to remove the ink. Some scammers will even use copiers or scanners to print fake copies of a check.

Financial Institution impersonation scams are also on the rise with the most common scams happening over emails, text messages and phone calls. Scammers are using all sorts of tricks to get you to believe you are communicating with an actual credit union employee.

Phone Calls

Scammers may also pose as Financial Institution employees claiming they need to discuss an important matter related to your account. They will ask you to answer a few questions to verify your identity.

As you are relaying the information, the scammers might be accessing your account online with the information you provide. This may trigger a multi-factor authentication code or PIN sent to your phone, which the scammer will ask you to give them. Some scammers can spoof phone numbers to make them appear like a local number or display the Financial Institution's name.

Rahway Fest a Hit!



Sal Calabro (left), one of the winners from Merck & Co.'s recent Rahway Fest celebration that recognized the company's reimagined corporate headquarters in Rahway, NJ, stopped in at the Upton Place Branch to pick up his new AirPods from credit union President Paul Gentile (right).



Gentile also presented another winner, Matthew Fam, with a brand-new iPad. (Pictured left to right: Gentile and Matthew Fam).

The credit union held an "enter to win" for Merck employees that visited the credit union's booth during Rahway Fest and Calabro and Fam were two of three lucky winners!

(Continued from Stay Alert...)

Email or Text Scams

You might receive an email or text message that appears to come from your Financial Institution. Most commonly, they'll claim you have a suspicious charge to your debit card or checking account and need some information to restore your account or confirm your identity. They will ask you to provide your personal information, account or card numbers, PINs, or passwords to gain access, take over your account, and steal your money.

E-Statement Platform Gets a Refresh

As more and more Americans move to paperless statements and bills due to mail delays and fraud, the credit union opted to enhance its existing e-statement platform to provide members with the most secure and informative space to retain statements, tax documents and other important credit union notices.

The provider of the credit union's statements isn't changing, but the newly designed platform is more secure and will provide a better user experience for members when they access these documents and notices.

As we get closer to our live date for the platform, we will update our website with screenshots and notes on any important changes.

One great new enhancement, ALL members will be able to access their documents online whether or not they are registered for e-statements. This can be beneficial if you need a document in a pinch and aren't able to retrieve the physical copy.

Thinking about switching to e-statements?

E-statements offer all of the features of paper statements, and our newly designed platform even has a link to our newsletters so you don't miss any of the content we share.

Plus, e-statements are more secure than paper statements, arrive more quickly and are better for the environment!

Stay tuned for more information on when the new platform will be available for you to visit.



Featured Loan & Deposit Rates

Auto Loans as low as 5.10% APR*	**Home Equity as low as 8.00% APR***	**Credit Cards as low as 13.00% APR***
E-Checking 0.125% APR*	**Savings 1.25% APR***	**Share Cert. 6 months 3.92% APY***
IRAs 1.80% APR*	**IRA Cert. 6 months 3.92% APY***	

**Annual percentage rate. Visit www.merckcu.com or visit a branch for more information.*

MERCK EMPLOYEES FEDERAL CREDIT UNION
Your Prescription to Financial Health

Member Services: 732-594-3317
Loan Department: 732-594-3018
Debit Card Lost/Stolen: 800-554-8969
Credit Card Lost/Stolen: 800-237-6211

Established in 1936, Merck EFCU is federally-chartered and federally insured by the National Credit Union Administration.

NCUA