

KBR Heritage Federal Credit Union

Delivering Service Second to None!



November 2009
Newsletter

Are they playing 'Fair'?



Apparently Not! The government did not think so and apparently neither did the average consumer. According to some recent surveys 21% of consumers said they were treated "unfairly" by their credit card companies. And 32% have paid off and closed at least one credit card since January of 2008. The research also found that half of those that canceled their credit cards, did so as a direct response to the actions of the credit card company. *They obviously didn't like having their limits cut or fees charged to the account. Nor did they like the hiking of rates at the drop of a hat!* Consumer Reports says its poll reveals only 41% said they were *highly satisfied* with their credit card.

"We Play Fair"

What can you do about it? The surveys are showing that most consumers say they are charging less than they did a year ago. And the government has

stepped in with the new **Credit Card Reform Act** that offers consumers some protection against these 'games' credit card companies have been playing with consumers.

Are they going to play 'Fair' now? Or are they working on new plans? Fortunately for credit union members who have their MasterCard thru KBR Heritage FCU, they don't have to worry about their accounts. *"We play fair"* says Mary Hawk, President/CEO of KBR Heritage FCU. *"Our members want and need a card they can use world wide and one that they can count on. Our MasterCard gives them that security. It gives them a fair interest rate and they don't have to worry about outrageous fees and rate hikes that are happening on other credit cards."* Ms. Hawk advises members to watch their credit card statements closely. Now may be the best time to start consolidating.

It's Time For Change



Change can be good. Especially if it results in change in your pockets! Right now, members can take advantage of the credit union's Holiday loan special to make some changes in their finances. Take advantage of the great rate to pay off existing credit card balances or prepare for the holidays.

**3.9%
apr** **\$5000.**
24 Months

For a limited time, members can take advantage of the Holiday Loan Special of up to \$5000. at only 3.9% apr and take up to 24 months to repay. Certain restrictions apply so please contact the Loan Department for details.

Don't Play Their Game -- The cards are stacked against you!

Plain! Simple! Fair! Straight forward! That's the KBR Heritage Federal Credit Union way. Our Platinum MasterCard gives you world wide acceptance. It offers you security, Peace of Mind, and comfort in doing business with someone you know you can trust.

Call and speak to any of our loan representatives about getting your MasterCard account today. And if you already have one, now's a good time to see about increasing your limit before the holidays arrive.

Call (713) 753.3022 or email your request to creditunion@kbrhfcu.org



Holiday Schedule

Thanksgiving Day - Closed
Day After Thanksgiving - Closed
Christmas Eve - Closing at 2 pm
Christmas Day - Closed
New Year's Eve - Closing at 2 pm
New Year's Day - Closed

President/CEO Mary Hawk

Board of Directors: Kathy Hancock, Paul Kramer, Don Ricketts, Bill Simister, Byron Smith, Bob Telschow and Glenn Wong

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**5 Star Rating
by
Bauer Financial Inc.**

***Service ...
Second to None!***

