

Spring 2025 Newsletter

Lobby Hours Monday, Tuesday, Thursday 9:00am-5:00pm

> Wednesday 10:00am-5:00pm

Friday 9:00am-5:30pm

Drive-Thru Hours 7:30am-6:00pm

Saturday Drive-Thru Hours 9:00am-1:00pm

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CONTACT US!

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SUPPORT@STARCU.ORG

LEAVE A REVIEW!





A Message from the CEO

As we wrap up another quarter at STAR Financial Credit Union, I want to take a moment to express my gratitude for your continued trust and support. This past quarter has been a period of positive transition and focused growth. Together with our dedicated team, we've been working diligently to strengthen our services, enhance member experiences, and streamline operations to better serve you.

One of our top priorities has been improving our branch infrastructure and technology to ensure smoother, more efficient banking experience. We have also made strides in organizing our internal systems, aiming to create a foundation that supports both our members and staff more effectively.



With the state examiners' recent visit, we took the opportunity to review our practices and ensure that STAR Financial continues to meet and exceed the highest standards of financial responsibility and service. These evaluations help us grow stronger and maintain the trust you have placed in us.

Looking ahead, we are excited about the future. We are committed to exploring new opportunities to expand our services, invest in our community, and continue building a credit union that you are proud to be a part of.

Thank you for being a valued member of STAR Financial Credit Union. Your loyalty is what makes our community strong. As always, if you have any feedback or ideas on how we can better serve you, I encourage you to reach out.

Warm regards,

Holly Luca

JOIN OUR BOARD AND SHAPE THE FUTURE OF STARCU!

We're on the lookout for passionate, dedicated individuals to join our Board of Directors! If you're excited about making a difference, guiding our growth, and serving our amazing community, we'd love to hear from you. Reach out to Holly Luca, holly@starcu.org to learn more about this rewarding opportunity—let's build something great together!

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Join Us!

All classes will be on the 3rd Thursday of each month from February— October! Start: 6 pm

End: 7:30 pm

CONGRATS TO THE CLASS OF 2025!



2025 Holiday Closures

Memorial Day

May 26th

Juneteenth

June 19th

Independence Day

July 4th



OUR TEAM CONTINUES TO GROW!

We're thrilled to share some exciting updates from the last quarter at STARFCU! Our team has been buzzing with growth and opportunity, as we've celebrated several well-deserved promotions and welcomed fresh talent to the crew. While we'll miss the colleagues who've moved on to new adventures, we're overjoyed to see our team members thriving and stepping into new roles.

This quarter, we're proud to spotlight four STARFCU rockstars who've earned promotions through their hard work and dedication:

- Marcus Silva, who joined us in 2021 as a scanner, has been on an incredible journey through member services and into the Accounting Department. In February 2025, fresh off earning his finance degree from Texas A&M University-Corpus Christi in December 2023, Marcus stepped up to Accounting Manager. Talk about a superstar!
- Marissa Suchil, a familiar face who rejoined us in November 2024 as a Member Service Representative, hit the ground running and soared to Accounting Clerk in March 2025. We're so happy to have her back and shining bright!
- Timothy Rivera, who kicked off his STARFCU journey as a teller in April 2024, brought his skills from sales and insurance to the table. His talent and drive earned him a spot in Collections in February 2025—what a fantastic leap!
- Vonnie Munoz, another returning champ who came back to us in August 2024 as a Member Service Representative, has climbed the ladder to Teller Supervisor at our McKinzie branch in March 2025. Her leadership is already making waves!

We're bursting with pride for these team members and can't wait to see the amazing things they'll accomplish in their new roles. Here's to a quarter full of growth, excitement, and new beginnings!

INTRODUCING ACH ORIGINATION

ACH is finally here for FREE! As a quick and convenient way to transfer funds between financial institutions, members can directly initiate ACH transactions for loan payments. Eliminate the need to call in or use Bill Pay by contacting the Credit Union today!

SECURITY TIPS

As we spring forward into a new season, it's a great time to refresh your security habits! Here are some seasonal tips to help protect your personal and financial information:

- 1. Spring Clean Your Passwords—Now is the perfect time to update your STAR online banking password. Make sure they're strong and unique to keep your information safe.
- 2. Go Paperless for a Greener, Safer Spring—Reduce your risk of identity theft by switching to electronic statements and electronic receipts for your STAR account. Paperless statements and receipts are easier to monitor and protect.
- 3. Shred Old Documents for a Clean Start—Spring cleaning isn't just for your home it's for your files too. Shred outdated statements and personal documents to prevent identity theft.
- 4. Be Cautious with Spring Break Travels—If you're heading our for vacation, avoid accessing your STAR online banking from public computers or unsecured Wi-Fi networks. Always use a VPN or a secure connection for peace of mind.



Seamless Solutions:

Move Your Auto Loan with Ease!

For a limited time, qualified borrowers can now transfer loans from other institutions and receive a 1.0% rate reductions!