



# mygennews

MyGenFCU.org

GENERATIONS FEDERAL CREDIT UNION



## Letter from the President

We're beyond pleased to announce that on November 1, we'll introduce three brand new products to add even more convenience to managing your personal finances.

- Generations Rewards Credit Card
- GEN Pay - Buy Now Pay Later from GFCU and
- New online Card Management Tools

Generations Rewards will replace our current Visa Credit Card rewards programs (Earned and Earned Signature Rewards). To kick off this program, we'll be offering all current Rewards cardholders a one-time bonus of 500 points. In addition, Rewards cardholders will receive double points from November 1, 2023 through January 2, 2024, so you can get rewarded for your holiday shopping. Please see the article inside this newsletter for important dates about the launch of Generations Rewards.

If you're a fan of Buy Now Pay Later, you'll be a fan of GEN Pay, the new GFCU BNPL feature. GEN Pay will be available for qualifying purchases made with your GFCU Visa debit card. Eligible purchases will appear in your online and mobile banking, and you'll be able to select the repayment options that meet your needs.

And finally, our new online Card Management Tools will allow you to change your card PIN, replace lost or stolen cards, set up notifications, and more.

Also in the fourth quarter, we'll be launching a refreshed mygenfcu.org website. We've surveyed members and studied the data, and we'll be enhancing navigation to help reach the services you need. We'll also make it easier to find answers to your questions about GFCU accounts and services. Look for announcements in your email inbox later this year.

Members of our Board of Directors, senior leadership team and future branch staff celebrated the groundbreaking for our Potranco Branch in August. After months of working behind the scenes to get the site ready for construction, we were excited to pick up shovels and "move dirt" right on the location of the new branch. Since then, crews and bulldozers have been busy preparing the site for the next stages of construction. Grand opening is slated for early 2024, and we hope to see you there.

In other recent events, Generations FCU was named the top mid-sized company/organization donor in the annual Stuff the Bus event held by Communities in Schools - San Antonio. Our entire team is proud of this accomplishment, especially because our closest competitors in this category have more employees and locations. We are grateful for the generosity of our members, teams and volunteers. Please visit the #GFCUCares page on our website for even more of our recent community activities.

We are grateful for your continued membership. We look forward to continuing to being your financial partner for generations to come.



**Ken Raymie**  
President & CEO

## Important Dates

**Monday, October 2 -  
Tuesday, October 31, 2023**

Board Nominations open for applications. See enclosed article for details.

**Monday, Oct. 9, 2023**

Colombus Day Holiday Closure

**Thursday, Oct. 26, 2023**

All Branches, Call Centers and Offices open at 11 AM due to All Staff Meeting

**Saturday, Nov. 11, 2023**

Veterans Day Holiday Closure

**Thursday, Nov. 23, 2023**

Thanksgiving Holiday Closure

**Monday, Dec. 25, 2023**

Christmas Day Holiday Closure

**Monday, Jan. 1, 2024**

New Year's Day Holiday Closure



**2023 Light the Night Walk**  
Leukemia & Lymphoma Society

Snap the QR Code to support our team through October 31, 2023.



LEUKEMIA & LYMPHOMA SOCIETY® | **LIGHT THE NIGHT WALK**

# BOARD NOMINATIONS



The affairs of Generations Federal Credit Union are governed and overseen in accordance with GFCU bylaws, by volunteer members just like you. Three (3) positions on the Board of Directors are up for re-election in 2024. Details outlining volunteer commitments and expectations are available at [mygenfcu.org/about/board-of-directors](https://mygenfcu.org/about/board-of-directors).

Beginning on Monday, October 2, 2023, interested members may download the 2023 Volunteer Application at [mygenfcu.org/boardnominations](https://mygenfcu.org/boardnominations). Applications are also available at the Generations FCU Headquarters front desk, 1100 NW Loop 410, Suite 800.

Applications are due by 5 pm on Tuesday, October 31, 2023. Fully and properly completed applications must be returned to the Credit Union through the following delivery options:

- In-person at Generations Federal Credit Union Headquarters, 1100 NW Loop 410, Suite 800 Front Desk
- By mail to Generations FCU, ATTN: Marketing Dept., P.O. Box 791870, San Antonio, TX 78279-1870
- Email scanned, signed copy to [CorpComm@mygenfcu.org](mailto:CorpComm@mygenfcu.org)

Please contact [CorpComm@mygenfcu.org](mailto:CorpComm@mygenfcu.org) with questions.

## Get Ready For generations rewards



Effective Wednesday, November 1, 2023, our Earned Rewards and Earned Signature Rewards will become Generations Rewards, with even more features and benefits designed just for you!

To celebrate the launch of Generations Rewards, cardholders will receive:

- **500 Bonus Rewards Points**, available on November 1, 2023.
- **Earn 1.5 Points for every \$1 transaction** available every day, and valid for up to two years from date received.
- **PLUS Earn Double Points** on all eligible Generations Rewards purchases from October 31, 2023 - January 2, 2024.

Here are just some of the opportunities available with Generations Rewards points:

- **Real Time Rewards**
  - **Statement Credit** - Use your rewards to pay off the balance of your Generations Rewards credit card (within 1 to 2 statement cycles, depending on the date of your purchase)
  - **Pay With Points and Fuel With Points** - Redeem rewards on purchases with qualifying transactions at participating retailers.
- **Cash Back** - Transfer all or part of your Generations Rewards earnings to your GFCU Checking Account
- **Gift Cards** for online and in-person retailers
- **Travel Purchases** including airfare and accommodations
- Use Rewards to cover Skip-A-Payment fees, or receive a 0.25% reduction on your APR\* on qualified new loans.  
\*APR is Annual Percentage Rate, discount available for qualifying loans enrolled in automatic payments from a MyAdvantage Checking account at time of closing. Restrictions apply.
- **Charity Donations** - Join #GFCUCares in supporting local charities who are #MakingWaves and providing services right here in our community
- **Theme Park Tickets** and more!

Current accounts will be transitioned automatically, and no action is required. Look for complete details in your email inbox. If you're not already a Rewards cardholder, you can apply today to receive all the Generations Rewards benefits at [MyGenFCU.org](https://MyGenFCU.org).

## generations rewards



## INTRODUCING GEN Pay

Buy Now  
Pay Later  
is coming to  
GFCU



**Nov. 1, 2023**

Buy Now, Pay Later is coming to Generations FCU! Say hello to GEN Pay.

What is GEN Pay?  
For the first time ever, you can turn your eligible debit card purchases into monthly installment plans.

Here's how it works:

1. Use your debit card at your favorite spots
2. Go to the GEN Pay tab on your GFCU Mobile Banking app
3. Select the offer that works best for you
4. Have your purchase amount deposited back into your account within 24 hours

Look for more information in your email inbox and our website in October.

## Online Card Management Services Coming Nov. 1

Beginning November 1, 2023, we're adding more tools to Online & Mobile Banking to help manage your GFCU Debit and Credit Cards

- Change your PIN
- Freeze card
- Replace card if lost, stolen or damaged
- Travel notifications

Look for more information in your email inbox and our website in October.