



Community comments

Vol. 42, No. 1
January 2016

A newsletter from:
Community Savings Bank
Your Personal Neighborhood Bank
4801 West Belmont Ave., Chicago, IL 60641
www.communitysavingsbank.com



It's Your **CHOICE!**

Community's Total Service offers the best in **traditional** and **electronic** banking.

Community remains committed to bringing quality banking products and services to our neighbors. As a locally managed bank we are proud to offer:

- Experienced, knowledgeable employees (*many bilingual in Spanish or Polish*)
- Over 120,000 Surcharge-Free ATMs worldwide through the STAR^{sf}, Allpoint and MoneyPass[®] Networks
- Online and Telephone Banking – 24/7
- Convenient Drive-Up and Express Lobby hours
- Many No-Fee Services
- Fixed Rate Mortgages offer competitive interest rates and stable payments
- FDIC Insurance on all deposit accounts up to \$250,000, according to FDIC rules and regulations

Your Personal Neighborhood Bank always puts the customer first. Whether you prefer traditional or electronic banking, it's your choice when you bank with Community Savings Bank.



Start saving today,
no matter how small the amount,
you won't regret it.

page 3



Fixed-rate mortgages that
offer peace-of-mind.
Bilingual Counselors to help
you navigate the process.

page 4



120,000+ Surcharge-Free ATMs



Over 120,000 Surcharge-Free ATMs

page 6

Community le ofrece una variedad de hipotecas con interés fijos y préstamos de equidad de casa. Para más información referirse a la pagina 4.
Community Savings Bank oferuje pożyczki na domy, Home Equity, oraz Linie Kredytowe. Więcej informacji znajdziesz na stronie 4-tej.



a letter from **the president**

Dear Friends,

At Community we have built strong relationships with customers and neighbors for over 70 years from the bank's single location at Cicero and Belmont. The bank's business goals continue to be helping customers both save for the future and own homes. Community continues to be independent, locally managed and mutually owned.

Through these years consumers have benefited from Community's competitive banking products, no fee services, and courteous and professional customer service provided by our knowledgeable staff. Customers can still bank at Community in person by visiting the main office or our drive-thru facility. No fees are charged for banking in person.

Community also offers customers the opportunity to bank electronically and take advantage of the security and convenience of banking online or via telephone. E-Statements add a greater level of security, speed and convenience. Community customers have access to over 120,000 "surcharge free" ATMs worldwide, through Community's alliance with the STARs[®], Allpoint and MoneyPass ATM networks. Community never charges customers a fee for using another bank's ATM.

Community remains among the nation's strongest banks. The bank's net worth is nearly 15% of total assets and is nearly three times the level for federal regulators to consider a bank "well capitalized." The bank's strong capital base helped it remain stable during the recent financial crisis, and puts Community in a position to help serve customers for many years into the future. Community's strength is backed up by deposit insurance from the FDIC. All deposits are insured by the FDIC up to \$250,000 according to the FDIC's rules and regulations. We still follow the guiding principle established by Community's founder, Peter H. Clevon, which states that *"The safety and protection of our members' funds is always our most important consideration."*

Community has mortgage money to lend. All loans are at fixed rates and held in Community's portfolio. All lending decisions are made here at the bank. As a portfolio lender, borrowers can always contact someone at Community for answers should any questions arise. Now might be the right time to buy a home or to refinance since interest rates and home prices are still low. We would welcome the opportunity to serve you.

Community's wide range of deposit products are described on page 7 of this newsletter. Please look through the list of deposit accounts or contact a New Accounts officer at Community to help you find the account or accounts that best fit your needs.

I would like to thank our many customers for their business through these years. If you don't already bank with Community I invite you to give us a try. You will find Community brings you superior banking value.

Sincerely,

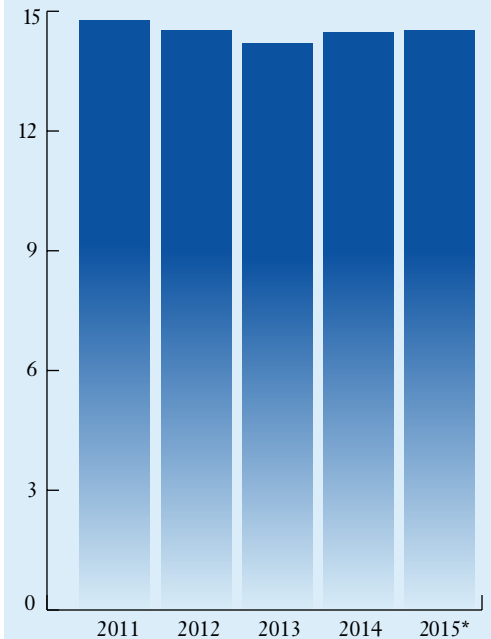
Dane H. Clevon, Community Savings Bank, Chicago



Dane H. Clevon
President &
Chairman

FINANCIAL **strength**

Total Net Worth Ratio to Assets



Community's capital is approximately three times the amount needed to be considered well capitalized by federal regulators.

At the end of December 2015, assets were \$409,500,000 and capital, or net worth, was \$61,050,000. The resulting ratio of net worth to total assets was 14.9%, a fundamental measurement of a bank's strength.

*Estimate as of 12/31/2015

All deposit accounts at Community are **insured up to \$250,000 by the FDIC** according to its rules and regulations.

Advice from the FDIC and the CFPB



Identity theft tips for older adults

Identity theft occurs when thieves steal your personal information such as credit card or social security numbers. They use your personal information or identity to commit fraud or crimes.

How to Avoid Identity Theft

- **Protect your SSN, credit card and debit card numbers, PINs, passwords, and other personal information.** Never provide this information in response to an unwanted telephone call, fax, letter, or email.
- **Protect your incoming and outgoing mail.** Use a locked mailbox or post office box if you can. If your mailbox is not secure, remove mail promptly when delivered. Use a U.S. Postal Service mailbox, hand to a mail carrier or take mail to the post office instead of leaving for carrier pickup.
- **Sign up for direct deposit.** Prevent someone from stealing a check from your mailbox and forging your signature to access your money. Sign up for direct deposit of your paycheck, retirement check, or state or federal benefits.
- **Keep your financial trash "clean."** Thieves pick through garbage to find financial detail to commit fraud. Shred financial papers before throwing away.
- **Keep a close watch on your bank account statements and credit card bills.** Monitor these statements each month and contact your financial institution immediately if there is a discrepancy in your records.
- **Avoid identity theft on the Internet.** Never provide bank account or other personal information in response to an unsolicited email, or when visiting a website that does not explain how personal information will be protected.
- **Review your credit report annually and report fraudulent activity.** Review your credit report carefully for warning signs of actual or potential identity theft.

SOURCE: FDIC/CFPB. "Identity Theft." Money Smart for Older Adults - Participant/Resource Guide. June 2013: 20-23.
Print brochures from the Consumer Financial Protection Bureau (CFPB) can be found at <http://promotions.usa.gov/cfpbpubs.html>.
CFPB can be reached at 1-855-411-CFPB (2372) or www.consumerfinance.gov.

Community has many good choices to help you start **saving**.

Individual Retirement Accounts

Community can help you with a traditional or Roth IRA. Neither IRA has a yearly maintenance fee.

Contributions for the 2015 tax year are \$5,500 for individuals, and \$11,000 for married couples who file jointly (up to \$5,500 for each spouse's IRA). An additional \$1,000 "catch up" contribution is available for individuals who are 50 or older. The same limits apply for 2016 IRA contributions.

Certain restrictions apply. IRAs are subject to IRS rules and regulations. See your tax advisor to see if you qualify.

Short & Long Term CD Savings

- Total T or Total T Plus Certificate (6 months)
- Total T Special Certificate (Call for current term)
- One Year, 18, 30, 42 & 60 Month Certificates

First-time Home Buyers CD

Helps local home buyers save a down payment.

- High certificate rate of return
- Deposit up to \$12,000 a year – up to 5 years
- "Bump Up" to five-year CD rate – one time
- CD includes a 1% grant and waiver of the early withdrawal penalty if a mortgage is obtained from Community. Funds must be used for a down payment on a first home.

For first-time home buyers only. Terms and conditions apply.

Five-In-One Certificate

Long-term with short-term flexibility. One year term, automatic guaranteed higher renewal rates for up to five years. You can withdraw funds, without penalty, on any annual maturity date.

The Five-In-One is available to Regular Banking Customers who maintain a Regular Savings or NOW Checking account of \$1,000 or more. Minimum balance to open and obtain disclosed APY is \$2,500; maximum \$100,000. Withdraw without penalty on any annual maturity date. Withdrawals between maturity dates incur penalty of 30 days of interest, earned or not. Interest is transferred to a related NOW checking or saving account monthly. Other terms and conditions apply. See page 7 for more information.



A Community mortgage is always a **good choice.**



Owning a home is a smart financial decision and Community is here to help you make it happen.

Whether you are ready to learn the difference between a 15 and 30-year mortgage or want to start saving for your first down payment, we are here to answer your questions and get you started on the right path.

If you are already in the home of your dreams, but would like to add some improvements, stop in. Talk to one of our knowledgeable Mortgage Counselors about our Home Equity options.

We are here to help!

Art Neville
Vice President & Chief Lending Officer



Meet two of our Bilingual Mortgage Counselors



Maria Ayala

Si usted desea una tasa de interés baja y fija para su hipoteca por favor visítame o llámeme.



Elzbieta Bis-Slowik

Jeśli jesteś zainteresowany pożyczką która ma niskie koszty i stały procent to proszę wstąpić do nas lub zadzwonić po informacje.

15-Year Mortgages* can save you thousands of dollars in interest. They also allow borrowers to build equity faster and get a lower rate than 30-year mortgages.

*For example: a \$100,000 loan with a term of 15 years will have 180 monthly payments of \$708.76 with a corresponding Annual Percentage Rate (APR) of 3.681%. A \$100,000 loan with a term of 30 years will have 360 monthly payments of \$491.94 with a corresponding APR of 4.428%. Minimum down payment for both loans is 20%.

Fixed Rate Mortgages are the only kind of mortgage Community offers for the purchase or refinance of residential properties. Principal and Interest payments will never change throughout the life of the loan.

Zero Points Mortgages are home ownership programs that help keep buyers' "up front" costs low.

Multi-Family Loans are for multi-family residential properties. They are also available with great terms and rates. Call Art Neville to learn more.

Home Equity Loans help you borrow to pay for any large purchase. If Community holds your mortgage or if you own your home outright, borrow for home repairs, new car, college tuition or any big expense.

Home Equity Line of Credit Loans (HELOC) help you tap the equity in your home for purchases... borrow what you need, when you need it.

Community's Home Improvement Program (CHIP) is another unique product from Community. It enables qualified homeowners to borrow up to \$10,000 for home improvements.

First and second mortgages combined can be up to 95% of your homes value. For example: a \$10,000 CHIP loan with a term of 5 years will have 60 monthly payments of \$189.86 with a corresponding Annual Percentage Rate of 5.312%. Maximum loan amount is the lesser of \$10,000 or 95% of the property's value.

Community's Home Ownership Program (CHOP) makes it possible for a qualified applicant to buy a home sooner. It offers a low down payment and a fixed interest rate. One and two flat properties are eligible. Income and loan caps apply.

Community's Pay-O-Matic Program saves 1/4% off your mortgage interest rate. Sign up and your monthly payment is automatically deducted from your NOW checking account or your statement savings account.

Land Trust Services... set up this simple, inexpensive arrangement to manage ownership of your real estate during your lifetime and beyond. To learn more, call 773-794-5260. You may wish to consult an attorney before entering into a Land Trust agreement.

All loans are subject to Community's underwriting standards.

Neighbors helping neighbors...



Community employees and helpers on Shred Day during Customer Appreciation Days in October

Customer Appreciation Days - Oct. 2015

This annual event gives Community the opportunity to thank its customers, welcome hundreds of neighbors to spin the prize wheel, enjoy refreshments and meet employees. On Saturday, customers shred old documents to combat identity theft.

Back to School Days Celebration - Aug. 2015

More than 50 neighborhood kids attended and won supplies for going back to school last fall. Kids spun the prize wheel to win a Target gift card, USB flash drive or backpack among many fun and useful prizes.

Helping Feed the Hungry During the Holidays

Our annual Holiday Food Drive benefited the Irving Park Food Pantry. Nearly 200 food items and \$2,000 were donated to feed the hungry. Community matched all donations with a cash contribution.

Toys for Tots

Community again collected toys for donation to the U.S. Marines Toys for Tots program. Customers and employees donated many new toys to this worthy cause.

Tree Decorating

Neighborhood kids helped decorate our holiday tree again this year. We appreciate the artistic efforts of all the kids who added their personal touches to our tree.

Local children helping decorate our tree.

"Thanks to all who helped us support these important causes and to all who participated in these neighborhood events." Dane Clevon



Customer Appreciation Volunteers: (L to R) Ashley Engebretsen, Isaiah Aguilar, Monika Meyers and Ashley Castañeda.



Community employees with local children at Back to School Days



Community employees Jenel Ventura (L) and Kathy Gluchowski (R) promote Holiday Food Drive.

EMPLOYEE highlight



Nancy Unger Celebrates 25th Anniversary

"Nancy performs a number of important tasks behind the scenes in Community's Mortgage Department. We thank Nancy for her dedicated work. She is a valued member of our staff."

Dane Clevon



Advice from **FDIC Consumer News**

At the **ATM**: Minimize fees & maximize security



Dane H. Cleven using his Total Service Card at an ATM in Krakow, Poland, this past fall. Using ATMs is an efficient and affordable way to get foreign currency while abroad.

Keep in mind when visiting an ATM

1. Know which ATMs you can use for free. Generally, you can use your own institution's ATMs without fees. Your institution may also be part of a no-fee ATM network.
2. If you cannot use a fee-free ATM in your bank's network, know that fees can vary.
3. Consider other ways to keep ATM fees down. Withdrawing more money at one time (such as \$100 or \$200 instead of \$20 or \$40) can mean fewer trips to the ATM and less transaction fees. Using your debit card to get "cash back" at a checkout is another option.
4. Guard against overdrafts, which can be costly.
5. See if your bank's ATMs have new features that can be helpful to you.
6. Keep personal safety in mind. Be aware of your surroundings, particularly if there is anything suspicious, such as a broken light or someone loitering nearby. Have your card in your hand as you approach and put cash away promptly.
7. Walk away if you notice something suspicious at the machine. Scratches or tape near where your card would go could indicate fraudulent recording devices have been attached for "skimming."
8. Take precautions with your ATM cards. Know where your current cards are and keep them safe.
9. Protect your PINs. Memorize them and never write it on your ATM card or on a piece of paper in your wallet.
10. Immediately report a lost or stolen card or anything else that could be a warning sign of a problem.

SOURCE: FDIC. "At the ATM: 10 Ways to Minimize Fees and Maximize Security." FDIC Consumer News, Summer 2015: 3. A complete copy of this FDIC article can be found at www.fdic.gov/consumernews, or by calling the FDIC at 877-275-3342.

Electronic banking convenience from Community Savings

Online Banking

Log onto our website and easily complete your banking transaction or request in seconds – all with state-of-the-art security. There's no fee for use and our Bill Pay* feature saves on checks and postage. Go to www.communitysavingsbank.com to learn more. Be sure to keep anti-virus software up-to-date and run frequent systems scans.

*Subject to terms & conditions. Fees may apply for Bill Pay.

E-Statements offer many benefits: Security, speed & convenience • No paper statements to shred • Available anywhere in the world • Convert your paper statement to an E-Statement online or call a New Accounts staff member with questions.

Total Service Connection

Telephone banking in English, Spanish & Polish. Check interest rates, balances, deposits and cleared checks. Transfer funds between accounts with pre-authorization – call 773-685-3947.

Direct to Mexico and Europe

Send money to relatives out of the U.S. See a savings counselor to learn more.

Rewarding Credit Cards

Choose the one that offers the rewards you want: Visa® Platinum, Visa® Bonus Rewards, Visa® Bonus Rewards Plus, Cash Rewards American Express®, Travel Rewards American Express®

Community acts as the agent for the offering institution of this card.

Total Service Card* and Total Service Card PLUS**

Both cards offer surcharge-free ATM usage at over 120,000 ATMs through alliances with the Allpoint, STAR^{sf} and MoneyPass Networks. The Total Service Card PLUS is also a Master Card Debit Card. Community does not charge its customers a fee to use another bank's ATM. To locate the ATM nearest you, go to our website and click on the ATM locator. Stop in to learn more.

* \$500 min. balance in NOW Checking or Savings account.
** \$500 min. balance in NOW Checking account.



Popmoney Send money to anyone in the U.S. with popmoney, a new online payment service at Community. See a savings counselor to learn more.

Full Range of Accounts For current rates, call The Total Service Connection at 773-685-3947

Savings & Certificate Accounts

Savings Accounts

Interest is compounded daily and paid quarterly on Regular Savings accounts. Interest is calculated from day of deposit to day of withdrawal on accounts that remain open until the end of the quarter • Deposits and withdrawals of \$10 or more can be made at any time • No penalty for withdrawals • \$100 minimum balance • Available with a passbook, a monthly statement, or a combined statement and passbook for record keeping • Statement Savings and combined passbook/statement accounts with a \$500 balance qualify for a Community *Total Service* Banking Card.

Money Market Accounts

Interest paid at the end of each month • Interest is calculated from day of deposit to day of withdrawal • The Money Market account is a three tiered account, with the following tiers: I. \$1-2,500; II. \$2,501-25,000; III. Over \$25,000 • A base rate is paid on the first \$2,500 of the account (Tier I) • Higher Money Market rates are paid on Tier II and Tier III funds • Money Market rate set each month and guaranteed for the entire month • The minimum transaction amount on this account is \$500 • A maintained \$1,000 balance entitles depositor to a NOW Checking account (see below).

IRA Accounts

Available to Regular Banking Customers* only • No charges for record keeping or reporting • Funds invested in a two-year certificate with two year rate guarantee • Additional deposits to the original certificate are allowed, but do not extend the maturity date • \$500 minimum balance • Additional deposits can be made in multiples of \$100 • Subject to IRS rules and regulations.

Certificate Accounts

Total T Certificate (6 Month): Term of certificate is 182 days • Automatic renewal at end of each 182 day term • Minimum balance is \$2,500 • Interest paid at end of each term • Interest is not taxable by IRS until year of receipt • Due to tax deferral feature, the penalty for withdrawal

during any six-month term is severe: the greater of all interest to date or 30 days of interest, whether earned or not.

Total T Plus Certificate: Interest is paid at the end of each month by credit to a NOW Checking or savings account • All other terms of the regular Total T Certificate apply • Early withdrawal penalty: 30 days of interest, whether earned or not.

Special Certificates: Contact a savings counselor for availability, rates and terms.

Five-In-One Certificate: See Page 3 for more information. • Available to customers who qualify as Regular Banking Customers.* • Withdrawals between maturity dates incur a penalty of 30 days of interest, earned or not. • This account is designed for personal use. Community reserves the right to refuse corporate or business type accounts.

One Year Certificate: Automatic renewal at the end of each year • Minimum balance is \$10,000 • Interest is paid at the end of the year and is computed as simple interest without compounding • Interest is not taxable until the year of receipt • Due to this tax deferral feature, penalty for withdrawal during term is severe: all interest accrued on the amount withdrawn.

18, 30 and 60 Month Certificates: Interest paid and compounded quarterly • Automatic renewal provision at end of each term • Early withdrawal penalty: 180 days of interest, earned or not • \$500 minimum balance.

42 Month Certificate: All of the terms of the Eighteen and Thirty Month Certificates apply • This account also has Community's future rate protection feature. This allows additional deposits in the first year up to twice the amount of the original deposit. Additional deposits do not extend the original maturity date.

First Time Home Buyers 5 Year Certificate: See page 3 for more information. • Interest is paid and compounded quarterly.

• Early withdrawal penalty: 180 days of interest, earned or not. • \$500 minimum balance.

Checking Accounts NOW Accounts receive monthly statements with check images not actual checks.

Personal Checking

NOW Checking: This is a tiered variable rate account. • There is a \$400.00 minimum balance requirement to open and maintain a NOW account for customers who do not have a regular savings account or a money market account with a maintained \$1,000 minimum balance. • A \$1.00 minimum balance must be maintained in a NOW account for customers who do maintain a \$1,000.00 minimum balance in a related regular savings or money market account (minimum deposit to open the account is \$50.00). • The account earns interest on days in the monthly checking cycle that the ending balance is \$1,000.00 or greater. The account earns interest at the Super NOW rate for those days in the monthly checking cycle that the ending balance is greater than \$2,500.00. • Interest is calculated from the day of deposit to the day of withdrawal. Interest is compounded and paid (credited) monthly, on the last day of the checking statement cycle.

NOW Account Record Keeping: NOW Account customers receive their monthly statements with images of checks instead of the checks themselves.

Convenience Checking: There is a \$1.00 minimum balance requirement to maintain a Convenience NOW Account. • There is no APY or interest paid on this account. • Standard Service and Account Activity fees apply. • Minimum deposit to open the account is \$50.00.

Business Checking

A \$1,000.00 minimum balance is required and must be maintained for a business account. • Business accounts do not earn interest. • Standard Service and Account Activity fees apply. • Standard service fees may be reduced by maintaining a compensating balance sufficient to offset charges. • Community reserves the right to close the account should the balance drop below the minimum.

Electronic Banking

Total Service Card

Available to customers who maintain \$500 or more in a Statement Savings or NOW Checking account • Can access your savings account, NOW Checking account or both. Community charges no fees for transactions • Access to STAR® ATM and POS locations, and to PLUS®, MoneyPass® and Allpoint locations nationally and internationally • Surcharge free withdrawals from STARsf, Allpoint and MoneyPass® ATMs • Requires personal PIN for use.

Total Service Card PLUS

Same features as the Total Service Card plus it works like a check at all MasterCard locations • Accepted wherever the MasterCard logo is displayed • NOW Checking account with \$500 minimum balance required • Signature required for purchases



See account disclosure for additional details of all accounts available from a savings counselor.

*Regular Banking Customers maintain a Regular Savings or NOW Checking account of \$1,000 or more.



Community Savings Bank

4801 West Belmont Avenue, Chicago, Illinois 60641

Presorted Standard
U.S. POSTAGE
PAID
Permit No. 8294
Chicago 60641

Keep Community Updated!

If your address,
phone or email
has changed
please tell us.

Advice from the FDIC and the CFPB

Avoid Internet Scams

Lack of familiarity with Internet security can trick older adults to give out personal information. Phishing scammers create authentic-looking emails, text messages, and Internet pages.



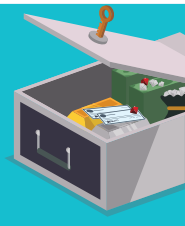
Examples of fraudulent phishing

- “We suspect an unauthorized transaction on your account, please click the link below and confirm your identity.”
- “During our regular verification of accounts, we couldn’t verify your information. Please click here to update and verify your information.”
- “Our records indicate that your account was overcharged. You must call us within 7 days to receive your refund.”

Tips to avoid computer or internet scams

- Use trusted security software and make sure it’s updated frequently.
- Do not email financial information or account numbers. Email is not a secure method of transmitting personal information.
- Be cautious about opening attachments and downloading files from emails. These files can contain viruses or other malware.
- Use passwords that will be hard for hackers to guess. For example, use a mix of numbers, symbols, and letters instead of easily guessed words.
- Shut down your PC when you are not using it.

SOURCE: FDIC/CFPB. “Computer/Internet Scams.” Money Smart for Older Adults - Participant/Resource Guide, June 2013: 18-20. Print brochures from the Consumer Financial Protection Bureau (CFPB) can be found at <http://promotions.usa.gov/cfpbpubs.html>. CFPB can be reached at 1-855-411-CFPB (2372) or www.consumerfinance.gov.



Community’s Vault: affordable high security.

Community’s Safety Deposit Boxes keep your valuables safe and easy to access thanks to our neighborhood location and well-lighted, spacious booths. Call our Vault Custodian, at 773-685-5331 for more information.

Main Office Hours

Lobby Hours / Vault Hours

Mon., Tues., Thurs. 9:00 a.m. - 4:00 p.m.
 Wed. No Business Transacted
 Fri. 9:00 a.m. - 7:00 p.m.
 Sat. 9:00 a.m. - 12:30 p.m.

Express Lobby Hours

Mon., Tues., Thurs. 8:00 a.m. - 4:00 p.m.
 Wed. No Business Transacted
 Fri. 8:00 a.m. - 7:00 p.m.
 Sat. 8:00 a.m. - 12:30 p.m.

Drive-thru Facility Hours

Drive-thru Hours

Mon., Tues., Thurs., Fri. 7:30 a.m. - 7:30 p.m.
 Wed., Sat. 7:30 a.m. - 3:00 p.m.

Lobby Hours

Mon., Tues., Thurs., Fri. 3:00 p.m. - 7:30 p.m.
 Wed., Sat. 8:00 a.m. - 3:00 p.m.

Numbers for Faster Service

During Banking Hours 773-685-5300
 Toll-free in the US 800-443-3603
 Total Service Connection 773-685-3947
 Online Banking 773-794-5262
 Total Service Banking Card 773-794-5264
 Safe Deposit Vault 773-685-5331
 Land Trust Department 773-794-5260

More Total Service Features



- Total Service Banking Card—ATM Networks
- Total Service Card PLUS—MasterCard® Debit Card
- Passbook and Statement Savings Accounts
- Combined Passbook—Statement Accounts
- NOW Checking Accounts
- Money Market and Certificate Accounts
- Telephone Transfers / Direct Electronic Deposits
- Customer Checks / Redeem Paper U.S. Savings Bonds
- Home Mortgage and Home Equity Loans
- Passbook Loans / Land Trust Department
- Safe Deposit Boxes / Utility Bill Payments
- Visa Gift Cards / Visa and American Express Credit Cards

