



# Gain BETTER BANKING

SPRING  
2025

GAIN FEDERAL CREDIT UNION



*Low Rates on  
Auto Loans!*



*Advanced  
Online  
Banking*

*The* **FUTURE**  
*is* **Now**

THE FINANCIAL WONDERS  
OF TOMORROW, TODAY!



*New  
Voice Assistant  
Coming Soon!*



*Introducing Our New...*

# VOICE ASSISTANT!

*Our old Telephone Banking  
service is retiring!*



*It speaks  
to me!*

## AI-Powered Telephone Voice Assistant

More advanced than a touch-tone phone system, the voice assistant will be able to obtain information and make transactions immediately without waiting for a representative.

With its Natural Language Processing, you just say what you need and the assistant will make it so!

### How it works

Call Gain at (818) 846-1710 and the voice assistant will answer. Simply tell it why you've called, and it will go to work for you!

### How do I get started?

When enrolling for the first time, you must provide your Member number, last 5 digits of your SSN, and date of birth.

Thereafter, you will enter your Member number and access code to use telephone banking.

*Just say the word starting April 28.*

More details will be released before launch, so keep track by scanning the QR code.

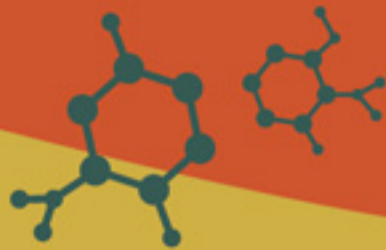


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KNOW MORE

**Call us anytime! (818) 846-1710**



# Advanced Online Banking



## New Features

This new platform will introduce some never-before-seen features for Gain Members like:

### Co-Browsing Assistance

Our staff will see what you see to help you manage your accounts in real-time. We'll securely guide you step by step through the new platform.

### Faster, Smarter, Better Chatting

Live, secure chat with real representatives who can process transactions in real-time and accomplish just about anything you can do at a branch.

### Dashboard Your World

Import financial information from other financial institutions to populate one easy-to-read overview of your financial world.

### Instant Digital Cards

Say goodbye to waiting for a new debit or credit card in the mail. Immediately use new cards online or connect to popular mobile wallets.

## Coming Soon

### Zelle®

Quick and simple transfers! For updates, visit [GainFCU.com/Zelle](https://GainFCU.com/Zelle).

Zelle and Gain Federal Credit Union are not affiliated.



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GainFCU.com

*Future Auto Purchases*  
**WILL BE FUN &  
STRESS FREE!**



AS LOW AS  
**4.50%** APR<sup>1</sup>

We're still waiting for flying cars, but we already offer Auto Loan rates that will help your savings soar! Flexible terms, friendly service. No matter what you want to drive — car, truck, van or SUV, we can finance it.<sup>2</sup>



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KNOW MORE



**AUTO EXPERT**  
AUTO BUYING MADE EASY

Car buying is time consuming, but Auto Expert<sup>3</sup> makes it all convenient and hassle free. Plus, this service is free to our Members.

#### Save Time

Auto Expert will hunt down the vehicle you want.

#### Save Money

Auto Expert saves car buyers an average \$1,600 through volume discount pricing.

Speak with Auto Expert at **800-359-4567** and enjoy the easiest car buying experience you've ever had!

- <sup>1</sup> APR = Annual Percentage Rate. Rates are subject to change without prior notice. Subject to credit approval, Membership with Gain FCU, and subject to Credit Union policies and procedures. Visit [GainFCU.com/Auto](http://GainFCU.com/Auto) for full details.
- <sup>2</sup> Excludes Cargo Vans, for Van Conversions refer to RV Loan Rates.
- <sup>3</sup> Gain FCU is not affiliated with Auto Expert and is a separate entity.

**It's time to Gain Better Banking.**



# Today's GOLDEN OPPORTUNITY

Competitive  
Rates as low as

**7.50% APR<sup>1</sup>**

From building supplies to gardening tools to the new smartphone, just take out your Equity Gold Mastercard®! Use it anywhere Mastercard is accepted. It works directly with your Home Equity Line of Credit, and all your transactions are itemized in your monthly statement.

Have a Gain Advantage Home Equity Line of Credit but don't have the Equity Gold Card? Visit **GainFCU.com/Equity-Gold**.



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1 APR = Annual Percentage Rate. The Gain Advantage Home Equity Line of Credit is an adjustable rate loan subject to change. Loan rates are based on term and applicant credit history. Maximum APR will not exceed 18.00%. All loans are subject to credit approval and are subject to Gain Federal Credit Union policies and procedures. Rates are subject to change without prior notice. Rates and payments are based on the current margin and index rate. Index is WSJ prime rate. Rate subject to change quarterly. See GainFCU.com/HELOC for full details. Gain FCU NMLS #407810

## New Call Center Manager

### YERANNA GEZALYAN

Yeranna is an experienced leader with 20 years of banking experience. With a high focus on driving operational efficiency and employee growth, she is passionate about member service, professional development, and mentoring her team.

She is excited about her role and to serve her hometown. During her free time, she enjoys spending quality time with her family.



## Diploma Dollars

Padded U.S. currency, designed to power up dreams. The price is \$2 per pack, plus the cost of the currency. They come in pads of \$20, \$50, and \$100!



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CELEBRATING  
**85**  
YEARS

## Birthday Burgers!



**Friday, June 13**

**11:00 am - 2:00 pm**

To celebrate our 85<sup>th</sup>, Members can enjoy an In-N-Out lunch on us.\*



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\*For full details visit [GainFCU.com/Anniversary](http://GainFCU.com/Anniversary).

# Gain's GALACTIC GATHERING

On April 23, join us at Gain FCU's Annual Meeting! All Members are invited.

It will be held in the City Room of our Burbank branch and virtually via Zoom.



SCAN TO REGISTER FOR  
VIRTUAL ATTENDANCE

Election results will be announced at this time.



## We Project A PAPERLESS FUTURE

Goodbye, paper piles! Clear out the clutter of yesteryear at our **FREE, Members Only Shred Day** at 1800 W. Magnolia Blvd.

Shred Day

**Saturday, April 12**

**9:00 am – 12:00 pm**

(or until trucks are full)



SCAN FOR  
FULL DETAILS



### MARK YOUR CALENDAR

The Credit Union branches will be closed in observance of the following holidays:

<b>Memorial Day</b>	Monday, May 26
<b>Independence Day</b>	Friday, July 4



### JOIN THE CONVERSATION

[facebook.com/GainCreditUnion](https://facebook.com/GainCreditUnion)

@gainfcu

@gainfcu

Fax: (818) 846-5096

[GainFCU.com](https://GainFCU.com)



Gain FCU NMLS #407810

Insured by NCUA



### BRANCH LOCATION & HOURS

#### Burbank Branch

1800 West Magnolia Boulevard  
Burbank, CA 91506

#### San Fernando Branch

1201 Truman St., Suite D1  
San Fernando, CA 91340

Monday - Thursday 9:00 am - 5:00 pm

Friday 9:00 am - 6:00 pm



### CONTACT US

**CALL CENTER AVAILABLE 24/7**

(818) 846-1710 (800) 622-3328

#### Live Chat Hours

Monday - Thursday 9:00 am - 5:00 pm

Friday 9:00 am - 6:00 pm

#### A MESSAGE FROM THE SUPERVISORY COMMITTEE.

The main responsibility of the Credit Union's Supervisory Committee is to periodically review the activities of this financial institution to ensure responsible management and staff, as well as to verify compliance with Credit Union rules and regulations. Should a problem or complaint arise while conducting your Credit Union transactions which cannot be resolved through normal channels, please contact us at: Supervisory Committee, P.O. Box 6773 Burbank, California 91510-6773