

COMMONCENTS



ROOTED IN SOUTH SOUND **OPENING IN GIG HARBOR**

HOLIDAYS & EVENTS

- Saturday, January 1st—**New Year's Day**
- Monday, January 17th—**Martin Luther King Jr. Day**
- Monday, February 21st—**President's Day**
- Thursday, March 24th— **TAPCO Annual Meeting**
Hosted virtually at 6:00 pm, login details to come

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GIG HARBOR BRANCH COMING SOON

TAPCO is pleased to announce the opening of a new full-service branch in Gig Harbor, WA. The branch is scheduled to open in February 2022, with a grand opening celebration following in March. The Gig Harbor location will mark the sixth TAPCO branch in Pierce County. The new branch will be located in Pioneer Square located at 7109 Pioneer Way, near the downtown corridor.

The Gig Harbor branch is being fully renovated to offer a modern design and color palate. The branch will have a drive-thru, walk-in service, safe deposit boxes, and ATM. The branch can be accessed from Pioneer Way or Grandview St., with two convenient entries. It will offer all the same products and services members have come to love, with the outstanding service they expect.

Bethany Neiman, who is a long-time resident of Gig Harbor, has been named Branch Manager. With more than 15 years of service with TAPCO, she will ensure high service standards for the branch staff. Bethany has held numerous roles throughout her career with TAPCO, which adds value to her ability to serve members and their financial needs. She is also a Certified Credit Union Financial Counselor who has helped many TAPCO members reach their financial goals.

With 87 years serving the South Sound, TAPCO looks forward to serving the residents of Gig Harbor and being a community partner. TAPCO staff is looking forward to serving you soon!



TAPCO ANNOUNCES NEW CEO

TAPCO's Board of Directors has announced the appointment of its new CEO, Justin Martin, who will start with the credit union on January 5th.

Justin is a long-time credit union advocate with over 20 years of experience in the industry. Throughout his career, he has served in a variety of executive roles including Chief Human Resource Officer, Chief Marketing Officer, and most recently Executive Vice President and Chief Operating Officer.

Justin comes to TAPCO from Verity Credit Union, where during his tenure he headed numerous transformational initiatives that led to significant growth; helping the credit union more than double in asset size and grow membership by over 45%. This was achieved through taking a people-centered approach – listening to and partnering with members and the community to introduce innovative products and services that create unique value and benefit.

Justin's commitment to the community is evident through his past and current involvement with multiple non-profits, including serving on the Boards of the North Seattle College Foundation, the Seattle Colleges Foundation, and Country Doctor Community Health Centers. He brings this passion for community to his credit union work and believes that "first and foremost credit unions need to look at themselves as community institutions. This brings a responsibility to actively engage with and respond to the needs of the members and greater community we serve."

"I am excited to be a part of TAPCO's vision and mission; serving the community is my passion," said Justin. "I believe that through embracing the cooperative spirit of credit unions we can drive significant, positive impact in the lives of our members and the greater community, addressing areas of equity and ensuring everyone is able to prosper."

Justin has an extensive educational background, including a bachelor's degree in business administration from Western Washington University and an MBA from Seattle University. He also attended a three-year CEO Institute put on by the Credit Union Executive Society (CUES) at the University of Pennsylvania, Cornell University, and the University of Virginia. In addition, he is an honors graduate of Western CUNA Management School. He holds credentials as a Credit Union Development Educator (CUDE), Certified Chief Executive (CCE), Senior Human Resource Professional (SHRM-SCP), and Senior Professional in Human Resources (SPHR).

ALL YOU NEED TO KNOW ABOUT MULTIFACTOR AUTHENTICATION

In our digital world, passwords are as much a part of our lives as Netflix and Amazon. Keeping information stored in dozens of accounts across the web can make it easier to stay on top of your finances, order a new pair of jeans or even schedule a dentist appointment. Unfortunately, though, passwords can be relatively easy for scammers to hack, opening the door for identity theft, credit card fraud, and more.

Here's where multifactor authentication (MFA) comes into play. As a means of securing your information, MFA provides an extra layer of protection for your accounts and sensitive data.

Here's all you need to know about MFA, how it works and why it's an important step in protecting your information.

How multifactor authentication works

Multifactor authentication utilizes two or more factors to allow the user to sign into an account. Generally, these will consist of something the user knows, like a

password or PIN, along with one or both of the following:

- Something the user has. This can include a phone, key fob, or smartcard.
- Something the user is. This can include an iris or fingerprint scan, or voice or facial recognition.

Accounts that use MFA will not allow the user to sign into their account unless both factors are verified.

Why multifactor authentication is crucial for protecting sensitive information

While passwords can provide some protection against hackers, they've proven to be an abysmally weak barrier against hackers. A recent study by Digital Shadows, a digital risk protection company, found evidence of approximately 15 billion passwords and logins floating around the dark web as a result of 100,000 data breaches. These passwords are up for sale to other cybercriminals, potentially providing them with access to the victims' financial accounts, credit card information, Social Security data, and more.

In addition to opening up the door to sensitive information, a single

password can give the hacker entry into a victim's private life. For example, by hacking into a victim's Google password, the cybercriminal now has access to their email history, which can include important correspondence and other information; calendar, which can provide a complete picture of the victim's upcoming events and meetings; YouTube account, which unlocks the victim's viewing history and uploads, and any other apps that allow users to sign in with a Google account, such as Asana and Mint.

Unfortunately, passwords can be cracked by amateur hackers, even without a data breach. Many consumers make it even easier for hackers to break into their accounts by using weak, ineffective passwords that are simple to guess, and by using the same password across multiple accounts. For these reasons, using MFA when available — especially for accounts that store highly sensitive information — is crucial for ongoing security and protection. This way, in the event of a data breach or hack providing a criminal with your password or login credentials, your information will still be protected. Without access to your account's second factor for authentication, the hacker

has no way to gain entry into your account.

Where you may encounter MFA

TAPCO uses MFA to protect members' online banking accounts. You'll notice when you log into your online banking, you will be prompted to have a code sent via text or phone call.

In general, the more sensitive the data an account stores, the stronger security measures the company hosting or providing the account will use. Consequently, you're most likely to encounter MFA on banking apps and accounts, money management apps, and investment apps.

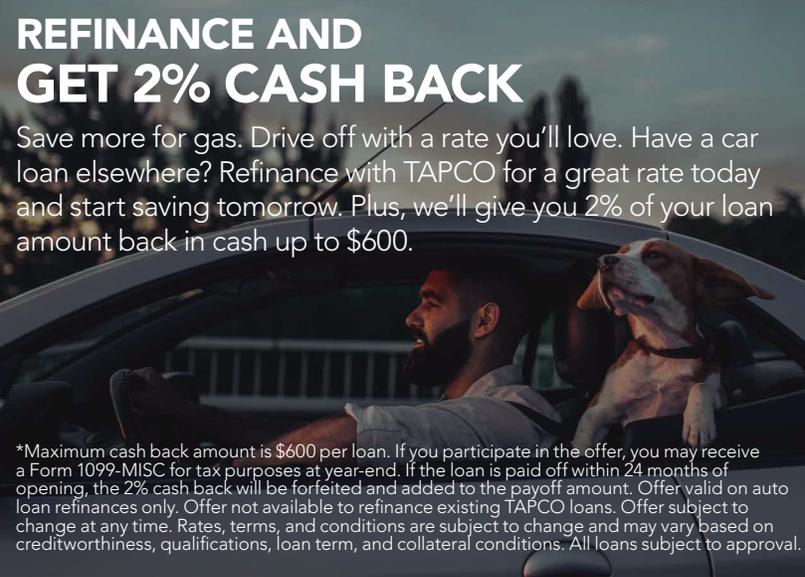
Under each of these and similar circumstances, using MFA means a login time that's a bit longer and more complicated than just inputting a password or PIN. However, measuring this inconvenience against the time, stress, and money it will take to recover from a potential data breach makes it more than worth the extra few minutes.

If you have questions regarding TAPCO's MFA, please contact us directly at 253.565.9895.

REFINANCE AND GET 2% CASH BACK

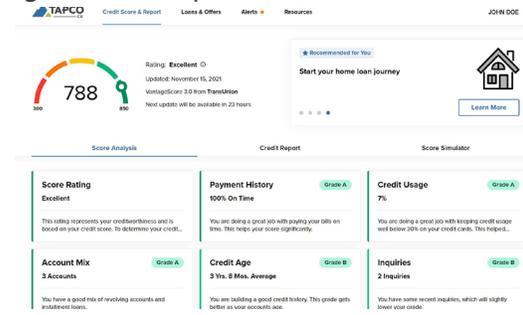
Save more for gas. Drive off with a rate you'll love. Have a car loan elsewhere? Refinance with TAPCO for a great rate today and start saving tomorrow. Plus, we'll give you 2% of your loan amount back in cash up to \$600.

*Maximum cash back amount is \$600 per loan. If you participate in the offer, you may receive a Form 1099-MISC for tax purposes at year-end. If the loan is paid off within 24 months of opening, the 2% cash back will be forfeited and added to the payoff amount. Offer valid on auto loan refinances only. Offer not available to refinance existing TAPCO loans. Offer subject to change at any time. Rates, terms, and conditions are subject to change and may vary based on creditworthiness, qualifications, loan term, and collateral conditions. All loans subject to approval.



SAVVYMONEY COMING IN EARLY 2022

Look for SavvyMoney to be added to TAPCO's online and mobile banking platforms in early 2022. SavvyMoney is a free credit monitoring service that provides TAPCO members their credit score, current credit report, and alerts based on the records reported. Look for more information to come soon!



JOIN US FOR THE ANNUAL MEETING

Join us at TAPCO's Annual Meeting online. As a member-owner of TAPCO Credit Union, we invite you to attend our Annual Meeting on Thursday, March 24th at 6:00 pm. The Annual Meeting will take place virtually. Stay tuned for login details for the online broadcast. Join us to learn how TAPCO is performing and hear about future plans for the credit union.

SCHOLARSHIP APPLICATIONS DUE

This spring, TAPCO will award five \$2,500 one-year scholarships to graduating high school seniors, current college or vo-tech students to assist with post-secondary education who are TAPCO members.

Scholarship applications are available now, but the due date is quickly approaching! If you haven't already submitted your application for our 2022 scholarship awards, please make sure to send it in by Friday, January 28th at 5:00 p.m. Applications are available online at TAPCOcu.org/scholarships

For more information about TAPCO's scholarship program, please contact us at 253.565.9895.

Cash Back Visa Rewards – Coming Soon!

TAPCO is excited to announce the addition of Cash Back to our Visa Rewards Program. Members will soon have the opportunity to use their reward points for Merchandise, Gift Cards or Cash Back. Cash Back Rewards will allow you to use rewards to deposit money directly to your Savings Account or apply cash to your Visa Loan Balance. Cash Back is Coming in Spring of 2022 – stay tuned for more details on our website and in future newsletters.



CONNECT WITH US

for member updates, community announcements, and event information.



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