



*United in Support*

**ESSENTIAL  
FINANCIAL  
INFORMATION  
FOR MILITARY MEMBERS**

*Whether being deployed or called to service,  
financial information you need to know.*



**Pentagon Federal  
Credit Union**

***Superior Rates. Proven Service.®***

*Effective April 2005*

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# Frank R. Pollack

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**President and  
Chief Executive Officer**

Dear Friend,

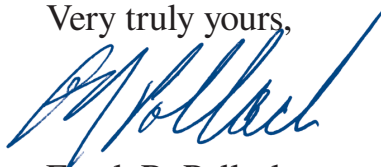
All of us here at Pentagon Federal Credit Union have a deep respect for the many sacrifices you are making to safeguard our great nation.

With your deployment or call-up, we want to assist in every way possible regarding your financial matters.

In this brochure you'll find information to help organize your finances and put your affairs in order. Additional information and important forms are also available online at [www.PenFed.org](http://www.PenFed.org).

And as always, our dedicated member service representatives stand ready to assist you at **1-800-247-5626**.

Very truly yours,



Frank R. Pollack  
President and  
Chief Executive Officer

**Pentagon Federal Credit Union**



**2930 Eisenhower Avenue, Alexandria, VA 22314  
P.O. Box 1432, Alexandria, VA 22313-2032**

As a service member you must have your personal affairs in order so that if you are placed on alert for deployment, you will not be impaired from performing your military duties and — in the event of your death — your survivors will be able to be awarded all benefits to which they are entitled, as well as to administer your affairs as quickly and inexpensively as possible.

### **Critical Actions**

Some individuals need to do more than others to place their personal affairs in order. At the very least, however, everyone should consider the following:

1. Consider making a Will, especially if you have minor children or own real estate. If you already have a Will, make sure you keep it up to date. Make sure those you have designated as executor, guardian and trustee, and alternates, have agreed to serve. Prepare your Will now and take the time to do it thoroughly. Don't wait until you are placed on alert and have to rush to have it done. Also, consider making a Living Will (see JAG or legal assistance offices for details).
2. Be sure your Record of Emergency Data in your personnel file is current. Review it.
3. Consider preparing a Power of Attorney *now*, but to take effect only when you are deployed and your orders are attached to the Power of Attorney (POA). The POA should authorize someone you trust to transact business for you in your absence (see JAG or legal assistance offices for details).

**As a Pentagon Federal Credit Union member you will need to complete two short forms to make your POA complete: an *Agents Affidavit* and *Statement of Indemnity*.** For your convenience, these short forms are part of the enclosed insert. **Note:** these forms need to be notarized and sent to us *with* your notarized POA.

4. Maintain a complete copy of your own military personnel file.
5. List all assets, liabilities, income, and expenses.

6. Store your important papers in a safe place, and tell your spouse, holder of your POA, or next of kin where these papers are located.
7. Inform your family about government benefits and their entitlements should you die. Be certain you advise your spouse or family that they can receive legal assistance from the nearest active duty military Judge Advocate Office while you are on active duty regardless of branch of service.

### **Important Records** **PERSONAL DATA**

Unless otherwise indicated, described below is the information and records you need for yourself and each family member who would be a beneficiary of your estate.

1. Date and place of birth and certified copy of birth certificates of you, your spouse, and children.
2. Social Security numbers of your spouse, children, and other family members.
3. Permanent home address including a chronological list of your places of residence with the dates you resided there.
4. Date and place of any adoption papers, and/or legal guardianship records.
5. Certified court order copy giving you legal custody of any children from a previous marriage.
6. Date and place of your current marriage and a certified copy of marriage license or certificate.
7. Information on your previous marriage(s), such as name and current address of former spouse(s), the date and method of termination of the former marriage(s) (*i.e.*, divorce, annulment, death), divorce or annulment judgments, orders, decrees or agreements along with documents related to spousal and child support or death certificates of former spouse(s).
8. Copies of your divorce or annulment decrees from prior marriage(s) of your present spouse along with documents related to spousal/child support.
9. Name, address and telephone numbers of places

where unmarried children, including adopted or stepchildren, are enrolled in a full-time course of instruction if they are over the age of 18 but under age of 23 years.

10. Statement from licensed doctor or medical officer for dependent children *over* 21 years of age who are mentally or physically disabled, including the period of disability, and that such dependents are not capable of self-support as the result of their illness or injury. If appropriate, copies of court orders appointing you legal guardian of any such individuals.
11. For children born out of wedlock, copy of a court order that you are the natural parent, and a copy of the court decision that you contribute to the child's support or a written admission of parentage by you if there was no court order.
12. Naturalization and citizenship papers for you and your parents for those in your family who were born outside the U.S.
13. Full names, places, and dates of birth of your parents.
14. Family health records to include records of vaccinations, operations, significant medical conditions, and past illnesses or injuries with names and addresses of doctors and hospitals, receipts and bills for health care providers, prescription drugs and medical appliances currently used.
15. Title and address of the official in charge of voting so you can arrange for absentee ballots.

## **FINANCIAL INSTITUTION ACCOUNTS**

For all your checking accounts, savings accounts, credit union accounts, certificates of deposit, and IRAs, prepare a list to include:

1. Name, address, and telephone number of the institution where they are located.
2. Account or certificate number.
3. Interest rate, principal, maturity date of time deposits, and current balances.

4. Location of bank book, passbook, certificates, and all statements received from the institution. Save cancelled passbooks.

**IMPORTANT:** If you fail to keep a current list of your bank accounts your heirs may not be able to claim monies to which they are legally entitled. In most states, the law is that accounts that have remained inactive after a certain number of years will be closed and the money in them will be transferred to the state.

## SECURITIES

For each security you have, including stocks, bonds (municipal, corporate, U.S. Savings), mutual funds and money market accounts, you should have:

1. Name, address, and phone number of the institution where the securities are located.
2. Account number.
3. Number of shares.
4. Title of security (e.g., General Motors stock).
5. Serial number.
6. Dates bought, gross price paid, and commissions.
7. Dates sold, gross price received, commissions, and net proceeds.
8. Where the transaction papers are located.
9. Certificates or statements of the account.
10. Date on which interest or dividends are paid.

**IMPORTANT:** Actual certificates or bonds should be kept in a safe or secure place. Many people leave these with their broker or account representative who holds them in the name of the institution for your benefit. In the latter instance, you may be fully protected, your monthly statements reflect the status of your securities, and transfer of the securities is easier. Make sure your heirs know what securities you have.

## REAL ESTATE

Unless otherwise indicated, keep the following records for every residence/piece of real estate you currently own:

1. Deeds, mortgages, leases, easements (rights of way), in a safe or secure place.
2. Address of property.

3. Date and place where deeds, mortgages, and easements were recorded.
4. Register number.
5. Names, addresses, and telephone numbers of persons in whose name the property is held.
6. The form of ownership in which the property is held (*e.g.*, joint tenancy, tenancy by the entirety or tenant in common).
7. Date property acquired.
8. Method by which the property was acquired (*i.e.*, purchase, gift, inheritance, etc.).
9. Purchase price.
10. Record of all expenses incurred in acquiring the property such as title insurance fees, real estate brokers' commissions, attorneys fees and other closing costs. (In most acquisitions, you will receive a closing statement from your attorney and/or any bank involved, itemizing these expenses. Save this statement.)
11. Copies of title insurance policies and reports.
12. All encumbrances on the property, such as mortgages, liens and judgments.
13. All documents showing encumbrances on the property as satisfied or fully paid. (These documents should be recorded in the same local government office where the original encumbrance was recorded.)
14. Name, address and telephone number of the holder of the mortgage.
15. Mortgage life insurance policy, and name, address and telephone number of insurance company, policy number, policy limits and expiration date, and annual premiums.
16. Property insurance policy including casualty, fire, theft and liability with name, address, and telephone number of insurance company, policy number, policy limits, expiration date, and annual premiums.
17. Receipts, cancelled checks, and other papers



showing all capital improvements to your property while you have owned it.

18. Property tax bills paid for the last three years.
19. Copies of appraisals.
20. For investment or business real estate, records of the costs of managing/maintaining the property.
21. For investment or business property, records of rental income received, mortgage income received, depreciation schedules, and deductions.
22. For investment or business property, leases and tenant information such as names, period of rental, expiration date, and amount of rent received.
23. For all property you have sold, the closing statement received from your attorney and/or bank showing sales price and the expenses of the sale.

**IMPORTANT:** The reasons for maintaining all these records in connection with your real estate are to help you budget your expenses upon deployment, to facilitate any sale, and to minimize your taxes on any profits from such sale.

## INSURANCE

Other than property insurance and mortgage and employment life insurance, list and have the following:

1. All life, health, disability or accident policies.
2. Name, address, and telephone number of insurance broker, agent, or other person or entity to contact for questions or claims to benefits of these policies.
3. Keep all policies that are in force and any old ones that may still provide further benefits.
4. Indicate which, if any, of the credit cards you own have insurance associated with them.

**IMPORTANT:** This information will enable your family to obtain the necessary claim forms for the benefits of these policies. Your life insurance beneficiaries may wish to consult with your accountant or attorney before deciding whether the proceeds should be paid out in a lump sum or in a series of distributions if they have a choice.

Include in your list any veteran's benefits to which you are entitled, such as plot or burial allowances and Social

Security Administration death benefits. Review your coverage periodically with your agent. Some premiums may be covered under the Servicemembers Civil Relief Act (federal and state, if your state has one). The big problem with insurance, bank accounts, and securities, is your beneficiaries not knowing what you have.

## **AUTOMOBILES, BOATS & RVS**

1. Certificates of title, bill of sale or lease.
2. Make, model, year, vehicle identification number, and state of registration.
3. Date acquired, price paid, location, and names, addresses, and telephone numbers of co-owners.
4. Financing information to include name, address, and telephone number of lienholder, amount financed, length of payment schedule, and amount and frequency of payments.
5. Insurance information to include name, address, and telephone number of insurance company, coverage amounts and types, effective and expiration dates, policy number, amount of premiums, and copy of the current policy.
6. Warranties and tax receipts.

## **OTHER PERSONAL PROPERTY**

For property such as gems, precious metals, collectibles, jewelry, furs, artwork, stamps, coins, etc., keep a list and have the:

1. Type, quality, quantity, date purchased, gross price paid, commissions and other costs of purchase; how acquired (purchase, gift, inheritance), date sold, net proceeds, location of assets, transaction slips, and evidences of ownership.
2. Photographs and appraisals of these items (update appraisals annually).
3. Name, address, and telephone number of any joint owners, percentage owned, and source of funds each owner used to purchase the asset.

## FINANCIAL INSTRUMENTS

You should maintain a file for:

1. Notes receivable, mortgages, or other evidence of income-producing property.
2. Name, address, and telephone number of person or entity who owes you the money, amount, frequency of payment, interest, and when the debt is due.

## CREDIT CARD ACCOUNTS

Set up a separate file for each account and keep:

1. Names and addresses of all account holders and specify if they are either joint accounts or accounts on which others have charge or user privileges.
2. Name, address, and telephone number of credit union, bank, or entity that issued the card.
3. Type of account such as Visa, MasterCard, American Express, or a store, gasoline, or phone card, and record the account number.
4. Credit limit and expiration date.
5. Telephone number of whom to contact to report lost or stolen cards.
6. Receipts, bills, and correspondence with the card issuer and credit agreements.
7. Current annual percentage rate (APR).
8. Note any cards that have credit life insurance. This insurance automatically pays your outstanding balance upon your death.
9. Location and number of cards issued.

## BILLS & DEBTS

All notes, judgments, liens, credit union accounts, bills, leases, purchase contracts, installment sales contracts and other outstanding debts that must be paid should be listed and should include:

1. Written evidence of the debt (signed contract, etc.).
2. Creditor name, address, and telephone number.
3. Total amount owed.
4. Payment terms, including frequency and amount,

interest, and maturity date.

5. All obligations that you have co-signed or guaranteed, and include name, address and telephone number of the other debtor or the primary debtor plus the previous four steps.

## **SAFE DEPOSIT BOXES**

For every box you have, include:

1. An inventory of the contents of the box and where the inventory is located. (Have more than one copy and keep them in different places with one in the box.)
2. Name, address, and telephone number of where the box is located.
3. Location and number of keys.
4. Name, address, telephone number, and relationship to you of any person with joint access.

Joint access may fit your needs in the event you are deployed, or your Power of Attorney may allow your agent access.

## **WILLS, TRUSTS, & POWERS OF ATTORNEY**

For your last Will and Testament, all Living Trusts, Powers of Attorney, and your Living Will, list:

1. The location of each document and whom to contact to obtain the original and existing copies.
2. The date and place it was executed.
3. The names, addresses, and telephone numbers of the holder of your POA and your Will's executor(s), trustee(s), and guardian(s) and the alternates or successors to each.
4. The name, address, and telephone number of your attorney and accountant.

For any Will, Trust or Power of Attorney of another in which you are designated an executor, guardian, trustee, beneficiary or holder of the power, list:

1. The location of each document and whom to contact to obtain the original and existing copies.
2. The date and place it was executed.

3. The name, address, and telephone number of the person who made this designation.
4. The name, address, and telephone number of the attorney or accountant who made the designation.

Keep originals of these documents in your safe or strongbox, or that of your attorney. Keep copies in your home file.

## **SERVICEMEMBERS CIVIL RELIEF ACT (SCRA)**

The law serves, among other purposes, to lessen the financial burdens of individuals who are ordered to or volunteer for active military duty. This legislation applies to civilians and reservists and National Guard men and women when in active military federal service.

The SCRA is wide sweeping and covers such issues as rental agreements, security deposits, prepaid rent, eviction, installment contracts, credit card interest rates, mortgage interest rates and foreclosure, civil judicial proceedings, and income tax payments.

One of the most widely known aspects of the SCRA is a provision that permits a servicemember to reduce his/her consumer debt and mortgage interest rates to 6% under certain circumstances. *This reduction in interest rate only applies to debt incurred before being called to active duty.* Contact your financial institution(s) to determine their specific requirements for reducing your rate.

Certain restrictions apply to qualifying for reduced interest rates on consumer loans and lines of credit, so it is also recommended that you contact your nearest legal assistance office to find out if the SCRA applies to you.

You can learn more about the SCRA online at [www.usmilitary.about.com/cs/sscra](http://www.usmilitary.about.com/cs/sscra) where there is a simplified link and a detailed link for SCRA information.

## **CREDIT REPORT ALERTS**

Recent amendments to the Fair Credit Reporting Act allow individuals on active duty to place an “alert” on their credit file. By requesting an “alert” financial institutions accessing the service member’s credit, generally for evaluation of a new loan, would be required to make a

determination whether the service member is actually the individual initiating the loan. Please note that when the alert is activated, a delay in the loan approval process may be experienced.

## **EMERGENCY RELIEF FROM PENTAGON FEDERAL CREDIT UNION**

Pentagon Federal Credit Union will do everything within our power to help you with your personal finances during this critical time in your life. Please contact us with any questions or concerns that you have.

### **Essential Forms**

Attached within this brochure are forms you may need to help put your affairs in order:

#### **Membership Application**

Complete this form to join Pentagon Federal Credit Union or to add or change joint ownership on your Regular Share Account.

#### **Complete Access™ Checking Account Application**

Complete this form to open a Pentagon Federal Credit Union Complete Access Checking account, or to add or change joint ownership on your current Pentagon Federal Credit Union checking account.

#### **Agent's Affidavit and Statement of Indemnity**

Complete and have notarized both of these forms in addition to your general power of attorney to ensure that your appointed representative has complete access to the Pentagon Federal Credit Union accounts you designate.

## Online Resources

### **Pentagon Federal Credit Union**

[www.PenFed.org](http://www.PenFed.org)

Information, necessary forms, and  
secure 24/7 account transaction service



### **United States Air Force**

[www.AFCrossroads.com](http://www.AFCrossroads.com)

Click on Family Separations



### **United States Army**

[www.ArmyCommunityService.org](http://www.ArmyCommunityService.org)

Click on Deployment Readiness



### **United States Navy/Marine Corps**

[www.Lifelines.Navy.mil](http://www.Lifelines.Navy.mil)

Click on Deployment



### **Military Family Resource Center**

[www.mfrc-dodqol.org/Enduring\\_Freedom](http://www.mfrc-dodqol.org/Enduring_Freedom)

Click on Mobilization and Deployment



### **Military.com**

[www.Military.com/deployment](http://www.Military.com/deployment)



### **Ameriforce.net**

[www.Ameriforce.net](http://www.Ameriforce.net)

Click on pcs-tdy.com or DeploymentGuide.com

## Contact Us

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Always online @ PenFed.org

Available seven days a week  
by phone at 800-247-5626

(7:00 a.m.—1:00 a.m. Eastern Time)

**PenFed.org**

**info@HQ.PenFed.org**

**510-DSN-PFCU (376-7328)**

overseas using an on-base, Class A DSN line



**Pentagon Federal  
Credit Union**

***Superior Rates. Proven Service.®***

**NCUA**

Pentagon Federal Credit Union is federally insured by the National Credit Union Administration, an agency of the U.S. government.



We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

Information current as of April 2005 and is subject to change. Our address, in accordance with NY Law, is 2930 Eisenhower Avenue, Alexandria, VA 22314.

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