



FREQUENTLY ASKED QUESTIONS ABOUT YOUR UNION VACATION FUNDS

Qualstar is proud to partner with the Northwest Carpenters to help provide convenient access to your Vacation Fund account. Following is information to help answer common questions about members' Vacation Fund accounts.

How long has Qualstar Credit Union provided this type of service?

Qualstar has been providing this service to our union partners since establishing the first vacation fund partnership in 1993. **Fast-forward to 2021, and now we serve most vacation funds administered through Carpenters trusts within the Pacific Northwest region.**

How do I know when my Vacation Fund contributions have been deposited at Qualstar?

Once you become a Qualstar member, our **Online Services** make it simple and convenient to track deposits made to your Qualstar Vacation Fund account, any time of the day or night:

- ▶ Simply download the Qualstar Mobile Banking app (iPhone or Android) from your device's app store, click on "Enroll Here" from the log-in screen, follow the steps to verify your account (an email address on the account is required), and you will have instant access to your Vacation Fund account on your mobile device and desktop/laptop computer (same username and password on both--you can also sign up via Home Banking at www.qualstarcu.com):
 - Log-in any time to review your balance and transaction history.
 - Set-up a transaction notification in the "Settings" area of Mobile or Home Banking to receive a text message, email or push notification (or all three) when your deposits are received.
 - With online access you can also transfer funds, deposit checks, subscribe to and view eStatements, create and manage budgets, pay bills (unlimited, no charge), and more! (Some services require an upgrade to a regular checking account.)

How can I access my Vacation Fund contributions at Qualstar?

- ▶ **The easiest option is to request a Qualstar Visa Debit Card – be sure to check the box on the membership form.**
- ▶ You can also call us to request a check be mailed to the address on your account (as a Qualstar member, this can also be done via Mobile or Home Banking > Checking Services).
- ▶ Our **branch locations** are in Western Washington – view them at www.qualstarcu.com/locations. If those locations are not convenient for you, we also belong to the Shared Branching Network with **more than 100 credit union located in the Northwest** that you can visit as well. Be sure to contact us to verify you have Shared Branching access available on your account.

If you do not become a Qualstar member, you can only access your Vacation Fund contributions by calling Qualstar and requesting a distribution by check.

What other services will be available to me at Qualstar?

Like any other financial institution, Qualstar offers a full selection of financial services, and is one of the most competitive credit unions in Washington State. We are happy to assist you with your financial needs whether it's refinancing your vehicle or mortgage loan, or getting you a better deal on your regular checking account or credit card—always with your best interest in mind. For more information on how we can help you improve your financial situation, simply call us at **1-800-848-0018**.

Will I be charged any maintenance fees on my account?

For the first six (6) months, Qualstar's regular \$3 account fee will be waived for all Vacation Fund participants who become Qualstar members. After that, this \$3 monthly fee can be avoided simply by having just ONE of the following:

- ▶▶ **eStatements** – The majority of our union members have chosen eStatements to avoid the fee. You can subscribe to eStatements in Mobile or Home Banking.
- ▶▶ An open loan
- ▶▶ A balance of more than \$250 in the account at all times
- ▶▶ No activity within the month
- ▶▶ The primary member is 60 years or older

When will my Vacation Fund contributions be available to me?

There is a lag from the time a contractor pays the Vacation Fund contributions until they reach the member's Qualstar account. Contractors are required to remit Vacation Fund contributions to the Fund administrator the month after the hours are worked. (For example, January's hours must be paid in February.) The administrator processes all Vacation Fund contributions and sends funds to Qualstar monthly. Any fees charged by the Fund Administrator will be deducted prior to transferring funds to Qualstar. In the event the contractor doesn't meet the monthly deadline, the administrator will process and send the late contributions to Qualstar the month they are received. Qualstar posts your Vacation Fund contributions within one business day of receipt and your funds are available immediately upon deposit.

If I have additional questions, how can I get more information about my account at Qualstar?

Our website is a great place to start, from products and services to rates and true stories about how we have saved our members money – **www.qualstarcu.com**. You can also contact our Call Center at **1-800-848-0018**.