

ARKANSAS FEDERAL CREDIT UNION

# BANNER

ARKANSAS LARGEST FINANCIAL COOPERATIVE

and best insured

first quarter / January 2003

**Board  
Approved**

## Another Bonus Dividend Paid!

Members of Arkansas Federal Credit Union received an end-of-the-year bonus dividend posted to every member's Share Savings Account. The bonus dividend of 2.00%, when combined with the regular 1.50% dividend, totals a 3.50% Annual Percentage Yield dividend paid to each member's Share Savings account on January 1, 2003 for the fourth quarter of 2002.

This is the sixth time in the last nine years that credit union earnings have exceeded credit union financial needs resulting in a bonus dividend shared among all the members of the credit union. "Since we are a financial cooperative, we are happy to share the product of a very good financial year with our member/owners," said Phil Boudreaux, Chairman of Arkansas Federal Credit Union's Board of Directors.

Why, you might ask, why would a financial institution that is obviously doing very well financially give money back to its customers? The answer is simple. Arkansas Federal Credit Union does not have customers. We serve member/owners. When banks make a profit, they reward the owners of the bank (stockholders). Since our members own Arkansas Federal Credit Union it is, therefore, appropriate for all member/owners of our credit union to enjoy the product of a very good financial year - a bonus dividend.

When you compare a bank and a credit union side by side, their similarities are sometimes confusing. Both institutions offer auto loans, checking accounts, and savings accounts. However, that is where the similarities end. For the 1st quarter of 2003, AFCU anticipates a 1.25% Annual Percentage Yield on your Share Savings Account. Compare that with the chart to the right that contains rates being paid by local financial institutions we surveyed on December 18, 2002.

**Arkansas Federal Credit Union**  
**1.50% + 2.00% = 3.50% APY**

Savings Rate Comparison	Annual Percentage Yield
Regions Bank	0.25%
Bank of the Ozarks	0.30%
Simmons 1st National Bank	1.00%
Bank of America of Little Rock	0.50%
Superior Federal Bank of Little Rock	1.00%
Pulaski Bank & Trust of Little Rock	0.60%
Arvest Central Bank & Trust	0.75%
Metropolitan National Bank	0.81%
First National Bank of Fort Smith	0.75%
First Arkansas Bank & Trust	0.50%
Community Bank of Jacksonville	0.90%
US Bank	0.50%

## Arkansas Federal Credit Union Purchases Land for New Fort Smith Branch

Arkansas Federal Credit Union (AFCU) recently purchased 1.01 acres at the corner of Phoenix Ave. and West 79th street in Fort Smith to build a new, state of the art, branch facility. The new branch will replace the storefront office currently located at 1301-C South Waldron Road. Ground breaking for the new branch will be in the first quarter of 2003 with a Grand Opening scheduled for July/August 2003. "We opened our first Fort Smith branch in the Federal building on July 1, 1991 then moved to our current location on South Waldron Road on August 16, 1993. Our members' use of this facility has convinced us that a

permanent facility with expanded parking and drive-up service is justified," said Phil Boudreaux, Chairman of Arkansas Federal Credit Union Board of Directors.

"In 2001 we conducted a member demographic study that told us the Fort Smith area was a growing area for us in terms of employer groups, existing members, and potential members. We also needed additional room to add services such as self-service lobby, safe deposit boxes, drive-thru lanes and a drive-up ATM.," said Rodney Showmar, Vice President of Marketing for AFCU.



H.C. Klein  
President/CEO

# From the desk of H.C. KLEIN

I am pleased to report that your credit union has completed one of our best years ever. I assure you, as a member of Arkansas Federal Credit Union, that your credit union is financially strong. We are committed to your success today and in the future. Despite a very difficult economic environment, we finished 2002 with very positive financial results.

One of the most troubling aspects of the huge company failures that we have seen in the past year is the lack of accountability from the leaders of those companies. As Arkansas Federal's President and Chief Executive Officer, I can assure you financial strength and integrity are accountabilities that I have always taken very seriously.

Despite today's challenging economic environment, we continue to increase our loans to members while controlling members' bankruptcies, delinquencies, and loan losses. Arkansas Federal has a very modest risk profile with a highly conservative approach to building members' reserves and excellent asset/liabilities management policies.

As other businesses have pulled back, laid off employees, and closed offices, we have continued to invest in the future development of our employees, improved technology, and are expanding our branch office system.

For the 4th quarter of 2002, your Board of Directors announced our sixth bonus dividend in the past nine years. This is our way of

rewarding you, the members of Arkansas Federal Credit Union, for the great financial year we have enjoyed.

In November of 2002, the Federal Reserve cut interest rates by one-half of one percent. AFCU anticipates the lowering of our Share Savings rate to 1.25% Annual Percentage Yield (APY) for the 1st quarter of 2003; this still out paces other competing financial institutions, most of which are paying well below 1.00% APY. The Federal Reserve's rate cut also meant a decrease in our loan rates as well. All AFCU member loans, with the exception of special sale rates and Home Equity Loans, will see their rate decreased as well. (See Notice of Change to Permanent Loan Agreement article for details)

Our attention to safety, revenue, and reserves stems from our strong member focus. Arkansas Federal will continue to deliver on our promises to our members...that is why it is so important that we have a solid financial foundation.

As President of Arkansas Federal, I feel a strong stewardship and responsibility for our credit union. I want to make sure that (during my tenure) this credit union grows stronger, serves members better, and provides an outstanding place for our employees to work. In short, we want to create lasting financial security for our member/owners. 🇺🇸

H.C. Klein, President/CEO

## Avoid ID Theft

## Have your Government Issued Photo ID Scanned at the Branch

Identity theft (when someone steals personal information such as account information or a social security number and then poses as that person) is a growing problem. We work very hard at protecting these numbers for you. Last year after September 11, Congress signed into law the USA Patriot Act which states that financial institutions must "implement reasonable procedures" at the new accounts desk to verify potential members' identity. We must also maintain records of the identification information used during the verification process. At AFCU, we have the ability to scan a government issued photo ID into our computer system. This protects you by having your picture ID on the computer screen in front of the tellers when you use the drive-thru or



transact business at the teller line. With this technology, no unauthorized person will be able to access your account. If your government issued photo ID was not scanned at the time you opened your account or you have a new updated ID, we invite you to stop by your local branch lobby and ask the member service representative to scan your ID.

In the past, we have only verified identification for withdrawals. Now, to ensure the security of your Membership we ask that you please present a Government Issued photo ID for all transactions or account inquiries. Your assistance will expedite transaction for you and fellow members. Together we can help head off identity and account fraud before they happen. 🇺🇸

# RATE watch



## SAVINGS RATES

Share Savings	3.50%
Special Savings	1.50%
I.R.A. Savings	1.50%
Money Market	1.57%
91-day Certificate/IRA	1.50%
91-day Jumbo Certificate	1.60%
182-day Certificate/IRA	1.90%
182-day Jumbo Certificate	2.00%
1-year Certificate/IRA	2.40%
2-year Certificate/IRA	2.75%

*Rates effective as of printing. Savings rates are declared for the previous quarter, and dividends are paid quarterly. Money Market and Certificate Account dividends are paid monthly. Rates subject to change without notice. Contact a credit union employee for information on applicable fees and terms. All savings rates are quoted as an Annual Percentage Yield (APY).*

## LOAN RATES

<u>New Car/Truck/Van</u>	<u>APR</u>
Up to 24 Months	3.90%
25 to 36 Months	4.40%
37 to 48 Months	4.90%
49 to 60 Months	5.40%
61 to 72 Months	5.90%
73 to 84 Months	6.40%
<u>Used Car/Truck/Van</u>	
Current & 1-Year-Old Models	<u>APR</u>
Up to 24 Months	3.90%
25 to 36 Months	4.40%
37 to 48 Months	4.90%
49 to 60 Months	5.40%
61 to 72 Months	5.90%
<u>Used Car/Truck/Van</u>	
2- to 5-Year-Old Models	5.40%
New & Used Motorcycle	5.40%
New & Used Boat	5.40%
New & Used RV	5.40%
New & Used Airplane	5.40%
Other Collateral	5.40%
<u>Home Equity Loans</u>	<u>APR</u>
E-Z Home Equity - 5 yrs	6.40%
Generous Home Equity - 5 yrs/10 yrs	5.40%/6.40%
Conventional Home Equity 5 yrs/9 yrs/ 12yrs	4.40%/5.40%/6.40%
Lot or Land Loans	7.50%
Share Pledged (Savings)	4.25%
Certificate Pledged	3% above certificate rate paid
Credit Builder	9.50%
Personal Signature	12.90%
VISA Credit Card	9.90%

*All loan rates quoted as an Annual Percentage Rate. There is a five acre maximum on lot or land loans.*

## MORTGAGE LOAN RATES

<u>FHA/VA</u>	<u>Rate</u>	<u>Points</u>
30 Year	5.750%	0.125%
30 Year	5.875%	0.000%
Sample APR	6.159%	
15 Year	5.000%	0.500%
15 Year	5.500%	0.000%
Sample APR	5.972%	
<u>Conventional/Fixed Rate</u>	<u>Rate</u>	<u>Points</u>
30 Year	5.625%	1.125%
30 Year	5.750%	0.000%
Sample APR	5.968%	
15 Year	5.250%	0.250%
15 Year	5.375%	0.000%
Sample APR	5.530%	

*There is a 1.000% origination fee on all loan programs. Rates quoted are for loan amounts over \$100,000. Call 501-982-1000, Ext. 151, for quotes on loans under \$100,000. 45-day lock-in on all programs quoted. Rates are subject to change daily.*

# ADDENDUM TO X-PRESS PERMANENT LOAN AGREEMENT

## TABLE OF LOAN TYPES AUTHORIZED - EFFECTIVE DECEMBER 1, 2002


The types of loans we may offer are listed below. You may have more than one type of loan at one time, or you may have more than one loan of the same type, but only where separate advances secured by separate collateral are made. The type of loan you have will be determined by the collateral offered. Regardless of the number of loans, the unpaid loan balance owed under the Agreement at any one time will be the total amount owed on all advances.

Collateral	Minimum Payment Per \$100 Borrowed	ANNUAL PERCENTAGE RATE	Daily Periodic Rate
<b>New Auto</b>			
Up to 24 Months	\$4.34	3.90%	.010684%
25 - 36 Months	\$2.97	4.40%	.012054%
37 - 48 Months	\$2.30	4.90%	.013424%
49 - 60 Months	\$1.91	5.40%	.014794%
61 - 72 Months	\$1.65	5.90%	.016164%
73 - 84 Months	\$1.48	6.40%	.017534%
<b>Used Auto - (Current and 1-Year-Old Models)</b>			
Up to 24 Months	\$4.34	3.90%	.010684%
25 - 36 Months	\$2.97	4.40%	.012054%
37 - 48 Months	\$2.30	4.90%	.013424%
49 - 60 Months	\$1.91	5.40%	.014794%
61 - 72 Months	\$1.65	5.90%	.016164%
<b>Used Auto</b>			
2-Year-Old Models	\$1.91	5.40%	.014794%
3-Year-Old Models	\$2.32	5.40%	.014794%
4-Year-Old Models	\$3.02	5.40%	.014794%
5-Year-Old Models	\$4.41	5.40%	.014794%
<b>Motorcycle</b>			
New - 36 Months	\$3.02	5.40%	.014794%
Used 1-Year-Old Models - 36 Months	\$3.02	5.40%	.014794%
Used 2- & 3-Year-Old Models - 24 Months	\$4.41	5.40%	.014794%
<b>Boat - New &amp; Used</b>			
Less Than \$5,000 - 48 Months	\$2.32	5.40%	.014794%
\$5,000 - \$9,999 - 72 Months	\$1.63	5.40%	.014794%
\$10,000 - \$14,999 - 96 Months	\$1.29	5.40%	.014794%
\$15,000 & Above - 120 Months	\$1.08	5.40%	.014794%
<b>Recreational Vehicle - New &amp; Used</b>			
Less Than \$5,000 - 48 Months	\$2.32	5.40%	.014794%
\$5,000 - \$9,999 - 72 Months	\$1.63	5.40%	.014794%
\$10,000 - \$14,999 - 96 Months	\$1.29	5.40%	.014794%
\$15,000 & Above - 120 Months	\$1.08	5.40%	.014794%
<b>Other Collateral</b>			
Less Than \$5,000 - 48 Months	\$2.32	5.40%	.014794%
\$5,000 - \$9,999 - 72 Months	\$1.63	5.40%	.014794%
\$10,000 - \$14,999 - 96 Months	\$1.29	5.40%	.014794%
\$15,000 & Above - 120 Months	\$1.08	5.40%	.014794%
Share Pledged - Savings - 144 Months	\$0.89	4.25%	.011643%
Share Pledged - Certificate	3.00% Above Certificate Account Rate Paid		
Share Pledged - Credit Builder - 24 Months	\$4.60	9.50%	.026027%
Personal Signature - 36 Months	\$3.37	12.90%	.035342%
VISA Credit Card	\$3.00	9.90%	.031233%
Signature Plus Guarantor	\$3.34	12.40%	.033972%
Signature Plus Collateral	Relative to collateral used	12.40%	.033972%

## NOTICE OF CHANGE TO PERMANENT LOAN AGREEMENT

The Federal Reserve has again lowered interest rates in an attempt to boost the economy. In turn, your Board of Directors has voted to, once again, lower rates on certain loan types in an effort to provide the members with the best rates possible and help support the economy of the United States.

The addendum to the Permanent Loan Agreement included in this issue of the *Banner* details all of the loan rates that were effective December 1, 2002 (December 24, 2002 for VISA Credit Card). Because of the FAIR (Future Adjustable Interest Rates) concept, members with the affected loans will find loan interest rates automatically decreased. While payments will not change, loan terms automatically adjust to compensate for the new Annual Percentage Rate.

Arkansas Federal is dedicated to offering the most competitive loan rates in the market, and know that you will find it pays to borrow and save at your credit union. With rates at a 48-year low, now is a great time to obtain a loan from your credit union. 

# NOMINATION COMMITTEE ANNOUNCES CANDIDATES

Open nominations for the Board of Directors election were announced in the October issue of this newsletter. Two, three year position will be expiring in 2003 as well as one remaining year of a third position. All qualified nominees received by Friday, November 8, 2002 were reviewed by the Nominating Committee. At the December meeting of the Board of Directors, the Nominating Committee presented to the Secretary the following candidates: *Phil Boudreaux, Jerry Spratt, Fred Van Driesum*

In accordance with your credit union bylaws, nominations for vacancies may also be made by petition. Any member wishing to be nominated by petition for the position open on the board who missed the nominating process may visit any AFCU branch or call the Telephone Branch at 501-982-1000 or 800-456-3000 to request a Petition for Nomination. For a petition to be valid, it must contain the signatures and member numbers of 500 Arkansas Federal Credit Union members in good standing, age 16 or

older. The petition must be signed by the nominee indicating willingness to serve if elected, and include a statement of qualifications. The petition must be returned to the Secretary of the Board of Directors no later than February 7, 2003.

An election will not be conducted by ballot, and there will be no nominations from the floor, when there is only one nominee for each position to be filled. If there are more than three candidates, election of officials will be scheduled by mail ballot. Ballots will be mailed to members in good standing, 16 years of age or older no later than Friday, February 21, 2003. All qualified ballots received by midnight on Thursday, March 20, 2003 will be counted.

Election results will be announced at the Annual Meeting scheduled for Tuesday, March 25, 2003 at 2:30 p.m., in the Meeting Room at AFCU headquarters in Jacksonville.

## PHILLIP B. BOUDREAUX (INCUMBENT)

### **Current Occupation**

Senior Staff Attorney, Arkansas Legislative Council

### **Education**

Bachelors of Science in Business Administration, majoring in Banking and Finance, University of Arkansas at Fayetteville;  
Juris Doctorate from the University of Arkansas at Little Rock;  
Honor Graduate, U.S. Army Command and General Staff College.

### **Activities**

Chairman, Arkansas Federal Credit Union Board of Directors;  
Former Chairman, AFCU Supervisory Committee;  
Retired Lieutenant Colonel, Arkansas Army National Guard;  
Former President, National Guard Association of Arkansas;  
Numerous other professional, community and church activities.

### **Why are you seeking re-election to the AFCU Board of Directors?**

As Chairman of AFCU's Board of Directors, I have committed myself to ensure the safety of each and every deposit placed in our trust and that will continue to be my primary commitment. In addition, I have presided over unprecedented growth and expansion of AFCU even while we find ourselves in these uncertain economic times. Just in the last year, we have expanded into Conway, are opening a new branch in West Little Rock, are beginning a new branch in Ft. Smith, and continue to offer state of the art "electronic" services. AFCU continues to be the credit union leader in Arkansas. I am totally dedicated to the credit union movement and continue to work hard to educate myself about credit unions by completing all the courses available through the Volunteer Achievement Program, having received the Bergaengren, Raiffensien, and Filene Awards. My goals for AFCU have always been to assure it is a safe and accessible depository which pays you a competitive interest rate; assure it's responsive to your loan needs, large or small, at competitive interest rates; assure it provides a pleasant and comfortable work environment for its employees, pays a competitive wage and offers opportunities for advancement; and assure its continued growth and expansion in a thoughtful manner. I pride myself on being a conscientious, concerned, accessible, and responsive member of the Board of Directors.



## JERRY E. SPRATT, CPA, CFE, CGFM, CFSA

### **Current Occupation**

Arkansas Division of Legislative Audit, Assistant Legislative Auditor responsible for assisting in general administration of Division's 200 member professional staff and Division's fraud prevention and detection effort.

### **Education**

Masters of Business Administration, University of Central Arkansas  
Bachelor of Arts, Business Administration and Economics, Hendrix College  
Certified Public Accountant  
Certified Fraud Examiner  
Certified Financial Services Auditor  
Certified Governmental Financial Manager  
Attended numerous Credit Union Executive Society/National Association of Credit Union Supervisory and Auditing Committee Continuing Professional Education Seminars

### **Activities**

AFCU Supervisory Committee Member Since 1996  
Former Member Arkansas National Guard 148 Evacuation Hospital Unit  
Member American Institute of Certified Public Accountants  
Member National Association of Certified Fraud Examiners  
Member Arkansas Society of Certified Public Accountants Ethics Committee  
Member National Association of Certified Financial Services Auditors  
Member Association of Government Accountants

### **Why are you seeking election to the AFCU Board of Directors?**

As a 30-year employee of Legislative Audit, a former member of the 148 Evacuation Hospital Unit and the current Chairman of the AFCU Supervisory Committee, I understand the value and importance of AFCU to the membership. I want to ensure that AFCU continues to be a viable financial organization and provides improved financial services to the members. If selected to serve on the AFCU Board of Directors, I will promote policies to: Ensure the safety of the member funds; Increase the efficiency and economy of AFCU, resulting in reduced loan rates and higher yields for the membership; Provide progressive new services to the membership; Work with management in the continued improvement of the job environment for AFCU employees; and Resolve membership concerns. Thank you for your consideration of the opportunity to serve the membership in the pursuit of the aforementioned goals.



## FRED J. VAN DRIESUM, CFP, AFC

### **Current Occupation**

Owner of Emden Financial Counseling Services, Maumelle, AR

### **Education**

Bachelors in Economics and History from Michigan State University, East Lansing, MI  
Masters in Comparative Politics from University of Arkansas, Fayetteville  
Licensed Certified Financial Planner (CFP)  
Accredited Financial Counselor (AFC)  
Numerous certificates for credit union courses and professional seminars

### **Activities**

Retired state employee having served 24 years with the Legislative Council of the Arkansas General Assembly  
Member of AFCU Supervisory Committee

### **Activities (continued)**

Served on AFCU Board of Directors  
Served on AFCU Credit Appeals Committee  
Vice Chairman of City of Maumelle Planning Commission  
Member Association for Financial Counseling and Planning Education  
Veteran of Dutch Air Force

### **Why are you seeking election to the AFCU Board of Directors?**

The enormous growth in assets of our credit union in recent years calls for board members with a wide range of financial knowledge and practical experience. I am a Certified Financial Planner (CFP) and an Accredited Financial Counselor (AFC). It is imperative that experienced board members with financial backgrounds are guiding AFCU through these challenging times and make vital decisions, both business and political on a variety of very complex issues. I am a firm believer in the credit union movement and all that it embodies. The financial soundness of AFCU, Arkansas' Largest Financial Cooperative, has always been my primary concern. I promise to serve you well.





# VISA BLAST 2% REBATE

AFCU is offering relief when those Christmas bills come due. Until January 31, 2003, we will deposit 2% of any other credit card balance you transfer to your AFCU VISA Credit Card. With a low 9.90% APR, no annual fee, 25-day grace period on purchases, \$0 fraud liability, no cash advance transaction fee, and no telemarketing; this is the only card you will ever need.

Look inside your December Visa statement for more information. Don't have an AFCU Visa Credit Card? Call or log on and apply today then ask about the 2% Visa Blast Rebate.



# IMPORTANT Notice

This is to inform you that the rates under MEMBER'S CHOICE™ Term Life Insurance coverage on any insured loan(s) will be increased effective January 25, 2003. The reason for the rate adjustment is to pay for the increasing number of claims. The increase in premium could result in a higher last payment or may extend the duration of the loan. The new Term Life Insurance rate per \$100 of outstanding

loan balance is \$.069 for the Single Insured Plan and \$.11 for the Joint Insured Plan. There is no action necessary on your part to continue your coverage if you already have it. IT IS IMPORTANT THAT THIS NOTICE BE ATTACHED TO YOUR CERTIFICATE. In the event you do not want coverage to continue, please notify the credit union.

## MEMBERSHIP GROUP EXPANSION

Employers today must continually strive to provide competitive benefit packages to attract and retain qualified employees. They can gain the competitive edge at little or no cost by providing credit union membership to their employees.

Arkansas Federal Credit Union membership provides a company's employees with full service, quality financial products and services such

as Free Checking, competitive loan rates, great savings dividends, and access to their accounts around the clock with services such as Internet Account Access, Bill Payment, Touch-Tone Teller, and worldwide ATM Access.

Several new employer groups joined AFCU's field of membership over the past few months. We want to take this opportunity to welcome each one of them to the Arkansas Federal Credit Union family!

- Western Arkansas Counseling and Guidance Center, Fort Smith, Arkansas**
- U.S. Fish & Wildlife Service, Conway, Arkansas**
- Bake-Line Group, LLC, North Little Rock, Arkansas**
- Arch Ford Education Service Cooperative, Plumerville, Arkansas**
- American Wholesale Glass, North Little Rock, Arkansas**
- Loomis, Fargo & Company, Little Rock, Arkansas**

Tell your co-workers and family members about the great benefits they are missing, and invite them to join Arkansas Federal Credit Union. If you know a business that would like to offer credit union membership to its employees, please call the marketing department at (501) 982-1000 extension 251.

## BOARD OF DIRECTORS

- Phillip B. Boudreaux, *Chairman*
- Garold L. White, *Vice Chairman*
- Robert Batton, *Treasurer*
- Art Williams, *Director*

## SUPERVISORY COMMITTEE

- Jerry E. Spratt, *CPA, CFE, CGFM, CFSA, Chairman*
- Robert Rodgers, *CPA, Secretary*
- Don Greene, *Member*
- Jay Simmons, *Member*
- Fred Van Driesum, *CFP, AFC, Member*

## CREDIT APPEALS COMMITTEE

- Dale Duell, *Chairman*
- Pat Hudon, *Member*
- Carol Lunday, *Member*

## MANAGEMENT

- H. C. Klein, *President/CEO*
- Craig Savell, *Senior Vice President/Operations*
- Dennis Gibson, *NCCO, Senior Vice President/Service Delivery*
- Terry Borreson, *CPA, CIA, CISA, Senior Vice President/Finance*
- Rodney P. Showmar, *Vice President/Marketing*
- Janie Warner, *SPHR, Vice President/Human Resources*
- Andy Reed, *CNE, MCP, Vice President/Information Systems*
- Steve Smith, *Purchasing Manager*
- Teri Miessner, *Collections Manager*
- Brian Berstler, *Accounting Manager*
- Carol St. John, *Mortgage Loan Manager*
- Karen Smith, *Electronic Funds Transfer Manager*
- Nicole Matsoukas-Eilts, *Account Research Manager*
- Sandy Beary, *Conway Branch Manager*
- Terry Vick, *Jacksonville Branch Manager*
- Laura Bradley, *Fort Smith Branch Manager*
- Teresea Dollar, *Telephone Branch Manager*
- Victoria Wilson, *Little Rock Branch Manager*
- Angela Heard, *West Little Rock Branch Manager*
- Mary Johnson, *North Little Rock Branch Manager*

## MISSION STATEMENT

Arkansas Federal Credit Union is a member-owned financial cooperative dedicated to being the primary financial institution for all members by providing quality services while maintaining a strong financial foundation.

# Income Tax Reporting and Refund Information

Each year, your credit union prepares certain IRS reporting forms for your use in filing personal income tax returns. The forms mailed by January 31, 2003, include IRS Forms: 1099, 1098, 1099R, and by May 31, 2003, IRS Form 5498.

## Tax Refunds by Direct Deposit

The fastest, safest, and easiest way to get your IRS tax refund delivered to you is through IRS Direct. If you are one of the millions of taxpayers eligible to direct deposit, the IRS will transmit your 2002 tax refund directly to your Arkansas Federal Share Savings Account.

Members requesting the IRS to direct deposit their income tax refund can use the Touch Tone Teller or Internet Account Access to confirm deposit of their refund to their Share Savings Account. Once deposited, just use the Touch Tone Teller, Access Code 27 or the Internet Account Access transfer button to transfer the refund into your checking account or any other account or loan of your choice.

For a quick and convenient way to file your 2002 tax return, check out Intuit's Quicken® TurboTax® for the Web<sup>SM</sup> service on our Internet branch at [www.afcu.org](http://www.afcu.org). Just click on the Turbo Tax icon on the home page and you can file your state and federal tax returns online. If you are one of the approximately 60 million American taxpayers with an adjusted gross income of \$25,000 or less, you qualify for free online tax preparation and filing through Quicken Tax Freedom. This project of the Intuit Financial Freedom Foundation allows you to easily and quickly prepare and electronically file your federal and state tax returns via a secure Internet connection through Intuit's Quicken® TurboTax® for the Web<sup>SM</sup> service.



### LOCATIONS

- Jacksonville Branch**  
2424 Marshall Rd.
- Little Rock Branch**  
1001 West Capitol Ave.
- West Little Rock Branch**  
1221 S. Shackelford Rd.
- North Little Rock Branch**  
4848 North Hills Blvd.
- Camp Robinson Branch**  
Bldg. 5400, Canteen\*
- Fort Smith Branch**  
1301-C South Waldron Rd.
- Conway Branch**  
220 Skyline Drive, Hwy. 65 North
- Telephone Branch**  
P.O. Box 9, Jacksonville, AR 72078-0009
- Shoppette ATM Facility**  
Building 1996, Arnold Drive & 2nd Street  
Little Rock Air Force Base
- Base Exchange ATM Facility**  
Building 940, Arnold Drive  
Little Rock Air Force Base
- Donaghey Building South ATM Facility**  
7th & Main, First Floor  
Little Rock
- State Capitol ATM Facility**  
First Floor Lobby  
Little Rock

### BRANCH HOURS

Mon.-Thurs. 9 a.m.-5 p.m.  
Fri. 9 a.m.-6 p.m.  
\*Closed from 1:00-2:00 p.m.

### TELEPHONE BRANCH

Main Number: 501-982-1000  
Fort Smith Members: 501-782-1000  
Conway Members: 501-329-1000  
Toll-Free Services: 800-456-3000  
FAX Number: 501-982-FAXX  
TDD Number: 501-982-8732

### 24-HOUR TOUCH TONE TELLER

501-982-AFCU (2328) or  
toll-free 800-982-AFCU (2328)

### INTERNET BRANCH

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

### E-MAIL

[info@afcu.org](mailto:info@afcu.org) Routing # 282075028

We also have 901 Branch offices at Credit Union Service Centers locations in 37 states and 5 foreign countries to serve you. To find a location go to [www.cuservicecenters.com](http://www.cuservicecenters.com).



To locate the ATM closest to you, call any of the following ATM network locator numbers:

<b>AFFN</b> <sup>®</sup> 800-662-AFFN	<b>pulse</b> <sup>®</sup> 713-223-1400	<b>THE EXCHANGE</b> 800-237-ATMS
<b>CIRRUS</b> 800-4-CIRRUS	<b>AMERICAN EXPRESS</b> 800-CASH NOW	<b>MPACT</b> 800-52-MPACT
<b>PLUS</b> 800-THE-PLUS	<b>Credit Union 24</b> 877-570-2824	<b>AT&amp;T</b> 800-782-9042

The *Banner* is the official quarterly publication of Arkansas Federal Credit Union. Comments and suggestions should be addressed to:

Marketing Department  
Arkansas Federal Credit Union  
P.O. Box 9  
Jacksonville, AR 72078-0009



Each account is insured up to \$100,000 by the National Credit Union Administration, an agency of the federal government.



In addition to Federal Insurance, members' savings in the credit union are insured with an additional \$250,000 of coverage.



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

## 2003 Education Exchange \$100,000 College Grant Program

High school seniors from the class of 2003 are urged to enter the 2003 Education Exchange \$100,000 Grant Program. Sponsored by the Exchange International, MPACT, and Instant Teller automated teller machine (ATM) networks, this program honors hardworking, academically talented students. Application forms for the grant program will be available in mid-January from any AFCU branch or by calling Telephone Branch at 501-982-1000.



## Holiday Closings

All AFCU branch and drive-up teller locations will be closed in observance of the following holidays:

**Martin Luther King, Jr. Day**

Monday, January 20, 2003

**Presidents Day**

Monday, February 17, 2003

AFCU wishes you and your family a safe and happy holiday.

## Members Only

### Credit Union Car Sale

Arkansas Federal will be bringing you another Credit Union Car sale that will take place in February 21st – March 2nd. Watch your mail in early February for all the details. If you are thinking of buying a new car, there will not be a better time to shop! Call early to get pre-approved!