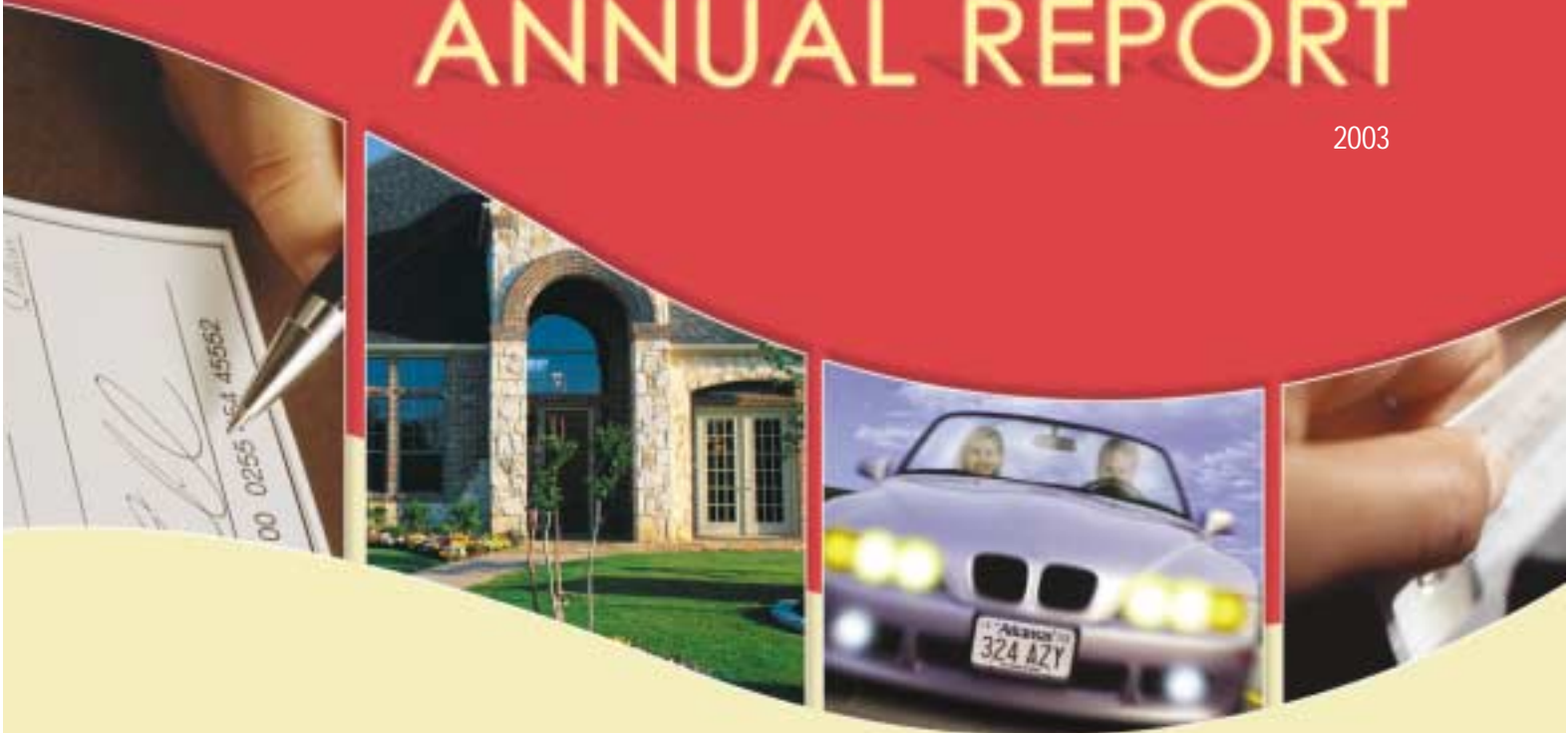


Arkansas Federal Credit Union

# ANNUAL REPORT

2003



## The Power of Ownership

in Arkansas' Largest Financial Cooperative

1 Member



1 Vote

## ARKANSAS FEDERAL CREDIT UNION

Not-for-Profit Financial Cooperative • Organized 1956 • Member-Owned Financial Institution

*This Certifies That Every Member Has Power of Ownership in Arkansas Federal Credit Union, the Largest Member-Owned Financial Cooperative in Arkansas. Through Arkansas Federal's Unique Structure, Each Member is Ensured Equal Representation in casting their ballot for the board of directors. Benefits Stemming from the Power of Ownership Include High-Quality, Low-Cost Financial Products and Services, Educational Programs, Introduction of New Consumer-Friendly Products and Legislative Initiatives.*

President and CEO

Chairman of the Board



*"We at Arkansas Federal Credit Union will always strive to move forward and further our commitment to provide unique products and services developed exclusively for members of Arkansas Federal Credit Union."*

– H. C. Klein  
President/Chief Executive Officer

## The Power of Ownership

in Arkansas' Largest Financial Cooperative



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H. C. Klein  
President/Chief Executive Officer

## CEO Statement

The Power of Ownership in Arkansas Federal Credit Union is a benefit you enjoy as a member of Arkansas' largest member-owned financial institution.

In 2003, Arkansas Federal Credit Union increased the use of technology to provide new electronic delivery channels to our members. Technological advances help lower our operational and transactional costs, while at the same time offering more convenience to our members.

Web Chat was introduced in 2003 as a new communication channel to allow members to "talk" with Telephone Service Representatives over the Internet. Similar to instant messaging, Web Chat allows members and non-members the opportunity to ask questions by typing and sending instant messages to the credit union. Telephone Service Representatives can answer questions and even direct the member's browser to go to a particular page on our web site that displays information about the product or service in question.

Account Transfers and Notifications is a new tool in our Account Access service. With Account Transfers, members can schedule a transfer from one of your Arkansas Federal accounts to any of your other accounts or loans. These transfers can be set to occur automatically one time only or to reoccur at an interval you decide. With Notifications, you can have automatic e-mails sent when a certificate is about to mature, when a deposit or loan account reaches a specific balance that you pre-determine, or when a certain check clears. Notifications are a great way to let yourself know when something of interest to you happens on one of your Arkansas Federal accounts or loans.

With branches across the state of Arkansas, meetings at our Jacksonville Headquarters were often difficult to attend by employees working in distant branches. In 2003, we added video conferencing to our Headquarters building and all our branches to allow employees of each branch the ability to not only hear the meeting but also see and be seen during the meeting. Video cameras installed at each location allow two-way transfer of video so the employees feel as if they are right in the meeting without the expense and time of traveling to and from our headquarters.

Contact tracking software was added to our member service platform to allow each member contact to be tracked with detailed information, refer the problem to the correct employee, and set a schedule for follow-up. This allows each employee to be able to work on multiple member issues without losing the detailed information needed to complete the inquiry.

If you have visited one of our branch locations in 2003, you surely noticed the new marketing and merchandising displays. To enhance our retail environment, new posters, displays, Plasma screens, and interactive kiosks were placed in each branch to inform and educate the member about our products and services.

In 2003, we began a partnership with Enterprise Car Sales to offer Members Only Enterprise Car Sales on our Jacksonville Headquarters parking lot. Enterprise Car Sales, a division of Enterprise Rental Cars, brought 100 cars to our lot and held a one-day Saturday car sale for Arkansas Federal members only. With the success of our 2003 sale, we are planning to make this an annual member event.

What if you have between four and ten years left to pay on your home? Mortgage rates are now at a 40-year low and while you only have a few years to pay on your mortgage, you would like to also take advantage of these low rates just like other homeowners. If you check with Mortgage Lenders, the best they can do is a rate around 4.75% for a minimum of 10 years and you will pay a few thousand dollars in closing costs. While you would like to take advantage of the lower rates today to cut your Mortgage rate and reduce your interest payments. You do not really want to add thousands of dollars in closing costs to your loan balance. You also do not want to stretch your mortgage loan back out to 10 years, because your goal is to pay off the mortgage.

In 2003, Arkansas Federal developed a special product specifically for Arkansas Federal members with a large amount of equity in their homes and less than ten years remaining on their current mortgage, a High Equity Mortgage Loan with a special rate of 3.99% Annual Percentage Rate (APR) for a term of 5 years. This helps homeowners who have less than 10 years remaining on their current mortgage to dramatically reduce their interest rate and take years off their mortgage while also avoiding the high closing costs of conventional mortgage refinancing.

Members of Arkansas Federal Credit Union now have More Options and More Choices when buying a new vehicle. Effective November 1, 2003, Arkansas Federal members have the option of 96-month new auto financing as an alternative to leasing an auto and minimizing their monthly car payment to fit into their budget.

At Arkansas Federal, we feel this new auto loan option gives our member the freedom to choose the type of car they want and the monthly payment they can afford without having to resort to a lease. We offer our members seven new auto loan options ranging from 24, 36, 48, 60, 72, 84, and 96-month financing.

## CEO Statement Continued



**LEFT TO RIGHT:**

Dennis Gibson  
Senior Vice President/Service Delivery

Terry Borreson  
Senior Vice President/Finance

H.C. Klein  
President/CEO

Craig Savell  
Senior Vice President/Operations

Seventeen years ago, in 1986, I began offering 72-month financing to credit union members when major manufacturers were only offering 60-month financing. Earlier this year, the auto manufacturers' finance companies like Ford Motor Credit and GMAC finally started offering 72-month financing. My credit union members have had that option for the past 17 years.

Six years ago, on September 30, 1997, Arkansas Federal began offering 84-month financing. Today the largest dollar amount of new car financing we have in our loan portfolio is 84-month new auto financing. Arkansas Federal is one of only a handful of financial institutions in Arkansas to offer 84-month financing on new autos and the only financial institution in Arkansas to offer 96-month financing.

In October, we opened a new branch location in Fort Smith, Arkansas located at 7887 Phoenix Avenue. The new branch features 4,300 square feet of office space, parking for 36 vehicles, four drive-thru lanes, a drive-up ATM, a Remote Teller System, two Internet Branch kiosks, a Retail Delivery environment and a 24/7 Xpress Self-Service Lobby that allows members to perform a full-range of account activities, day or night. In place of traditional teller stations, a Remote Teller System enables tellers housed in a secure area to assist both drive-thru and walk-in members via interactive video screens. Plasma screens in the lobby and waiting areas, plus video monitors at each teller window and drive-up lane, provide, full-motion display graphics to build product and brand awareness.

In addition, the full-service 24/7 Xpress Self-Service Lobby provides a secure, convenient electronic resource that allows members to access their accounts online - even apply for a loan through Phone-A-Loan 24 hours a day, 365 days a year. We now offer 24/7 Xpress Branch Self Service Lobbies in our Camp Robinson, West Little Rock, and Fort Smith branches. Arkansas Federal is the only financial institution in Arkansas to offer this unique service.

As our local facilities have increased so too have our shared branching facilities. In 2001, we joined the Credit Union Service Centers network to provide our out-of-state members with local branch convenience. Today this network has grown to over 1,273 branch locations in 39 states and 6 foreign countries. Arkansas Federal is the only Arkansas based credit union to offer Credit Union Service Center options to its members.

We were pleased to announce in December of 2003, that we would be paying our seventh bonus dividend in ten years. This truly exemplifies the credit union philosophy of member/ownership. Arkansas Federal is one of only a handful of credit unions in the country to issue a bonus dividend in 2003.

We began the year with \$336 million in assets and we ended the year with over \$366 million in assets, which was a 9.0% growth. Our membership grew from 57,187 in 2002 to 57,904 in 2003 for a 1.3% increase in our member base. Arkansas Federal Credit Union remains the best-insured financial institution in the state; insuring accounts up to \$350,000. Deposits are insured to \$100,000 through NCUA and an additional \$250,000 through Excess Share Insurance. Arkansas Federal is the only financial institution in Arkansas to insure deposits up to \$350,000.

While our successes give satisfaction in a job well done, we at Arkansas Federal Credit Union will always strive to move forward and further our commitment to provide unique products and services developed exclusively for members of Arkansas Federal Credit Union.

H. C. Klein  
President/Chief Executive Officer



**LEFT TO RIGHT:**

Art Williams  
Vice Chairman

Gerald L. White  
Treasurer

Fred Van Driesum, CFP, AFC  
Secretary

Phillip B. Boudreaux  
Chairman

Jerry E. Spratt, CPA, CFE, CGFM, CFSA  
Director

## Volunteer Board of Directors Report

Arkansas Federal Credit Union's Board of Directors consists of five credit union members, elected by the membership, who volunteer their time to set the policy and direction for the credit union.

In 2003, while the economy struggled to rebound, the Federal Reserve maintained a cautious approach by reducing interest rates only once. The historically low interest rates continued to impact our members' personal stock portfolios, 401K plans, and pension plans, making your deposits at Arkansas Federal Credit Union even more important. While members are starting to see some rebounding of their mutual funds and stocks, no member has ever seen their balance lose value in an insured credit union account, especially one insured up to \$350,000

While the economy strives to recover, Arkansas Federal Credit Union produced an above-average return on assets. Our 1.55% return on assets in 2003 is higher than credit unions in our peer group. We accomplished this by combining expense control with sound investment decisions and an increase in loan volume with interest rates on auto loans as low as 2.96% and on Home Equity Loans as low as 3.99%.

One of the few ways that any credit union has to control deposits is through interest rates. While the credit union continued to pay above average rates on deposits, these rates were at historic lows for a second consecutive year. Despite lower rates in all savings products, our assets have continued to increase at Arkansas Federal Credit Union.

We were pleased to announce in November of 2003, that we would be paying our seventh bonus dividend in ten years. This truly exemplifies the credit union philosophy and proves what the power of ownership can mean to the member/owners of this credit union.

Arkansas Federal is one of only a handful of credit unions in the country to issue a bonus dividend in 2003. The unique ability to maintain cost controls and operate efficiently enables us to give money back to you, the members, in the form of a bonus dividend. Our regular 1.00% Share Savings dividend rate combined with our 2.00% bonus dividend meant that every member's Share Savings account received 3.00% for the fourth quarter of 2003. Our 3.00% Share Savings dividend is more than most one and two-year CDs were paying during the same period. This is yet another reason Arkansas Federal is different from all banks and most other credit unions.

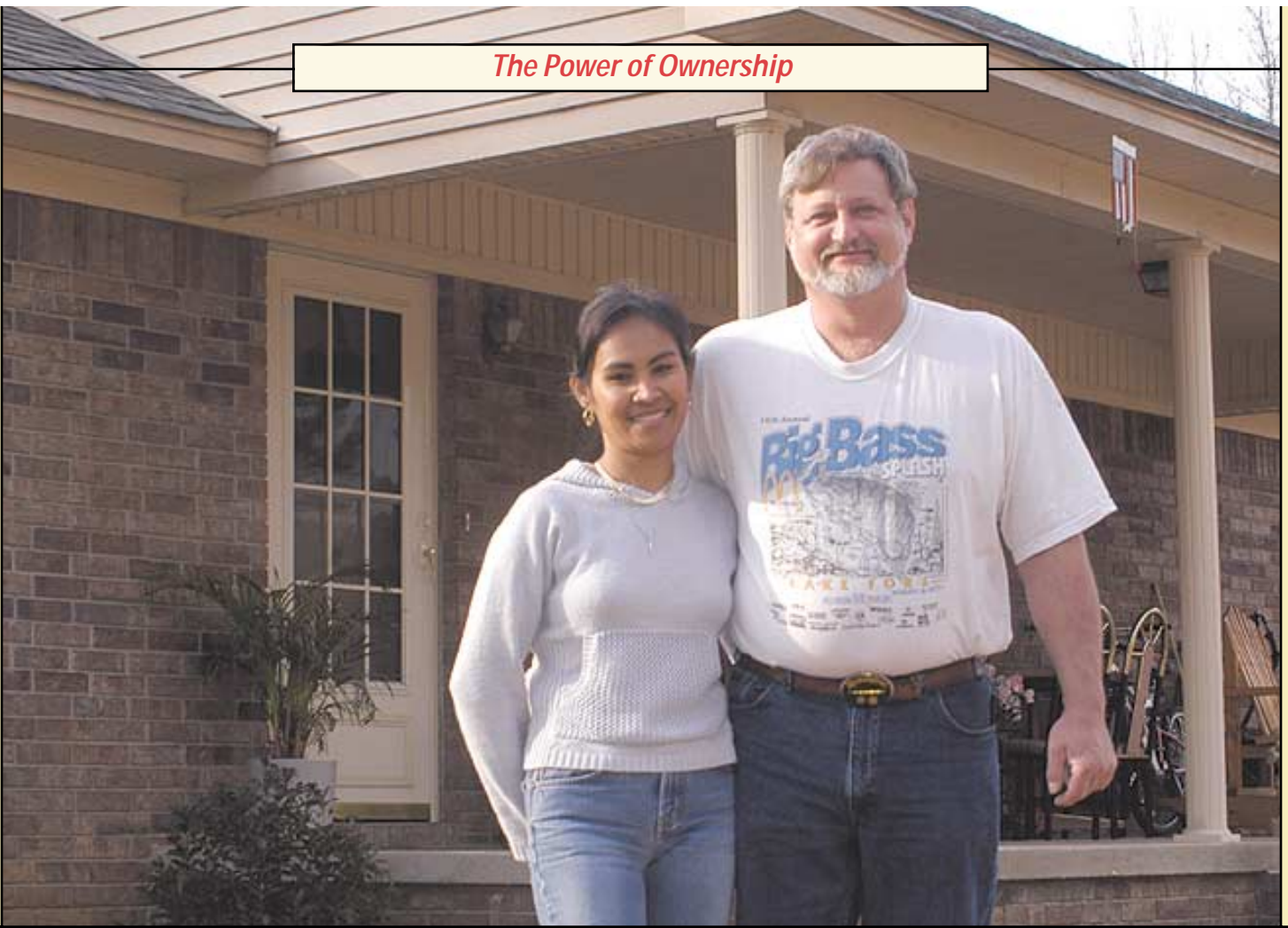
Every member of Arkansas Federal Credit Union – regardless of deposit or loan amount – maintains an equal share in the credit union. The benefits of membership in Arkansas Federal include higher rates on deposit products, lower rates on loan products, lower or in some cases no fees on services, and access to Member's Choice products and services only available at Arkansas Federal.

The financial success of Arkansas Federal Credit Union during the recent economic market is evidence of the stability and soundness of your credit union. As the country's economy is staging for a rebound, we will continue to strive for ways to make your financial expectations a reality. Thank you for your continued confidence in the management, staff, and volunteer officials of Arkansas Federal Credit Union.



Phillip B. Boudreaux  
Chairman of the Board

## The Power of Ownership



### Lyn and Eda Yelvington

#### Arkansas Federal High Equity Loan

Your home is the most important investment you will ever make. Wouldn't you love to save as much as possible on that investment? Well the Yelvington's did just that with Arkansas Federal's High Equity loan.

Lyn and Eda Yelvington are saving big bucks with a 3.99% Arkansas Federal High Equity Loan. This is an easy way for members to refinance their home... and the closing cost were only \$99.00 because the Yelvingtons have an Arkansas Federal checking account with direct deposit of their payroll check, and an AFCU Visa Credit Card. The Yelvington's didn't pay any points, appraisal fees, or pay any closing costs.

Lyn has worked for Remington Firearms for 25 years as a Primer Charger and built his home 9 years ago. He financed it for 15 years and still owed 6 years on it before refinancing with Arkansas

Federal's High Equity Loan. With his new financing, Lyn says he can have his house paid off in less than 3 years and will save thousands of dollars.

"I can buy a fancy new truck with what I'm saving!" says Lyn. He and his wife have been members of Arkansas Federal for 9 years and are very excited about all the money they are saving.

An Arkansas Federal High Equity Loan is proof-positive that your credit union offers members the best products and services, with more options and more choices. You can count on your credit union to offer wonderful ways to save money while taking care of the things that matter most. The Yelvingtons are a shining example of how the power of ownership in Arkansas Federal can work for you.



**LEFT TO RIGHT:**

Reginald Ford  
Member

Don Greene  
Member

Robert Rodgers, CPA  
Chairman

William Shrigley  
Member

Jay Simmons  
Secretary

## Volunteer Supervisory Committee Report

Arkansas Federal Credit Union's Supervisory Committee consists of five credit union members, appointed by the Board of Directors, who volunteer their time to act as the official auditor and member representative in the review of overall financial operations of the credit union. They also review the financial health of Arkansas Federal Credit Union, and protect the credit union's assets. Through this review, they ensure that all regulations, policies, and procedures governing the credit union are followed.

The Internal Audit Director, Randy Wall, who reports to the Supervisory Committee, focuses on reviewing the operations of the credit union, auditing select functional areas, and verifying member accounts.

In 2003, the committee retained the services of McGladrey and Pullen, a certified public accounting firm, to perform an annual audit. The audit found Arkansas Federal Credit Union's June 30, 2003, financial statement to be fairly presented and in conformity with generally accepted account principles.

Our National Credit Union Administration (NCUA) examination in 2003, reported Arkansas Federal complied with federal rules and regulations and the by-laws of this credit union. They assigned Arkansas Federal their top rating.

Bauer Financial Reports, an independent firm that analyzes the financial practices of financial institutions across the country, assigned Arkansas Federal Credit Union a five-star SUPERIOR rating in 2003, identifying it as one of the strongest and safest credit unions in the country. We have received a five-star SUPERIOR rating for each of the 49 previous reporting periods analyzed by Bauer.

The Power of Ownership in Arkansas Federal Credit Union is a benefit you enjoy as a member of Arkansas' largest member-owned financial institution.

Arkansas Federal Credit Union has proven to be well managed and ready to meet the challenges of the future through its strong financial performance.



Robert Rodgers, CPA  
Chairman of the Supervisory Committee

## The Power of Ownership



### Jason Brazil

#### 96 Month Car Loan

Arkansas Federal Credit Union has always been willing to try new ways to help members get just what they want out of life. When Arkansas Federal says "More Options and More Choices" we really mean it.

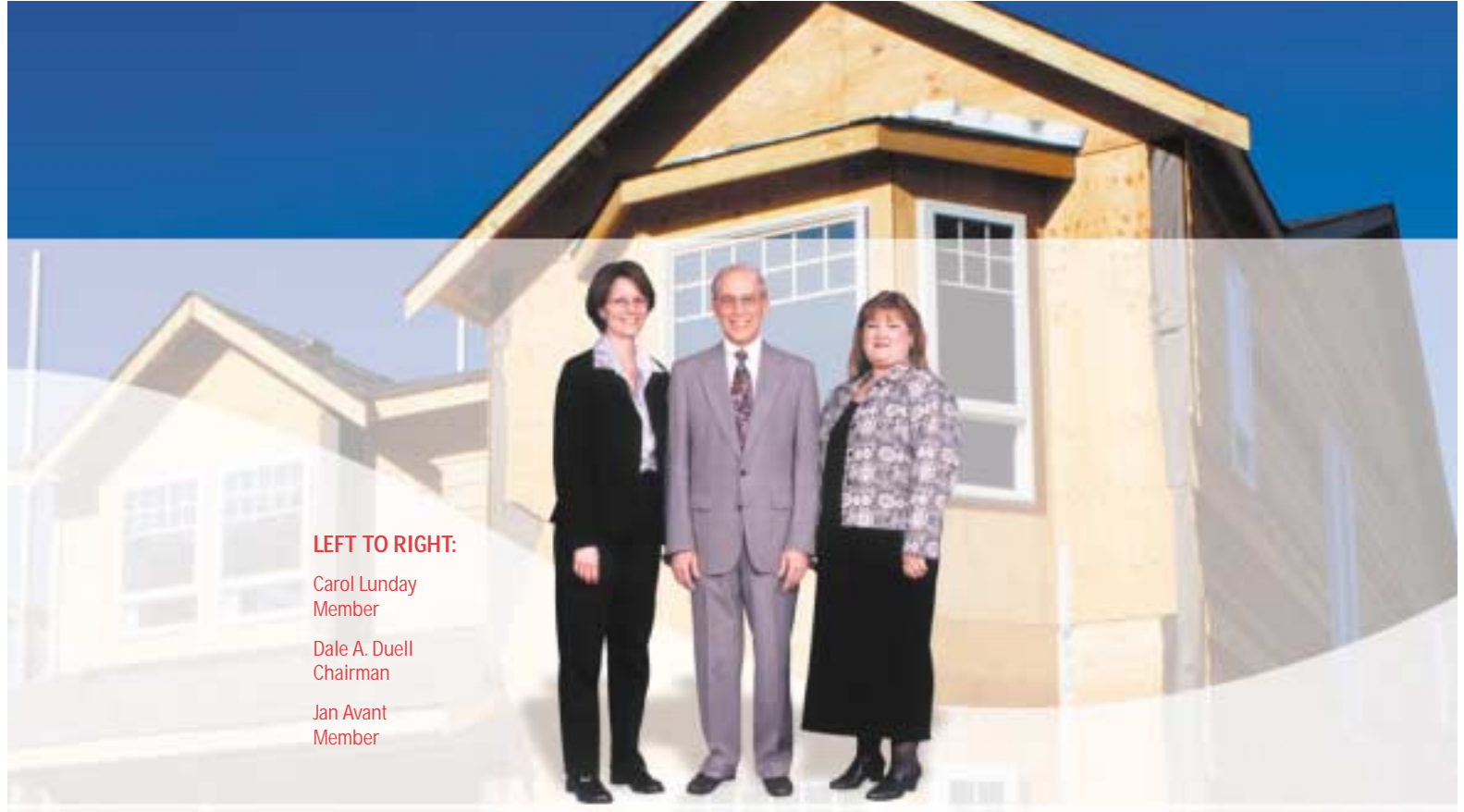
Rising sticker prices on autos make it harder for people to purchase the car they desire. To help out, Arkansas Federal introduced our 96 month auto loan. It may seem like a long time for a loan but for some members its just what they need.

Just ask Jason Brazil, who's been with the United States Air Force for 13 years and he has taken advantage of many of Arkansas Federal's services. Jason has a Home Improvement loan, a motorcycle loan, and an Arkansas Federal Credit Union Visa credit card. The next natural step is to purchase a new vehicle.

Jason had his eye on a beautiful white 2004 Dodge 1500 Hemi pickup, but the payments were just a little to high. He decided to see if Arkansas Federal Credit Union could help.

Jason used Arkansas Federal's 96 month car loan as an easy solution to lower the payments. Now his payments are within reason and Jason is driving the vehicle he wants. This demonstrates how the power of ownership at Arkansas Federal Credit Union worked for Jason Brazil.

As a member of Arkansas Federal Credit Union for 3 years, Jason could not be more pleased with all the wonderful services Arkansas Federal offers. "They make it so easy to access their services, you never have to leave home." says Jason.



**LEFT TO RIGHT:**

Carol Lunday  
Member

Dale A. Duell  
Chairman

Jan Avant  
Member

**Volunteer Credit Appeals Committee Report**

Arkansas Federal Credit Union's Credit Appeals Committee consists of three credit union members, appointed by the Board of Directors, who volunteer their time to meet on an as-required basis to review member's special loan requests. One of the things that differentiate Arkansas Federal from banks is the fact that members can appeal the loan decisions made by loan officers of the credit union to a committee of their peers. Do you think a bank would let their customers decide if your loan should be approved? This is another example of the power of ownership.

Loans to members are the driving force behind the growth, financial strength, and stability of your credit union. In 2003, Arkansas Federal Credit Union continued to set exemplary standards with consistent and responsible lending practices.

Your credit union strives each year to give members the greatest lending option at the lowest lending rates. In 2003, we were successful in offering the best in consumer loans at highly competitive rates and terms. With the addition of the 3.99% APR High Equity Mortgage Loan and 96-month new auto financing, Arkansas Federal continues to offer unique products and services designed especially for our members. Automobile loans continue to make-up the highest percentage of Arkansas Federals loan portfolio at 48.5% while home equity loans have made a dramatic increase in recent years to 30.7% of our total loan portfolio.

In 2003, our loan portfolio increased by 8.0%, taking our loan-to-share ratio to 77.1%. With the lowest interest rates in history and many choices in loan terms, our home equity loans experienced a 51.9% increase in 2003.

In total, 7,632 loans were approved in 2003, up from 7,197 in 2002, for a total of \$143,305,672. Delinquency was held at .77% for 2003, and charged-off loans remained constant from .44% in 2002 to .45% in 2003.

The year 2003 was another successful year in providing quality, low-cost loan services to members in a less-than-stellar economy. Thank you for helping us prove that Arkansas Federal is the best source for member borrowing needs.

A handwritten signature in red ink that reads "Dale A. Duell".

Dale A. Duell  
Chairman of the Credit Appeals Committee

## The Power of Ownership



Barbara Duncan

### Talking ATM

Barbara Duncan is a wonderful example of how Arkansas Federal's services are all about More Options and More Choices. Barbara is the Executive Assistant for Constituent Services with Governor Hucklebee's office. She has worked for the State of Arkansas in the Governor's office for 25 years.

The amazing thing about Barbara is that she is blind. Barbara has had to overcome many obstacles in her life and has had to learn how to work around her disability. She is not one to give in, she meets each challenge "head on" and is willing to do whatever it takes to help others with the same disability.

One of the challenges for Barbara was remaining financially independent. She found it impossible to use an ATM without the help of a sighted individual. She has always needed assistance in using ATMs, even the ones with Braille. Unfortunately Braille is only one part of the process in using an ATM.

Barbara had tried to convince her bank of the importance of a talking ATM but no one was willing to help her until she found out about the power of ownership at Arkansas Federal Credit Union.

Barbara discovered that right there in the State Capitol Building was an Arkansas Federal Talking ATM. Now she is able to make a withdrawal or deposit without any assistance. "Arkansas Federal's talking ATMs have helped me become more independent, they are just marvelous!" Says Barbara Duncan.

After using the talking ATM offered by Arkansas Federal, she immediately called Rodney Showmar, Vice-President of Marketing, and praised Arkansas Federal for such a wonderful service. Barbara was so excited she wanted Rodney to sign her up as an Arkansas Federal member as soon as possible.

Arkansas Federal Credit Union would like everyone to know that this service is available for the visually impaired, as well as people who are just not comfortable using a regular ATM. Arkansas Federal now has 17 talking ATM locations in Arkansas. From Jacksonville to the State Capitol and Ft. Smith to West Little Rock, so you too can take advantage of this wonderful and helpful service.

## MEMBER STATISTICS

### YEAR ASSETS

94	173,085,446
95	195,433,409
96	208,966,223
97	227,434,956
98	246,151,654
99	253,271,350
00	288,933,257
01	320,918,575
02	336,581,197
03	366,878,715

### YEAR MEMBERS

94	42,661
95	45,438
96	46,496
97	48,496
98	49,931
99	51,838
00	54,187
01	55,998
02	57,187
03	57,904

### YEAR SAVINGS

94	153,686,561
95	172,485,060
96	182,511,650
97	198,474,949
98	213,707,360
99	218,682,503
00	249,482,275
01	276,940,773
02	287,903,117
03	312,483,652

### YEAR LOANS

94	136,423,344
95	155,527,609
96	160,608,938
97	165,926,098
98	170,376,129
99	202,365,819
00	217,945,683
01	212,364,331
02	222,932,808
03	240,820,467

## STATEMENT OF FINANCIAL CONDITION

as of December 31, 2003 and December 31, 2002

Assets	2003	2002
Loans	\$240,820,467	\$222,932,808
Less: Allowance for Loan Losses	(1,602,454)	(1,810,540)
Net Loans	\$239,218,013	\$221,122,269
Cash	3,806,838	2,882,114
Investments	98,713,042	87,729,230
NCUSIF and ESI	3,089,056	2,881,567
Loans held for sale	1,653,564	3,496,150
Accrued Interest Receivable:		
Loans	974,012	958,248
Investments	592,848	805,098
Property and Equipment		
At Cost, Net of Accumulated Depreciation	14,392,406	12,619,838
Accounts Receivable/Other Assets	4,438,936	4,086,682
Total Assets	<u>\$366,878,715</u>	<u>\$336,581,197</u>

Liabilities	2003	2002
Accounts Payable	\$1,204,093	\$1,271,504
Other Accrued Liabilities	1,782,055	1,512,105
Commitment & Contingent liabilities		
Total Liabilities	\$2,986,147	\$2,783,609

Members' Equity	2003	2002
Member Shares	\$312,483,652	\$287,903,117
Reserves:		
Regular Reserve	7,525,740	7,525,740
Appropriated undivided earnings & Undivided earnings	43,883,175	38,368,730
Total Reserves	<u>51,408,915</u>	<u>45,894,470</u>
Total Liabilities & Members' Equity	<u>\$366,878,715</u>	<u>\$336,581,197</u>

## STATEMENT OF INCOME

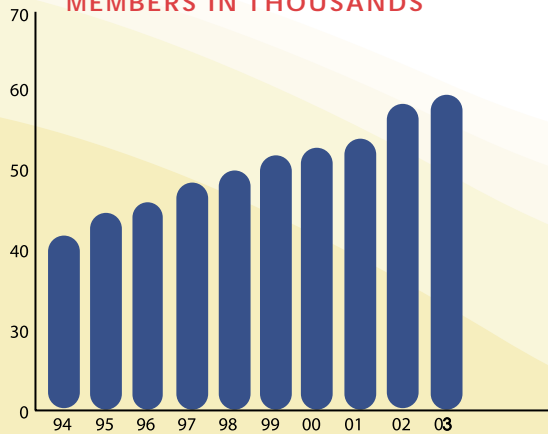
as of December 31, 2003 and December 31, 2002

Interest Income	2003	2002
Interest on Loans	\$14,132,796	\$14,802,128
Interest on Investments	2,472,274	3,002,814
Total Interest Income	\$16,605,070	\$17,804,942

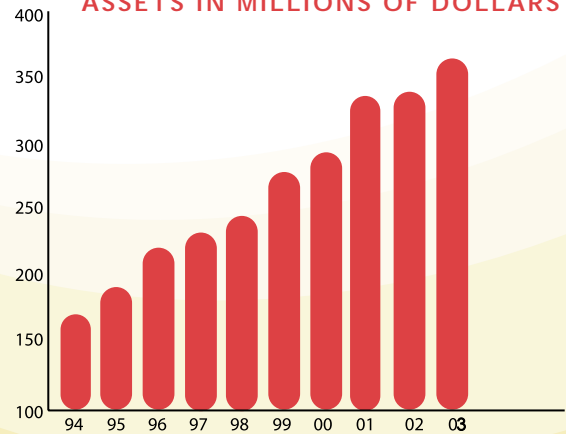
Interest Expense	2003	2002
Dividends	\$5,081,686	\$6,661,954
Net Interest Income	11,523,385	11,142,988
Provision for loan losses	749,997	1,100,003
Net Interest Income after Provision for loan losses	10,773,388	10,042,984
Other Income	5,987,323	5,080,701
Total non-operating Income	43,809	42,898
Total Income	<u>\$16,804,519</u>	<u>\$15,166,583</u>

Operating Expenses	2003	2002
Employee Compensation	\$3,658,304	\$3,457,348
Employees Benefits	1,097,309	974,656
Travel & Conference	170,056	193,707
Associate Dues	44,249	41,867
Office Occupancy Expenses	777,717	741,841
Office Operation Expenses	3,318,381	2,976,606
Loan Servicing Expenses	568,900	464,685
Professional Expenses	1,462,183	1,363,632
Member Insurance	9,610	8,019
Operating Fees	76,885	74,902
Misc. Operating Expenses	106,479	164,649
Total Operating Expenses	<u>\$11,290,073</u>	<u>\$10,461,912</u>
Net Income	<u>\$5,514,445</u>	<u>\$4,704,672</u>

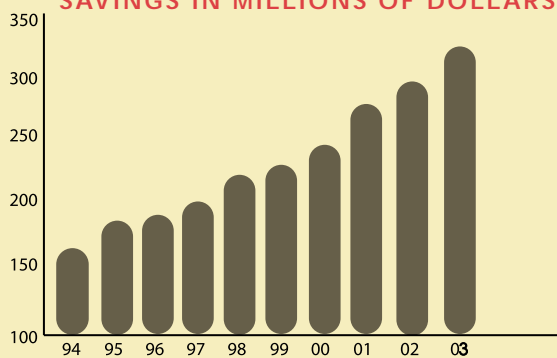
MEMBERS IN THOUSANDS



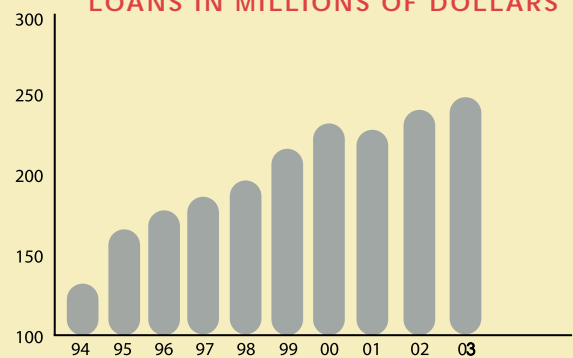
ASSETS IN MILLIONS OF DOLLARS



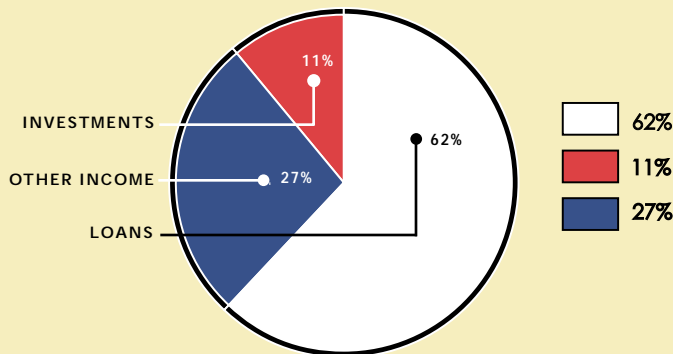
SAVINGS IN MILLIONS OF DOLLARS



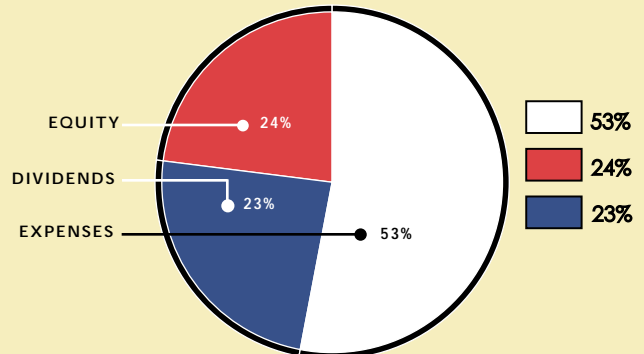
LOANS IN MILLIONS OF DOLLARS



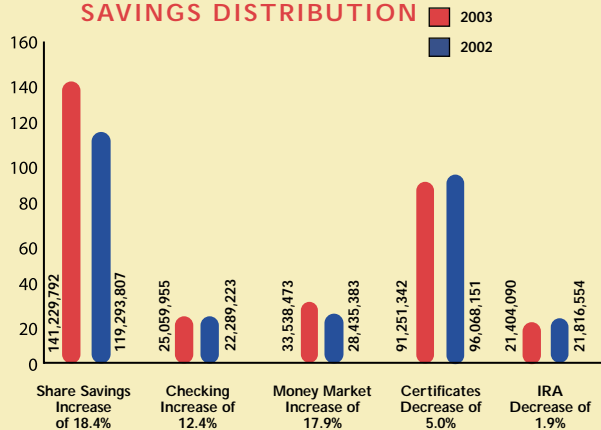
SOURCES OF INCOME



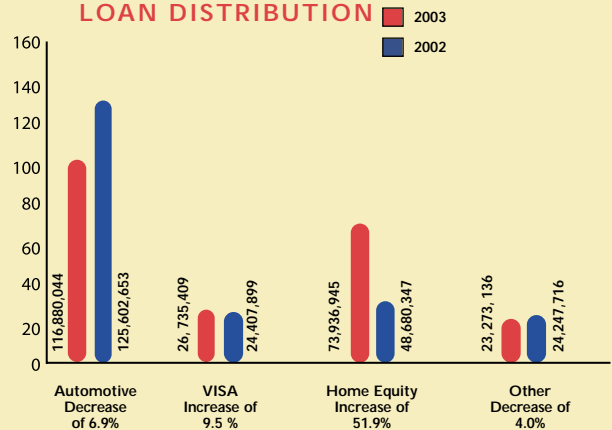
DISTRIBUTION OF INCOME



SAVINGS DISTRIBUTION



LOAN DISTRIBUTION



## Employee Roster

Danielle Adams	Member Services Representative	North Little Rock Branch	Karen Hamm	Mortgage Loan Shipper	Mortgage Loans
Lesley Arthur	Member Services Representative	Jacksonville Branch	Sharron Harriman	Mortgage Loan Originator	Mortgage Loans
Theresa Bauman	Payroll/Benefits Administrator	Human Resources	Virginia Harris	Part-time Teller	North Little Rock Branch
Sandra Beary	Branch Manager	Conway Branch	Tamara Haughn	Collection Clerk	Collections
Keeli Beaulieu	Telephone Service Representative	Telephone Branch	Niki Heffington	Member Services Representative	Little Rock Branch
Niccole Beckwith	Telephone Service Representative	Telephone Branch	Deborah Hendrix	Account Research Representative	Account Research
Brian Berstler	Accounting Manager	Accounting	Bridgett Herndon	Member Services Representative	Little Rock Branch
Joshua Bisbee	Member Services Representative	Little Rock Branch	Tina Higgins	Collection Officer	Collections
Wesley Blossom	Member Services Representative	North Little Rock Branch	Michele Hill	Payroll Processor	Electronic Funds Transfer
Terrance Borreson	Senior Vice President/Finance	Administration	Sandy Hillman	Head Telephone Service Representative	Telephone Branch
Chandra Boyd	Telephone Service Representative	Telephone Branch	Savannah Horn	Member Services Representative	West Little Rock Branch
Laura Bradley	Branch Manager	Fort Smith Branch	Patricia Howard	Check Processor	Electronic Funds Transfer
Betty Bratton	Telephone Service Representative	Telephone Branch	Anna Hudson	Head Teller	North Little Rock Branch
Malissa Brock	Member Services Representative	Jacksonville Branch	Karen Hurst	Account Research Representative	Account Research
David Cavender	Membership Development Coordinator	Marketing	Kelley Jackson	Account Research Representative	Account Research
Shannon Childress	Mortgage Loan Processor	Mortgage Loans	Sharon Johns	Mortgage Loan Shipper	Mortgage Loans
Tammy Christian	Head Teller	Jacksonville Branch	Teresa Johnson	Member Services Representative	West Little Rock Branch
Peggy Clark	Loan Officer	Telephone Branch	Kristine Jones	Telephone Service Representative	Telephone Branch
Millicent Cross	Telephone Service Representative	Telephone Branch	Tyler Jones	Part-time Teller	Jacksonville Branch
Patricia Davis	Loan Officer	Telephone Branch	Cynthia Jones	EFT Manager	Electronic Funds Transfer
Agena DeChaine	Member Services Representative	Fort Smith Branch	Anita Killen	Branch Manager	Little Rock Branch
Cristina DiBello	Member Services Representative	Conway Branch	Paul Kirkdoffer	Purchasing Manager	Support Services
Alicia Dryden	Head Teller	Little Rock Branch	Henry Klein	President/CEO	Administration
Timothy Edwards	Loan Officer	Telephone Branch	Amy Kostos	Administrative Secretary	Administration
Zach Elbert	Member Services Representative	Jacksonville Branch	Deborah LaFave	Accountant	Accounting
Kelly Elrod	Marketing Assistant	Marketing	Stacy Lackey	Member Services Representative	Little Rock Branch
Teresa Esmailpour	Loan Disburser	Little Rock Branch	Trista Lemoine	Telephone Service Representative	Telephone Branch
Cheryl Fraser	Member Services Representative	Conway Branch	Donna Lewis	Executive Secretary	Administration
Nina Furman	Collection Officer	Collections	Cory Liebhardt	Member Services Representative	West Little Rock Branch
Dennis Gibson	Senior Vice President/Service Delivery	Administration	Robert Lipscomb	Part-time Teller	Little Rock Branch
Bradley Glass	Technical Support Specialist	Information Systems	Susan Mansfield	Check Proofer	Electronic Funds Transfer
Denise Goforth	Member Services Representative	Jacksonville Branch	Nicole Matsoukas-Eilts	Telephone Branch Manager	Telephone Branch
Nancy Golden	Member Services Representative	Little Rock Branch	Yumiko McCaulley	Record Control Clerk	Account Research
Julie Gonzales	Member Services Representative	Jacksonville Branch	Gay McGough	Member Services Representative	Little Rock Branch
William Goodwin	Loan Officer	Telephone Branch	Terri Miessner	Collection Manager	Collections
Melody Grigg	Member Services Representative	Fort Smith Branch	Teresa Moore	Member Services Representative	West Little Rock Branch
Lona Hall	Loan Officer	Jacksonville Branch	April Parker	Member Services Representative	Fort Smith Branch

## Employee Roster Continued

Wesley Patterson	Mailing Clerk	Support Services	Heather Smith	Record Control Clerk	Account Research
Cheyenne Payne	Telephone Service Representative	Telephone Branch	Karen Smith	Branch Manager	North Little Rock Branch
Heather Pelczar	Member Services Representative	North Little Rock Branch	Deloney Smith	Member Services Representative	North Little Rock Branch
Angella Perry	Member Services Representative	Jacksonville Branch	Laura Smith	Part-time Teller	Jacksonville Branch
Leslie Perry	Account Research Manager	Account Research	Carol St John	Mortgage Loan Manager	Mortgage Loans
Tiora Pettway	Member Services Representative	Little Rock Branch	Lea Stoll	Loan Officer	Telephone Branch
Mandy Piper	Accounts Payable Clerk	Accounting	Brandon Summers	Courier	Support Services
Virginia Pluskett	Member Services Representative	Jacksonville Branch	Karen Sweeden	Branch Manager	West Little Rock Branch
Thomas Reed	Vice President/Information Services	Information Systems	Gina Terry	Member Services Representative	Jacksonville Branch
Sherri Richardson	Member Services Representative	Jacksonville Branch	Loleatha Thornton	Telephone Service Representative	Telephone Branch
Susan Richmond	Member Services Representative	North Little Rock Branch	Diane Torres	Part-time Teller	Jacksonville Branch
Nancy Rowan	Members Financial Services Coordinator	Marketing	Jennifer Triplett	Member Services Representative	North Little Rock Branch
John Sanders	Manager Trainee	Administration	Ashley Underwood	Part-time Teller	Fort Smith Branch
Jennifer Sartain	Member Services Representative	North Little Rock Branch	Terry Vick, II	Branch Manager	Jacksonville Branch
Craig Savell	Senior Vice President/Operations	Administration	Randy Wall	Internal Audit Director	Administration
Katherine Scott	Training/Development Coordinator	Human Resources	Jennifer Warden	Account Research Representative	Account Research
Viola Scott	Reconciliation Clerk	Accounting	Calandra Whitted	Member Services Representative	Little Rock Branch
Rodney Showmar	Vice President/Marketing	Marketing	Dawn Williams-Tanner	Loan Officer	Telephone Branch
Rebecca Skinner	Telephone Service Representative	Telephone Branch	Jennifer Williamson	Loan Officer	Telephone Branch
Jason Skinner	Network Administrator	Information Systems	David Wilson	Member Services Representative	Jacksonville Branch
Patricia Smith	Mortgage Loan Underwriter	Mortgage Loans	Joe Winberry	Mailing Clerk	Support Services
Janis Smith	ATM Processor	Electronic Funds Transfer	Evelyn Witham	Mortgage Loan Originator	Mortgage Loans
			Lisa Workman	Member Services Representative	Jacksonville Branch
			Angela Zrebski-George	Member Services Representative	Camp Robinson Branch

# Arkansas Federal Credit Union Branch Locations

designed for our members.

Local: 501-982-1000  
Ft. Smith Local: 479-782-1000  
Conway: 501-329-1000  
Toll Free Services: 800-456-3000  
TDD: 501-982-8732  
Fax: 501-982-FAXX (3299)

Touch Tone Teller: 501-982-AFCU (2328)  
800-982-AFCU (2328)

Branch Hours: Monday-Thursday 9:00-5:00  
Friday 9:00-6:00

Internet Branch [www.afcu.org](http://www.afcu.org)  
E-mail [info@afcu.org](mailto:info@afcu.org)

## Branch & ATM Locations

Jacksonville Branch  
2424 Marshall Road

North Little Rock Branch  
4848 North Hills Blvd.

Camp Robinson Branch  
Building 5400, Canteen  
Closed 1:00-2:00

Little Rock Branch  
1001 W. Capitol Ave.

West Little Rock Branch  
1221 South Shackelford Rd.

Conway Branch  
220 Skyline Drive, Highway 65 North

Ft. Smith Branch  
7887 Phoenix Avenue

Telephone Branch  
P.O. Box 9, Jacksonville, AR 72078-0009



## ATM-only Locations

LRAFB Exchange ATM Facility  
Building 940 at Arnold Dr.

LRAFB Shoppette ATM Facility  
Building 1996, Arnold Dr. & Arkansas Blvd.

Federal Building ATM Facility  
700 W. Capitol Ave., First Floor-Little Rock

State Capitol ATM Facility  
First Floor Lobby-Little Rock



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*The Member-Friendly Financial Network*

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