

Banner

Tired of Paying Outrageous Fees Just for the Privilege of Writing Checks?

Open An Arkansas Federal Checking Account and Make Your Money Go Farther

Your credit union wants your checking account. So, kiss your bank good-bye and move your checking account to Arkansas Federal. We'll buy back your unused bank checks for 5¢ each (up to \$10), plus your first box of AFCU Banner checks is FREE.



KISS YOUR **BANK** *good-bye!*

Check Out These Consumer-Friendly Features:

- You never pay a service charge.
- You never pay a per check charge.
- There is no minimum balance requirement.
- Hassle-free direct deposit offers convenience and peace of mind.

Take A Look at these Budget-Friendly Features:

- FREE Check Card combines the convenience of writing a check with the ease of using a credit card.
- Two types of overdraft protection means you never write a hot check or pay outrageous fees.

AFCU Visa Credit Card

Cash advances in \$100 increments will automatically cover inadvertent overdrafts.

Transfers from Share Savings

If you do not have an AFCU Visa Credit Card, transfers from your Share Savings Account in \$100 increments will cover your overdrafts.

- World Wide Access to your credit union account 24 hours a day, seven days a week any of three different ways:

Touch Tone Teller


With any touch tone phone, Touch Tone Teller allows members to check account balances, withdraw funds, make loan payments, review cleared checks, plus conduct other routine transactions.

Internet Branch

Your personal computer and our Internet Branch put you in control of your checking account from the comfort of your home or office. Internet Bill Payment is also available through AFCU's Internet Branch.

ATM Card

When you need cash, day or night, weekday or weekend, our ATM card provides access to your money through one of our ATM machines, or virtually any ATM machine worldwide.

To open an Arkansas Federal Checking Account, visit new accounts at any of our six branch locations, or call our Telephone Branch during normal business hours at 982-1000 or 800-456-3000. 

Take Charge of Your Financial Future!

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Board Approves Bonus Dividend for Fourth Quarter '98

Members of Arkansas Federal Credit Union received an end-of-the-year bonus in the form of a bonus dividend posted to every member's Share Savings Account. The bonus dividend of 3.25%, when combined with the regular 2.75% dividend, totals a 6.00% APY dividend that will be paid to each member's Share Savings Account for the fourth quarter of 1998.


This is the fourth time in the last six years that credit union earnings have exceeded credit union financial needs resulting in a bonus

dividend being shared among all members of the credit union. According to H. C. Klein, President/CEO, "Since we are a financial cooperative, we are happy to share the product of a very good financial year with our members/owners." 




Your Credit Union is Computer-ready for the Year 2000

Arkansas Federal Credit Union is excited about the opportunities ahead in the year 2000 (Y2K) and beyond. As part of our continuing effort to provide superior financial services, your credit union upgraded its computer software on July 18, 1998 with updated software that is Y2K compliant.


With these advance measures in place, savings dividend calculation, loan interest calculation, direct deposits, ATM transactions, Touch Tone Teller transactions, and all other credit union financial transactions will not be interrupted or otherwise adversely affected by the transition into January of the year 2000. Your money is safe with your credit union today, tomorrow and into the new millennium. 




New/Used Car/Truck/Van/Boat/RV Sale Slated For February

Another Members' Only Car/Truck/Van/Boat/RV Sale is coming February 22-28, 1999. Members in Arkansas are encouraged to watch their mail in mid-February for details on this private event, and remember our new auto loan interest rates as low as 5.9% APR! 

Keep your account active!

Inactive accounts are defined as accounts that have less than \$200 on deposit and have had no activity (deposits, transfers, loans, etc...) over a 12-month period. To cover the costs of upkeep on an inactive account, a \$5 per quarter fee is charged. You can avoid this charge by simply keeping your account active. 

Loan Phone Hot Line Requires No Appointment

Walk into any AFCU Branch and immediately talk to a loan officer. How? Use the Loan Phone Hot Line. Even if the loan appointment time you desire is taken, talk to a friendly Telephone Branch Loan Officer by using the Loan Phone Hot Line available in all AFCU branch offices. Your credit union is dedicated to making the loan process as easy and convenient as possible. Apply at your convenience. 



BOARD OF DIRECTORS

Garold L. White, *Chairman*
Art Williams, *Vice Chairman*
Phillip B. Boudreaux, *Secretary*
Robert Batton, *Treasurer*
Fred Van Driesum, *CFP, Director*

CREDIT APPEALS BOARD

Dale Duell, *Chairman*
Pat Hudon, *Member*
Pamela Potter, *Member*

SUPERVISORY COMMITTEE

Jerry Spratt, *CPA CFE, CGFM, CFSA, Chairman*
Rob Rodgers, *CPA Secretary*
Don Greene, *Member*
William F. Sprinkle, *Member*
Jay Simmons, *Member*
Kristy Vest, *CPA, CFSA Internal Audit Director*


MANAGEMENT

H.C. Klein, *President/CEO*
Janie Warner, *Human Resources Director*
Bettyann Hawk, *Vice President/Administrative Support*
Lorraine Baisdon, *Marketing Director*
Scott Sims, *Information Systems Director*
Carol St. John, *Mortgage Manager*
Don Whiddon, *Collection Manager*
Joan Davidson, *Account Research Manager*
Sam Wilson, *Purchasing Manager*
Bill Williams, *Vice President/Branch Operations*
Terry Vick, *Air Force Base Branch Manager*
Michele Mosley, *Little Rock Branch Manager*
Brenda Sharp, *Fort Smith Branch Manager*
Donald Cypert, *Comptroller*
Karen Smith, *Electronic Funds Transfer Manager*
George Snyder, *CPA, Accounting Manager*

Mission Statement

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

Outgoing Wire Fee Increases

Due to the increased cost to send an outgoing wire to another financial institution, the outgoing wire fee has been increased from \$10.00 to \$12.00 effective January 19, 1999. An updated Special Services Schedule listing all fees and charges for the credit union is included in this issue of the Banner. 

RATE WATCH

6.00%

Share Savings	2.75 + 3.25 =	6.00%
I.R.A. Savings		3.25%
Special Savings		2.50%
Money Market		3.86%
91-day Certificate/IRA		4.60%
Jumbo 91-day Certificate/IRA		4.85%
182-day Certificate/IRA		5.00%
Jumbo 182-day Certificate/IRA		5.25%
1-year Certificate/IRA		5.15%
2-year Certificate/IRA		5.25%

5.90%

New Car/Truck/Van		
Up to 24 months		5.90%
36 months		6.40%
48 months		6.90%
60 months		7.40%
72 months		7.90%
Used Car/Truck/Van (Current & 1 yr. old models)		
Up to 24 months		5.90%
36 months		6.40%
48 months		6.90%
60 months		7.40%
72 months		7.90%

Used Car/Truck/Van (2, 3, 4 and 5-year old models)		
		7.40%
E-Z Home Equity		9.90%
Generous Home Equity		8.90%
	or	9.90%
Conventional Home Equity		7.90%
		8.90%
	or	9.90%

11.90%

Visa Credit Card		11.90%
New/Used motorcycle, boat and RV		
		7.40%
Share Pledged (savings)		6.00%
Personal Signature		13.90%
1st Mortgage (VA 30-year)		7.177%
	6.875% + 0% discount + 1% org. fee	
	Based on \$100,000 loan + 2.00% funding fee financed	

Rates effective as of printing. Savings rates are declared for the previous quarter, and dividends paid quarterly. Money Market and Certificate Account dividends paid monthly. Rates subject to change without notice. Contact a Credit Union employee for information on applicable fees and terms. All savings rates APY; all loan rates APR. Property for mortgage loans must be located in the state of Arkansas. FHA & Conventional mortgage loans also available.

Loan Rates Drop


Notice of Change to the Permanent Loan Agreement

In a very short period of time last fall, the Federal Reserve cut interest rates three times reducing the Federal Funds rate and the Federal Discount Rate. In response to this federal interest rate decrease, your Board of Directors voted in November to reduce certain loan interest rates and to offer car/truck/van loans (new, current year, and one year old models) for 24 months at 5.90% Annual Percentage Rate (APR), for 36 months at 6.40% APY, and for 48 months at 6.90% APR.

The VISA Credit Card interest rate was reduced to 11.90% APR, and the Share Pledged Loan rate was decreased to 6.00% APR. The Addendum to the Permanent Loan Agreement included with this issue of the Banner details all the loan rate decreases that were put into effect.

Because of the FAIR (Future Adjustable Interest Rates) concept used by Arkansas Federal Credit Union, members with Share Pledged Loans and VISA credit cards will find their loan interest rates automatically reduced as of December 1, 1998 and December 24, 1998 respectively. While payments will not change, their loan terms will adjust to compensate for the new APR.

Arkansas Federal is dedicated to offering the most competitive loan interest rates in the market.

Borrowing from your credit union is easy, economical and always convenient when you use the 24-hour Phone-A-Loan service available by calling 982-1000 or 800-456-3000, press 6. Take advantage of these lower loan interest rates today and put some cash back in your pocket! 



Special Services Schedule

Initial membership	\$5.00	American Express gift check	\$2.50
Overdraft share transfer	\$2.00	Transaction history since last statement	\$5.00
Excessive savings withdrawal (account 1, 2 and 5-over 4/month)	\$5.00	Card replacement	\$5.00
ATM card with savings only	\$5.00	Rush card replacement	\$15.00
Non-sufficient funds	\$20.00	Express card replacement	\$25.00
Stop payment request	\$15.00	Account research — \$15.00/hour with a minimum charge of	\$5.00
Lost/stolen credit card	\$15.00	Abused account closure	\$25.00
Document copy	\$5.00	Open/close membership (within 90 days)	\$15.00
Statement copy	\$5.00	Airborne Express delivery	\$15.00
Temporary checks	\$2.00	Collection item — Incoming	\$5.00
Check printing	\$9.55	Outgoing (plus direct expenses)	\$5.00
(and up depending on style ordered)		Levy/garnishment request	\$25.00
Internet Branch		Loan over limit	\$15.00
Account Access (one time)	\$5.00	Loan late payment — over 7 days late 20% of interest due with a minimum charge of	\$15.00
Bill Payment (one time)	\$5.00	Safe deposit box rental	
Bill Payment (monthly) (with an AFCU VISA...FREE)	\$4.95	3x5x24	\$15.00
ATM network transaction	\$1.00	3x10x24	\$25.00
Member deposit item returned/NSF	\$15.00	5x10x24	\$35.00
Inactive account 1 yr. (per qtr.)	\$5.00	10x10x24	\$70.00
Missing address (per qtr.)	\$5.00	Wire rate (outgoing)	\$12.00
Credit Card Debt Liquidation Report	\$10.00	Overseas	\$30.00
Cashier's check	\$3.00	Wire rate (incoming)	\$5.00
Money order	\$1.00		
Traveler's cheques — \$100 @	\$1.00		
Traveler's cheques for 2 — \$100 @	\$1.75		

ADDENDUM TO X-PRESS PERMANENT LOAN AGREEMENT

TABLE OF LOAN TYPES AUTHORIZED

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 this 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
New Auto			
24 Months or Less	\$4.43	5.90%	.016164%
25-36 Months	\$3.07	6.40%	.017534%
37-48 Months	\$2.40	6.90%	.018904%
49-60 Months	\$2.01	7.40%	.020274%
61-72 Months	\$1.76	7.90%	.021644%
Used Auto- (Current and 1-year-Old Models)			
24 Months or Less	\$4.43	5.90%	.016164%
25-36 Months	\$3.07	6.40%	.017534%
37-48 Months	\$2.40	6.90%	.018904%
49-60 Months	\$2.01	7.40%	.020274%
Used Auto-2-Year-Old Models	\$2.01	7.40%	.020274%
3-Year-Old Models	\$2.42	7.40%	.020274%
4-Year-Old Models	\$3.12	7.40%	.020274%
5-Year-Old Models	\$4.51	7.40%	.020274%
Motorcycle- New	\$3.12	7.40%	.020274%
Used 1-Year-Old Models	\$3.12	7.40%	.020274%
Used 2 & 3-Year-Old Models	\$4.51	7.40%	.020274%
Boat- New- Less Than \$5,000	\$2.42	7.40%	.020274%
\$5,000 But Under \$10,000	\$1.74	7.40%	.020274%
\$10,000 But Under \$15,000	\$1.39	7.40%	.020274%
\$15,000 & Above	\$1.19	7.40%	.020274%
Boat- Used- Less Than \$5,000	\$2.42	7.40%	.020274%
\$5,000 But Under \$10,000	\$1.74	7.40%	.020274%
\$10,000 But Under \$15,000	\$1.39	7.40%	.020274%
\$15,000 & Above	\$1.19	7.40%	.020274%
Recreational Vehicle- New, Less Than \$5000	\$2.42	7.40%	.020274%
\$5,000 But Under \$10,000	\$1.74	7.40%	.020274%
\$10,000 But Under \$15,000	\$1.39	7.40%	.020274%
\$15,000 & Above	\$1.19	7.40%	.020274%
Recreational Vehicle- Used, Less Than \$5,000	\$2.42	7.40%	.020274%
\$5,000 But Under \$10,000	\$1.74	7.40%	.020274%
\$10,000 But Under \$15,000	\$1.39	7.40%	.020274%
\$15,000 & Above	\$1.19	7.40%	.020274%
Airplanes/Other Collateral- New, Less Than \$5,000	\$2.42	7.40%	.020274%
\$5,000 But Under \$10,000	\$1.74	7.40%	.020274%
\$10,000 But Under \$15,000	\$1.39	7.40%	.020274%
\$15,000 & Above	\$1.19	7.40%	.020274%
Airplanes/Other Collateral- Used, Less Than \$5,000	\$2.42	7.40%	.020274%
\$5,000 But Under \$10,000	\$1.74	7.40%	.020274%
\$10,000 But Under \$15,000	\$1.39	7.40%	.020274%
\$15,000 & Above	\$1.19	7.40%	.020274%
Share Pledged - Share Savings	\$0.98	6.00%	.016438%
Share Pledged - Certificate Accounts	3.00% Above Certificate Account Rate Paid		
Share Pledged - Credit Builder	\$4.60	9.50%	.026027%
Personal Signature - No Property Collateral	\$3.50	13.90%	.038082%
Credit Card (VISA) - No Property Collateral	\$3.00	11.90%	.032603%
Signature Plus Guarantor- Otherwise No Property Collateral	\$3.50	13.90%	.038082%
Signature Plus Collateral	Collateral Determines Payment	13.90%	.038082%

Candidates for the Board of Directors Election



Fred Van Driesum, CFP
(Nominee Incumbent)

Current Occupation

Legislative Analyst with the Legislative Council of the Arkansas General Assembly

Education

Bachelors in Economics and History from Michigan State University, Lansing
Masters in Comparative Politics from the University of Arkansas, Fayetteville
College for Financial Planning, Denver, CO

Activities

Member Board of Directors, Arkansas Federal Credit Union
Served on Credit Appeals Board and Supervisory Committee, Arkansas Federal Credit Union
Member of the International Association for Financial Planning (Local Chapter)
Member City of Maumelle Planning Commission
Member of the Association for Financial Counseling and Planning Education
Licensed Certified Financial Planner (CFP)

Why are you seeking re-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, as such, I will be able to understand and make vital decisions on a variety of very complex issues, both business and political, that will face our Board and our financial institution as we enter a period of sustained growth and prosperity for our members. I am a firm believer in the credit union movement, and all that it embodies. I will have the best interest of all members, including AFCU employees, at the forefront of my thinking at all times. During my tenure on the Credit Appeals Board, Supervisory Committee and currently on the Board of Directors, I have received the prestigious Filene, Raiffeisen and Bergengren awards for completing all courses of the Volunteer Achievement Program. I respectfully ask for your vote for re-election to the Board of Directors of our credit union, Arkansas Federal Credit Union, Arkansas' Largest Financial Cooperative. I promise to serve you well.



Eric Spencer Buchanan
(Nominee)

Current Occupation

Staff Attorney with the United States District Court

Education

Bachelors in Political Science from the University of Arkansas, Pine Bluff, Arkansas

Activities

Member of the Arkansas Bar Association
Board Member of the Cathedral Middle School

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

Since joining in 1993, the Arkansas Federal Credit Union has been a friend and integral part of my life. As big banks rapidly consolidate, I feel fortunate to reside in a community with a thriving institution committed to the financial needs of the small borrower. I seek admittance to the Board of Directors for one very important reason, to serve the members of the Arkansas Federal Credit Union. As a board member, I will use my best efforts to strengthen the Arkansas Federal Credit Union in its position as a community and technological leader in the twenty-first century.



Robert Batton
(Nominee Incumbent)

Current Occupation

Municipal Judge for the city of Jacksonville since 1977

Education

Juris Doctorate from the University of Arkansas; B.B.A. from the University of Miami, Florida

Activities

Arkansas Federal Credit Union Board of Directors member since 1988
Arkansas Bar Association
Pulaski County Bar Association

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

In the 11 years that I have served as a volunteer on the Board of Directors, my educational and legal experience have helped me contribute greatly to the strong decisions made by the board. I feel that I have a lot more time and talent that I can personally contribute if given another three-year term. I sincerely hope that I am re-elected to the Board of Directors.

Annual Election Drawing Near

The Nominating Committee has selected a slate of three candidates who are vying for the two positions open on the AFCU Board of Directors.

Any member wishing to run for the board who missed the nominating process may come by any AFCU branch or call the Telephone Branch at 982-1000 or 800-456-3000 to request a petition for nomination. To be included on the ballot a member must obtain a minimum of 75 signatures of Arkansas Federal Credit Union members. The petition must be returned to the secretary of the board by February 8, 1999.

Ballots will be mailed to all members of voting age, 16 or older, on February 18, 1998. The Annual Membership Meeting has been scheduled for Thursday, March 25, 1999 at 2:30 p.m. in the meeting room of the credit union's headquarters in Jacksonville. 🗳️

NEWS in BRIEF

Member Donations Benefit Arkansas Children's Hospital

The Children's Miracle Network (CMN), a nationwide, fundraising program for 160 children's hospitals across the U.S., needs your help! Members of AFCU are asked to help raise funds for Arkansas' CMN hospital, Arkansas Children's Hospital, through donations made at any branch or by mail. Just make your check out to Credit Unions for Kids. Donations are accepted at any credit union branch office or through the mail at P.O. Box 9, Jacksonville, AR 72078-0009. AFCU has set a goal to raise \$12,000 for presentation during the spring CMN telethon. Help us raise money for this worthy cause! 🍷

1999 Education Exchange \$100,000 College Grant Program

High school seniors from the class of 1999 are urged to enter the 1999 Education Exchange \$100,000 Grant Program. Sponsored by the Exchange International, MPACT, and Instant Teller automated teller machine (ATM) networks, this program is in its fourth year of honoring hardworking, academically talented students. Application forms for the grant program will be available in mid-January from any AFCU branch or by calling the Telephone Branch at 800-456-3000. 🍷

Important Income Tax Reporting and Refund Information

Each year during tax time, your credit union prepares certain IRS reporting forms for your use in filing personal tax returns. The forms that will be mailed by January 31, 1999 include IRS forms: 1099, 1098, 1099R, and on May 31, 1999, the IRS form 5498.

Members requesting the IRS to direct deposit their income tax refund can use the 24-Hour Touch Tone Teller or Internet Branch Account Access to confirm deposit of their refund to their Share Savings Account. Once deposited, Touch Tone Teller Access Code 27 or the Account Access Transfer button can be used to transfer the refund to your checking account or any other account or loan you choose. 🍷

AFCU Joins Credit Card Fraud Detection Network

Recently, Arkansas Federal Credit Union added another security feature to your VISA credit card. It now participates in a formal fraud detection network called the Cardholder Risk Identification Service (CRIS). This service identifies fraud by monitoring your VISA account for any unusual activity.

CRIS scores transactions as you use your VISA card and alerts a fraud specialist to any suspect activity. When CRIS identifies a potential fraudulent transaction, you will be contacted by a representative from EQUIFAX Card Services on behalf of the credit union to verify the transaction(s) in question. Please be aware that you may be asked to verify your social security number.

However, if you receive a call from someone asking for your 16 digit credit card number, immediately hang-up and report the call to a credit union account research representative at 501-982-1000, ext. 583.

The success of this program is dependent upon the credit union having valid telephone numbers on file for all members. All members with credit union VISA credit cards will be receiving, in the near future, a mailing requesting confirmation of home and work telephone numbers. Please contact us if you have any questions regarding this program. 🍷

First Quarter 1999

Holiday Closings

Dr. Martin Luther King, Jr. Day
Monday, January 18, 1999

President's Day
Monday, February 15, 1999



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



AFCU info

LOCATIONS

- Air Force Base Branch**
2424 Marshall Road, Jacksonville
- Little Rock Branch**
1001 West Capitol Avenue
- West Little Rock Branch**
301 N. Shackleford Road (at Markham)
- North Little Rock Branch**
4848 North Hills Boulevard
- Camp Robinson Branch**
Bldg. 5400, Camp Robinson Canteen*
- Fort Smith Branch**
1301-C South Waldron Road
- Telephone Branch**
P.O. Box 9, Jacksonville, AR 72078-0009
- Shoppette ATM Facility**
Building 1996, Arnold Dr. & 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
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

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



(501)982-1000 EXTENSION NUMBERS

- Telephone BranchExt. 582#
- Account Research Department
Account question/
problemsExt. 583#
- Collection Department
Past-due loans/
repossessions for sale.....Ext. 141#
- Plan America® Center.....Ext. 114#
- AnswerLine.....Press 5
- Phone-A-Loan.....Press 6

NOTE: Should you not make a selection, your call will be answered by a Telephone Service Representative.