

BANNER

ARKANSAS' LARGEST FINANCIAL COOPERATIVE

second quarter/april 2000

Go Fishin' On The Net! Throw Back Your Bank Checking Account

Earn \$10

Open a Checking Account at Arkansas Federal Credit Union and we'll buy back your unused banks checks for 5¢ each (up to \$10.00). A credit union checking account can help you and your family save hundreds of dollars each year.

Don't Let This One Get Away!

Your credit union's checking account offers access to services that are very consumer-friendly

- No monthly service charge
- VISA Check Card*
- Overdraft protection
- Touch Tone Teller
- Worldwide ATM Access
- Account Access and Bill Payment via AFCU's Internet Branch

Apply On-Line & Land The Big One!

You Could Win A Free Weekend at Big Cedar Lodge in Branson

We're fishing for your checking account,* and we've got the bait. Three lucky couples will win a FREE weekend for two at Big Cedar Lodge in Branson. Apply for a credit union checking account at our Internet Branch at www.afcu.org and you're automatically registered. Just click on the "bait" in our virtual lobby. 🇺🇸



www.afcu.org

*Certain qualifying criteria must be met.

ELECTRONIC BRANCH introduced at camp robinson



A recent remodeling of the Camp Robinson Branch has resulted in a prototype “electronic branch” that features automated, convenient services available before, during and after regular business hours.

Members who frequent the Camp Robinson Branch will first notice the new “card swipe” entry. Using a credit, ATM or check card, members can gain access to the branch - even when it

is closed. The electronic services available in the branch include telephone access to Phone-A-Loan and touch screen account access using the Touch Screen Teller. Soon, members will also be able to surf the Internet and check public-access e-mail using their credit or check card from a countertop computer.

Camp Robinson Branch has regular business hours of 9:00 - 5:00 Monday through Thursday and 9:00 to 6:00 on Fridays. The branch is closed from 1:00 to 2:00 each business day. But business hours are extended through use of the new electronic services.

“Loans To Members” A Founding Principle

One of the founding principles of Arkansas Federal Credit Union is to “provide eligible members with a dependable source of credit.” In 1999, 9,410 loans were approved in excess of \$140 million. Most loans are approved in a matter of minutes with a loan officer making the approval decision and ordering the disbursement of funds. But, in some situations, loan requests are disapproved.

Members who wish to appeal a loan decision made by a loan officer or a branch manager may do so by notifying the Credit Appeals Board, in writing, of their desire for an appeal meeting. The Credit Appeals Board, a group of members appointed by

the Board of Directors, meets on a required basis to review special loan appeal requests. Members appealing their loan decision may appear in person before the appeals board. These meetings are conducted in private and the decision made by the appeals board is final.

Loans to members are the driving force behind the growth and financial strength and stability of Arkansas Federal Credit Union. The Credit Appeals Board and the appeals process is just another example of the unique way credit unions support their member/owners.

BOARD OF DIRECTORS

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

CREDIT APPEALS BOARD

Dale Duell, *Chairman*
 Pat Hudon, *Member*
 Leo Miller, *Member*

SUPERVISORY COMMITTEE

Jerry E. Spratt, *CPA, CFE, CGFM, CFSa, Chairman*
 Robert Rodgers, *CPA, Secretary*
 Don Greene, *Member*
 William Sprinkle, *Member*
 Jay Simmons, *Member*
 Kristy Vest, *CPA, CFSa, CIA Internal Audit Director*

MANAGEMENT

H. C. Klein, *President/CEO*
 Bettyann Hawk, *Senior Vice President/Administrative Support*
 Dennis Gibson, *Senior Vice President/Service Delivery*
 Bill Williams, *Vice President/Branch Operations*
 Don Cypert, *Senior Vice President/Finance*
 Janie Warner, *Vice President/Human Resources*
 Lorraine Baisdon, *Vice President/Marketing*
 Scott Sims, *Vice President/Information Systems*
 Terry Vick, *Air Force Base Branch Manager*
 Michele Mosley, *Telephone Branch Manager*
 Sandra Rodriguez, *Little Rock Branch Manager*
 Patricia Fuquay, *West Little Rock Branch Manager*
 Mark Allen, *North Little Rock Branch Manager*
 Brenda Sharp, *Fort Smith Branch Manager*
 Carol St. John, *Mortgage Loan Manager*
 Joan Davidson, *Account Research Manager*
 Don Whiddon, *Collection Manager*
 Angela Heard, *Purchasing Manager*
 Karen Smith, *Electronic Funds Transfer Manager*
 Helen Johnson, *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.


Keep *Your* Future On Track

A message from the MEMBERS Financial Services Office

Are you planning to change employers or nearing the point of making decisions on your retirement? You should be seriously considering what to do with the money in your employer's 401(k) or other qualified account.

Now is the right time to get a second opinion on these financial matters. And that's where we come in. MEMBERS Financial Services Representative, Mike Van Bokhoven, can meet with you to discuss rolling over your qualified retirement account into an IRA.

A direct rollover to an IRA will let you keep your money invested, earning more money for you, while preserving the tax-deferred status of your account. The alternative could be taxes and penalties that would greatly reduce your savings.

You can contact Mike by calling 501-982-1000, ext. 114 or 115. 


The MEMBERS Financial Services Program is a service of CUNA Brokerage Services, Inc., 5910 Mineral Point Road, Madison, WI 53705, Member NASD, SIPC. MEMBERS Financial Services Representatives are also licensed insurance representatives of CUNA Mutual Life Insurance Company. The products offered through the MEMBERS Financial Services Program: 1) are not insured by NCUSIF or any agency in your state or the federal government; 2) are not deposits; 3) are not obligations of the credit union; 4) are not guaranteed by the credit union or any affiliated entity; and 5) involve investment risks, including the possible loss of principal.

HOLIDAY CLOSINGS!

*Memorial Day
Monday, May 29, 2000*

*Independence Day
Tuesday, July 4, 2000*

Members Elected To The Board of Directors

At the 44th Annual Membership Meeting of Arkansas Federal Credit Union held March 28, 2000, two members were elected by acclamation to serve three-year terms on the credit union's Board of Directors. Those members are Phillip B. Boudreaux and Robert Batton. 



Phillip B. Boudreaux



Robert Batton

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 | | Card replacement | \$5.00 |
| (account 1, 2 and 5-over 4/month) | \$5.00 | Rush card replacement | \$15.00 |
| ATM card with savings only | \$5.00 | Account research — \$15.00/hour | |
| Non-sufficient funds | \$20.00 | with a minimum charge of | \$5.00 |
| Stop payment request | \$15.00 | Abused account closure | \$25.00 |
| Lost/stolen credit card | \$15.00 | Open/close membership | |
| Document copy | \$5.00 | (within 90 days) | \$15.00 |
| Statement copy | \$5.00 | 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 | |
| Bill Payment (one time) | \$5.00 | days late 20% of interest due | |
| Bill Payment (monthly) | \$4.95 | with a minimum charge of | \$15.00 |
| (with an AFCU VISA...FREE) | | Safe deposit box rental | |
| ATM network transaction | \$1.00 | 3x5x24 | \$15.00 |
| Member deposit item returned/NSF | \$15.00 | 3x10x24 | \$25.00 |
| Inactive account 1 yr.(per qtr.) | \$5.00 | 5x10x24 | \$35.00 |
| Missing address (per qtr.) | \$5.00 | 10x10x24 | \$70.00 |
| Credit Card Debt Liquidation Report | \$10.00 | Wire rate (outgoing) | \$12.00 |
| Cashier's check | \$3.00 | Overseas | \$30.00 |
| Money order | \$1.00 | Wire rate (incoming) | \$5.00 |
| Traveler's cheques — \$100 @ | \$1.00 | | |
| Traveler's cheques for 2 — \$100 @ | \$1.75 | | |

RATE WATCH RATE WATCH RATE WATCH RATE WATCH

7.05%

| | |
|-------------------------------|-------|
| Share Savings | 3.00% |
| I.R.A. Savings | 3.00% |
| Special Savings | 2.25% |
| Money Market | 4.12% |
| 91-day Certificate/IRA | 5.25% |
| Jumbo 91-day Certificate/IRA | 5.75% |
| 182-day Certificate/IRA | 6.10% |
| Jumbo 182-day Certificate/IRA | 6.60% |
| 1-year Certificate/IRA | 6.75% |
| 2-year Certificate/IRA | 7.05% |

7.40%

| | |
|---------------------------------|----------|
| New Car/Truck/Van | |
| up to 60 months | 7.40% |
| 61-72 months | 7.90% |
| 73-84 months | 8.40% |
| Used Car/Truck/Van | |
| (Current & 1 yr. old models) | |
| up to 60 months | 7.40% |
| 61-72 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) | 8.579% |
| 8.250% + 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.

Planning To Purchase A New Home In 2000?

If you are one of the millions of Americans planning to purchase a home this year, you should know about a financing source that will work for you. Your credit union has a mortgage loan to fit your personal financial needs. Whether it's a FHA, VA, or 30-year conventional home loan, your credit union has a home mortgage loan to fit your individual needs.

Your credit union is also participating in the Arkansas Development Finance Authority (ADFA) bond money program. Find out more about this bond money program and buying your first home at a free Homebuyer's Seminar sponsored by Arkansas Federal Credit Union on May 4, 11, and 18, 2000. The seminar will be held in the credit union's Meeting Room located at 2424 Marshall Road in Jacksonville. Registration is required. Contact the Family Service Agency at 753-0202, ext. 206 to reserve your spot.



The application process is easy and speedy. The typical application is approved and the loan is closed in 30 days or less! Just call the Telephone Branch during business hours, 982-1000 or 800-456-3000. The branch will either handle your loan needs via mail or schedule an appointment for you with a loan officer at one of our convenient branches.

To request a copy of the 1999 Annual Report, call the Telephone Branch at either 982-1000 or 800-456-3000. Or you can visit any AFCU branch office to pick up a free copy.

Spotlight New Management



Dennis Gibson
Senior Vice President of Service Delivery

Dennis Gibson has been named Senior Vice President of Service Delivery for Arkansas Federal Credit Union. Dennis is a familiar face at Arkansas Federal, and credit unions throughout the United States, through his consulting work with The Sequoyah Corporation based out of Philadelphia, Pennsylvania. Dennis spent the last six years as a Senior Consultant, Productivity Manager, and Vice President for Sequoyah.

As a consultant, Dennis helped credit unions with profitability studies, strategic planning, marketing, financials, productivity, and organizational issues. This broad background of industry-based knowledge and management experience

is a great asset for the credit union branches he'll be overseeing as the new Senior Vice President. "I see service as our number one priority in the branches," he explains, "and I plan to be very hands-on. Members will see me in the branches as I strive to monitor service delivery."

Dennis has his bachelor's degree in Business & Economics, with a minor in English, from Avila College in Kansas City, Missouri. He and his wife, Judy, are making their home in Maumelle.

Patricia Fuquay is the new West Little Rock Branch Manager. Pat brings a total of 27 years of financial industry experience to her position. She has worked in banking in Montana, Washington, Oregon, California, and now Arkansas.

Her well-rounded education includes financial study at Roseburg Community College in Oregon and extensive study in the American Institute of Banking. Pat enjoys community service and public speaking. One of her favorite activities is teaching a personal finance course to high school students. She makes her home in West Little Rock.



Patricia Fuquay
West Little Rock Branch Manager

1999 Annual Reports Now Available

To request a copy of the 1999 Annual Report, call the Telephone Branch at either 982-1000 or 800-456-3000. Or you can visit any AFCU branch office to pick up a free copy.



Drive A Great Deal During The Summer Car/Truck/Van Sale!

Coming June 8 through 12, 2000, a summer car/truck/van sale for credit union members only. Area new and used car dealers will be discounting their fleet for Arkansas Federal Credit Union members during this special five-day sale event. Watch your mailbox for more details! 📧



MOST POPULAR AUTO LOAN TERMS STILL AVAILABLE

By and large, longer-term auto loans remain the most popular choice for consumers, and credit union members are no exception. Most members choose 60-month financing for their automobiles. For more expensive new auto purchases, 72- and even 84-month financing keeps payments affordable.

To hold auto loan interest rates as low as possible for as long as possible in a rising interest rate environment, your credit union has temporarily stopped making 24-, 36- and 48-month auto loans. Only 60 months or less- (7.40% APR), 61-72 month-

(7.90% APR), and 73-84 month- (8.40% APR) loans are available on new autos. For current year, one-year, and two-to five-year old models, 60-month or less financing is available at 7.40% APR. We also offer 72- month financing at 7.9% on used, current and one-year old model vehicles.

Members who wish to payoff their auto loans early can do so with no prepayment penalty. Just ask a loan officer to calculate how much extra you'll need to add to your payment to pay-off early. 📧

Rebuilt Collateral Is Rebuffed

A change to credit union financing policy now prohibits the financing of rebuilt or salvaged collateral. Vehicles branded with terms such as salvaged or rebuilt have sustained damage significant enough to reduce the vehicles' fair market value. To protect the credit union and the member from further loss on a salvaged vehicle, Arkansas Federal will no longer finance rebuilt or salvaged collateral. 📧

NOTICE of Disclosure Change Regulation Redefines Statutory Lien

A final rule has been issued to redefine Interpretive Rule and Policy Statement No. 82-5 in the Federal Credit Union Act. This part of the Act allows federal credit unions, like Arkansas Federal, to have the right to apply a statutory lien to members' shares and dividends for a member's financial obligation to the credit union. The language officially added to Arkansas

Federal's account disclosure booklet: "Shares and dividends in your account(s) are subject to a statutory lien if any of you defaults on a financial obligation to us. Federal law gives us the right to apply the balance in your account(s) at the time of default to satisfy that obligation. We may exercise that right without further notice to you." 📧

VISA Check Card Is Convenience To The Max

Question: What has no monthly payment, is accepted like a credit card at most any business, and has the word VISA in its name? It is the Arkansas Federal Credit Union VISA Check Card.

When you use your VISA Check Card to make purchases, the money is automatically deducted or debited from your checking account. There is no monthly fee to have a VISA Check Card, and members must qualify through a routine check of their checking account history.

Your VISA Check Card also acts like an ATM card allowing you to obtain cash 24-hours a day from most any automated teller machine. To apply for a VISA Check Card, just see any Member Service Representative in an AFCU branch or call 800-456-3000 or 501-982-1000 to speak with a Telephone Service Representative about your application for the VISA Check Card. 🇺🇸



VISA Check Card TIPS

“Swiping” your VISA Check Card through point of sale (POS) terminals at the checkout is the ultimate in purchase convenience. But you should thoroughly understand how to use the card to maximize its money-saving features.

Anytime the VISA Check Card is used with its personal identification number (PIN), there is a transaction fee involved and there are some limits to the monetary transactions. In an ATM not owned by Arkansas Federal Credit Union, you will pay a nominal \$1.00 transaction fee for the convenience of using that ATM and there is a \$500 per day limit to the amount of money you can withdraw. The same process is used when the VISA Check Card is used at a merchant and you push the “debit” button on the POS terminal.

The transaction will be processed just like an ATM transaction. It will require the use of the PIN, the \$1.00 transaction fee will be charged, but there is a limit, \$1000 per day, from a POS terminal.

However if you use the VISA Check Card along with your signature on a receipt (this happens when you use the “credit” button on the POS terminal), there is no transaction fee and your daily limit is what you have on deposit in your checking account up to a maximum of \$1000. Members may prefer this method because of its money-saving features.

It is very important to know your daily limits for withdrawals and transactions. If you have any questions about the usage of your VISA Check Card, just call 800-456-3000 or 501-982-1000 for more information. 🇺🇸



LOCATIONS

- Air Force Base Branch**
2424 Marshall Rd., Jacksonville
- Little Rock Branch**
1001 West Capitol Ave.
- West Little Rock Branch**
301 N. Shackelford 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 St.
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:

AFFN® **pulse**® 
800-662-AFFN 800-237-ATMS

  **MPACT**.
800-4-CIRRUS 800-CASH NOW 800-52-MPACT

(501)982-1000 EXTENSION NUMBERS

- Telephone Branch**Ext. 582#
Account Research Department
- Account question/problemsExt. 583#
- Collection Department**
- Past-due loans/Repossessions for saleExt. 141#
- MEMBERS Financial Service CenterExt. 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.



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

