



# Banner

ARKANSAS FEDERAL CREDIT UNION



January 2005

## BE MORTGAGE FREE IN 5 YEARS AT 4.49% APR\*!

Arkansas Federal Credit Union is offering a High Equity Loan with No points, No closing costs, No appraisal fee, No annual fee, and 4.49% Fixed APR for 5 years.

Act now and for a limited time we will also refund your application fee at closing for members with an AFCU Fee-Free Checking account with Direct Deposit and either an AFCU Visa Classic or Visa Secured Credit Card.

The examples at right will show you the approximate payment to be mortgage debt free in 5 years.

Your home can be paid off in as little as 5 years with this special limited time offer only from Arkansas Federal.

### Apply in one of our four convenient ways:

- ◆ **Phone-A-Loan** – Dial 800-456-3000 or 982-1000 and press 6.
- ◆ **Telephone Branch** – Dial 800-456-3000 or 982-1000 during normal business hours.
- ◆ **Internet Branch** – Click on Loan Applications at [www.afcu.org](http://www.afcu.org).
- ◆ **Schedule an appointment** with one of our Loan Officers.


IF YOU OWE:	\$25,000	\$50,000	\$75,000	\$100,000
Annual Percentage Rate	4.49%	4.49%	4.49%	4.49%
Monthly Payment	\$466.82	\$933.64	\$1,400.46	\$1,867.27
Number of Years Till Your Home is Paid-Off	5 years	5 years	5 years	5 years
Closing Costs, Application Fee	NONE*	NONE*	NONE*	NONE*

\* Annual Percentage Rate. Application Fee of \$99 or \$299 will be refunded at closing.

Tell your family members and co-workers about this great opportunity. Everyone eligible for membership can apply for the same great deal. 🇺🇸

## AFCU User

### MAYOR HAYS



After a day of taking care of his submarine, the USS Razorback (SS-394), two grandkids and an entire city, North Little Rock Mayor Patrick Hays has little time for other matters.

With the help of Arkansas Federal Credit Union, Mayor Hays can manage all of his financial needs from his PC with a click of his mouse.

Hays uses Arkansas Federal's real-time online account access, where he checks on the latest loan rates and manages his account. "If I don't have time to visit a branch, I use Arkansas Federal's Internet Branch at [www.afcu.org](http://www.afcu.org) to access my accounts, make loan payments, or apply for a loan," Hays said. "Arkansas Federal Credit Union's products and services are great. I take

advantage of their Fee-Free Checking Account with Direct Deposit, and I got a great rate on a High Equity Home Loan and a Visa Credit Card from Arkansas Federal." Mayor Hays was one of the first members to take advantage of Arkansas Federal's High Equity Home Loan, which refinanced his mortgage so it is completely paid-off in just five years.

Arkansas Federal has a branch location in North Little Rock at the corner of North Hills and Crestwood (4848 North Hills Blvd.).

**AFCU USER, continued on page 2**

## Board Approves 3% Bonus Dividend for Fourth Quarter of 2004

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 3.00%, when combined with the regular 1.00% dividend, totals a 4.00% Annual Percentage Yield (APY) dividend paid to each member's Share Savings account on January 1, 2005 for the fourth quarter of 2004. This bonus dividend is only available at Arkansas Federal.

**BONUS DIVIDEND, continued on page 3**

**Members Choice**

More Options. More Choices.

## Volunteer Board of Directors

Phillip B. Boudreaux, *Chairman*  
Art Williams, *Vice Chairman*  
Fred Van Driesum, *CFP, AFC, Secretary*  
Jerry E. Spratt, *CPA, CFE, CGFM, CFSA, Treasurer*  
Garold L. White, *Director*

## Volunteer Supervisory Committee

Robert Rodgers, *CPA, Chairman*  
Jay Simmons, *Secretary*  
Don Greene, *Member*  
Reginald Ford, *Member*  
William Shrigley, *Member*

## Volunteer Credit Appeals Committee

Dale Duell, *Chairman*  
Jan Avant, *Member*  
Carol Lunday, *Member*

## Management

H. C. Klein, *President/CEO*  
Craig Savell, *CCE, Executive Vice President*  
Terry Borreson, *CPA, CIA, CISA,*  
*Senior Vice President/Finance and Administration*  
Rodney Showmar, *Vice President/Marketing*  
Terry Vick, *Vice President/Lending and Sales*  
Cathy Semon, *Vice President/Human Resources*  
Andy Reed, *CNE, MCP, Vice President/Information Systems*  
Teri Miessner, *Collections Manager*  
Paul Kirkdoffer, *Purchasing Manager*  
Leslie Perry, *Account Research Manager*  
Anita Killen, *Little Rock Branch Manager*  
Denise Palmer, *CPA, Accounting Manager*  
Laura Bradley, *Fort Smith Branch Manager*  
Tammy Christian, *Conway Branch Manager*  
Sandy Bearry, *Jacksonville Branch Manager*  
Pat Davis, *West Little Rock Branch Manager*  
Karen Smith, *North Little Rock Branch Manager*  
Cindy Jones, *Electronic Funds Transfer Manager*  
Nicole Matsoukas-Eilts, *Telephone 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.**

# From the Desk of H.C. Klein

President/CEO



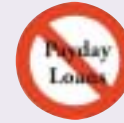
Payday lending activities in Arkansas have grown out of control since the Arkansas Legislature passed the Check Cashers Act of 1999. The excessive interest rates (470%APR and higher) hurt many of the 58,000 members of Arkansas Federal Credit Union as evidenced by the returned checks we receive back from Check Cashers/Payday Lenders each week.

While consumers think they are getting a small loan (\$100-\$400) that they can pay back on their next payday, what they find is they are unable to pay the loan off. They then roll it over payday after payday by paying the interest until the next payday and end up in a "debt trap" that is next to impossible to get out of. Consumers find that PAYDAY LOANS DON'T PAY.

At Arkansas Federal Credit Union, we recently conducted our own survey on payday lending in areas where we operate branch offices and found some very interesting information. You would think that those they regulate would respect a State regulatory agency. However, it is clear from this study that many Check Cashers/Payday Lenders are not licensed and continue to do business any way they want, with little or no repercussions from the State of Arkansas.

Arkansas is unique in setting its usury ceiling (which is indexed to the cost of money) through our State Constitution, which can only be changed by voters. In recent years, Arkansas voters have refused three times to repeal the cap on legal interest rates, which is set at a maximum of 17% per annum. High-cost small loan companies don't operate legally in Arkansas, but payday lenders use a variety of tactics to get around the Arkansas

constitutional usury limit. The Arkansas Check Cashers Act of 1999 is under serious court challenge. The Attorney General's Office and private attorneys have brought cases to stop sham transactions used to hide usurious lending, and to challenge the Check Cashers Act. Some lenders even partner with out-of-state banks or finance companies in an effort to get around interest rate limits. We must win back effective protections for consumers against these predatory check cashers/payday lenders.



Arkansas Federal Credit Union recently joined with other interested consumer organizations to form **Arkansas Against Abusive**

**Payday Lending** as we attempt to eliminate the abusive practices of payday lending in Arkansas. Other members of this coalition are AARP, Arkansas Advocates for Children and Families, AFL-CIO, Better Business Bureau of Arkansas, United Way, Family Service Agency, NAACP, Cooperative Extension Service of Pulaski County, Federal Reserve Bank, ACORN, Good Faith Fund, a payday lending attorney, a former chief deputy attorney general, and interested private citizens.

As an active member of Arkansas Federal Credit Union, I urge you to contact your local and state government representatives and ask them to look into these high cost lenders that routinely ignore our state's Constitution and the protection it provides consumers in the form of a usury maximum of 17% interest per annum. Currently there are more Payday Lenders (186) in Arkansas than McDonald's (160) and something must be done to protect consumers from these legal loan sharks. 🇺🇸

## AFCU USER, continued from page 1

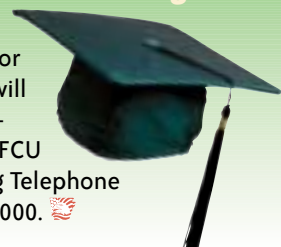
When Mayor Hays needs to visit a branch, this convenient location keeps the mayor from needing to travel far. Arkansas Federal also has branch offices in Jacksonville, Little Rock, West Little Rock, Conway, Fort Smith, and on Camp Robinson, and will soon open a Cabot branch.

Arkansas Federal Credit Union is the city of North Little Rock and Mayor Patrick Hays' credit union. If you or your employer would like more information about Arkansas Federal Credit Union, Arkansas' largest financial cooperative, please call 501-982-1000 or 1-800-456-3000 outside of central Arkansas. 🇺🇸

## 2004 Education Exchange \$100,000 College Grant Program

High school seniors from the class of 2005 are urged to enter the 2005 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. 🇺🇸

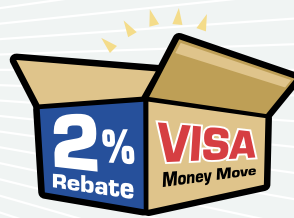


## Members Choice

More Options. More Choices.

# VISA MONEY MOVE

## Last Chance to Get 2% Cash Back on Balance Transfers



Arkansas Federal is offering relief from those high interest rate credit cards. Until January 31, 2005, we will deposit directly into your Share Savings Account, 2% of any other credit card balance you transfer to your Arkansas Federal VISA Classic Credit Card or our New Visa Secured Credit Card. Let Arkansas Federal lower your interest rate with a low 9.90% APR (18% APR Visa Secured) without any surprises.

An Arkansas Federal Visa Classic Credit Card and our New Visa Secured Credit Card offers a variety of consumer-friendly features.

- **No Annual Fee**
- **25-Day Grace Period on Purchases**
- **\$0 Fraud Liability**
- **No Cash Advance Transaction Fee**
- **No Inactivity Fee**
- **No Balance Transfer Fee**
- **No Surprises**

You don't have an AFCU Visa Credit Card? Call Arkansas Federal at 982-1000 in central Arkansas or 800-456-3000 outside central Arkansas; or log on to [www.afcu.org](http://www.afcu.org) and apply today, then ask about the 2% Visa Rebate.

### BONUS DIVIDEND, continued from page 1

This is the eighth time in the last eleven 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, 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 appropriate for all member/owners of our credit union to enjoy the product of a very good financial year with 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. Compare our 4th quarter dividend to other banks in the area. The chart below shows some of the savings rates we surveyed on December 9, 2004.

Savings Rate Comparison		Annual Percentage Yield
<b>AFCU</b>	<b>1.00% + 3.00% = 4.00%</b>	<b>APY</b>
Regions Bank		0.20%
Bank of the Ozarks		0.20%
Simmons 1st National Bank		0.40%
Bank of America		0.25%
Twin City Bank		0.40%
First State Bank		0.25%
Arvest Central Bank & Trust		0.50%
Metropolitan Bank & Trust		0.22%
Pulaski Bank & Trust		0.30%
First Arkansas Bank & Trust		0.50%
Community Bank		0.35%
U S Bank		0.15%

## Member Education Seminars

One of the benefits of membership at Arkansas Federal is the free educational seminars intended to educate members and help them better understand their finances.

If you are interested in one of the free member education seminars below, call the credit union at 501-982-1000 ext. 251 to register or for more information.

- ◆ Retirement Investment Strategies – January 6 @ 5:30 p.m. – North Little Rock Branch
- ◆ Get Checking – January 8 from 9:00 a.m. to 4:00 p.m. – Consumer Credit Counseling Office
- ◆ Retirement Investment Strategies – January 11 @ 11:30 a.m. – Arkansas Credit Union League
- ◆ Retirement Investment Strategies – January 11 @ 5:30 p.m. – West Little Rock Branch
- ◆ Retirement Investment Strategies – February 1 @ 5:30 p.m. – Jacksonville Branch
- ◆ Retirement Investment Strategies – February 3 @ 5:30 p.m. – Arkansas Credit Union League
- ◆ Consumer Credit Counseling – February 8 @ 6:00 p.m. – Jacksonville Branch
- ◆ Get Checking – February 8 & 10 from 5:30 p.m. to 8:30 p.m. – Consumer Credit Counseling Office
- ◆ Retirement Investment Strategies – March 1 @ 11:30 a.m. – Arkansas Credit Union League
- ◆ Retirement Investment Strategies – March 1 @ 5:30 p.m. – West Little Rock Branch
- ◆ Retirement Investment Strategies – March 3 @ 5:30 p.m. – North Little Rock Branch
- ◆ Get Checking – March 7 & 14 from 5:30 p.m. to 8:30 p.m. – Consumer Credit Counseling Office
- ◆ Get Checking – April 9 from 9:00 a.m. to 4:00 p.m. – Consumer Credit Counseling Office



### SAVINGS RATES

	APY
Share Savings	4.00%
Special Savings	1.00%
I.R.A. Savings (\$1,000 Minimum)	1.00%
Money Market	1.28%
91-day Certificate/IRA (\$1,000 Minimum)	2.25%
91-day Jumbo Certificate (\$100,000 Minimum)	2.50%
182-day Certificate/IRA (\$1,000 Minimum)	2.50%
182-day Jumbo Certificate (\$100,000 Minimum)	2.75%
1-year Certificate/IRA (\$1,000 Minimum)	3.00%
2-year Certificate/IRA (\$1,000 Minimum)	3.50%

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 by e-mail at [info@afcu.org](mailto:info@afcu.org) or by telephone at 501-982-1000, or toll free 800-456-3000 for applicable fees and terms. All savings rates quoted as an Annual Percentage Yield (APY).

### LOAN RATES

	APR
<b>New Car/Truck/Van</b>	
Up to 60 Months	5.40%
61 to 72 Months	5.90%
73 to 84 Months	6.40%
85 to 96 Months	6.90%
<b>Used Car/Truck/Van</b>	
<b>Current &amp; 1-Year-Old Models</b>	
Up to 60 Months	5.40%
61 to 72 Months	5.90%
<b>Used Car/Truck/Van</b>	
<b>2- to 5-Year-Old Models</b>	
New & Used Motorcycle	5.40%
New & Used Boat	5.40%
New & Used RV	5.40%
New & Used Airplane	5.40%
Other Collateral	5.40%
<b>Home Equity Loans</b>	
High Equity Home Equity	4.49%
Conventional Home Equity	as low as 4.90%
Generous Home Equity	as low as 5.90%
E-Z Home Equity	6.90%
Lot or Land Loans	7.40%
Share Pledged (Savings)	4.25%
Certificate Pledged	3% above certificate rate paid
Credit Builder	9.50%
Personal Signature	12.90%
VISA Classic Credit Card	9.90%
VISA Secured Credit Card	18.00%

All loan rates quoted as an Annual Percentage Rate. There is a five-acre maximum on mortgage loans.

### MORTGAGE LOAN RATES

FHA/VA	Rate	Points
30 Year	5.375%	0.250%
30 Year	5.500%	0.000%
Sample APR	6.089%	
15 Year	4.500%	2.250%
15 Year	5.000%	0.000%
Sample APR	6.036%	
<b>Conventional/Fixed Rate</b>		
30 Year	5.500%	0.375%
30 Year	5.625%	0.000%
Sample APR	5.716%	
15 Year	5.000%	0.250%
15 Year	5.125%	0.000%
Sample APR	5.278%	

All loan rates quoted as Annual Percentage Rate. There is a 1.00% origination fee on all loan programs. Rates quoted are for loans 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.

# NOMINATION COMMITTEE ANNOUNCES CANDIDATE

The nomination process for the Board of Directors election was announced in the October issue of this newsletter. One, three-year position expires in 2005. Volunteer applications received by Friday, November 12, 2004 were reviewed by the Nominating Committee. At the December meeting of the Board of Directors, the Nominating Committee presented to the Secretary of the Board the following candidate:



## **Art Williams (Incumbent)**

### **Current Occupation**

Alltel Communication,  
Information Technology Security Administrator

### **Education**

- Masters in Business Administration from the University of Arkansas at Little Rock
- Bachelors degree, University of Arkansas, Fayetteville
- Completed the National Credit Union Association's Volunteer Achievement Program
- Completed the National Credit Union Administration's Management Enrichment Training Program
- Completed the National Credit Union Association's Staff Training and Recognition Program
- Army Command and General Staff College
- Industrial College of the Armed Forces
- National War College

### **Activities**

- 31 year credit union volunteer
- OVCA Federal Credit Union volunteer 1973-1984
- Arkansas Federal Credit Union Board volunteer since 1985
- Past Regional Director of National Association of Credit Union Supervisory and Audit Committees (NACUSAC) for 10 years
- Lt. Colonel U.S. Army (Ret.)
- Adult Volunteer with the Boy Scouts of America
- Vietnam veteran, life member Veterans of Foreign Wars, Disabled American Veterans, Reserve Officers Association, and Retired Officers Association

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

I have had the opportunity to serve on the AFCU board for 18 years, have been board chairman, and vice chairman, also served as a regional director of the National Association of Credit Union Supervisory and Audit Committees.

During my volunteer service Arkansas Federal Credit Union has:

- Grown from \$68 million to \$390 million in asset size.
- Grown from 1 to 9 branches, offers credit card service, member investments, and retirement counseling, on line financial service, and a full range of loan products.
- Grown from 19,000 to 58,000 members
- Been nationally recognized as a trendsetter in the credit union industry.

I believe that credit unions are member-oriented and not-profit driven, as many banks seem to be. We have a credit union that is successful and is nationally recognized as a leader in the credit union industry. I have been active in bringing select employer groups into our field of members, and I have worked hard to insure that our credit union offers loan rates that are fair and that the credit union pays a good rate of return on our share accounts. I am asking for your support in election to the Board of Directors to guide our credit union in this new millennium.

## **NOMINATIONS BY PETITION**

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 and who missed the nominating process may visit any AFCU branch or call the Telephone Branch at 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 Tuesday, February 7, 2005. 🗳️

## **ELECTION OF BOARD OF DIRECTORS**

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 is more than one candidate, election of officials is scheduled by mail ballot. Ballots will be mailed to members in good standing, 16 years of age or older no later than Tuesday, February 22, 2005. All qualified ballots received by midnight on Saturday, March 19, 2005 will be counted.

The Annual Meeting is scheduled for Thursday, March 24, 2005 at 2:00 p.m., in the Meeting Room at AFCU headquarters in Jacksonville where election results will be announced. 🗳️

# Cabot Branch Ground Breaking

Arkansas Federal Credit Union broke ground on a new branch in Cabot on Tuesday, November 2nd. AFCU recently purchased 1.431 acres in Cabot to build a new, state-of-the-art branch facility. This new facility, to be located at the corner of Hwy. 89 and Rockwood Drive (at the entrance to Rockwood Shopping Center) will open for business on June 13, 2005.

"In 2001, we conducted a demographic survey of our members that indicated the Cabot area was a growing area for us in terms of employee groups, existing members, and potential members," said Rodney Showmar, Vice President of Marketing for AFCU. "The time is right to add a full-service branch and services such as a 24/7 Xpress Branch Self-Service Lobby, safe deposit boxes, drive-thru lanes and a drive-up ATM."

"We have been looking for the right piece of land to purchase in Cabot for some time now," said Phil Boudreaux, Chairman of Arkansas Federal Credit Union Board of Directors. "Our membership growth in Cabot has convinced us that a full service branch location is justified."

H. C. Klein, President and CEO for AFCU added, "This branch will feature state-of-the-art technology to better serve our members."



"An Xpress 24/7 Self Service lobby will enable members to use an ATM, Phone-A-Loan, Touch-Tone-Teller, AnswerLine, the Internet Branch, Night Deposit, and other services of the credit union 24 hours a day," Klein said.

Inside the branch, members will find a helpful Member Service Center ready to answer their financial questions. Posted throughout the branch are video presentations and posters to help educate members about our products and services. A teller center will allow tellers to service the drive-thru lanes and the walk-up teller stations in the lobby safely, securely, and efficiently. The lobby teller stations will have monitors that connect members face-to-face with a teller in the "teller center."

A pneumatic tube system similar to the drive-thru will allow members to send their financial requests to the teller. This feature will reduce wait times since all teller windows will be open to serve members. It also creates a safer environment for members and employees since all the money will be behind locked doors and video screens. The new Cabot branch will be another state-of-the-art facility, designed and built by our facilities partner, KDA Holdings of Atlanta, Ga.

## Do You Have A RETIREMENT PLAN WITH A FORMER EMPLOYER?

### A Message from Arkansas Federal Financial Services

**Mike Van Bokhoven**  
501-982-1000  
ext. 106



**David Butler**  
501-982-1000  
ext. 364

If you've left behind a 401(k), 403(b), or 457 governmental plan at a former job – or are about to – you generally have four options for what to do with that part of your nest egg:

- **Leave your savings with your former employer**
- **Move your savings to your new employer's plan**
- **Roll your savings over to a traditional IRA**
- **Cash out and pay income taxes and possibly an early withdrawal penalty**

Before you make any moves, however, contact your plan administrator or a tax advisor for complete information about your options, the rules, and the tax consequences.

One of your options is directly rolling over part or all of your eligible distribution from your 401(k), 403(b) plan, or 457 governmental plan to a traditional IRA. Consolidating your retirement savings into a traditional IRA streamlines your paperwork, makes it easier to develop and maintain your investment plan, and simplifies your required minimum distribution calculations when you reach age 70.

A traditional IRA may also offer a broader selection of investment options than your current or new employer plan. A traditional IRA may also offer you and your beneficiaries more flexible and tax-favored distribution options.

For information about rolling over your money to an IRA, please contact Mike Van Bokhoven, or David Butler, the Arkansas Federal Financial Services Representatives serving the members of Arkansas Federal Credit Union, at 501-982-1000 ext. 106 or 364 respectively.

*This article is not intended as legal or tax advice. State tax laws vary. Please consult a tax professional. Representatives are registered through, and securities are sold through, CUNA Brokerage Services, Inc. (CBSI), member NASD/SIPC, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Insurance sold through licensed CUNA Mutual Life Insurance Company Representatives, and in New York, licensed insurance representatives of other companies. Nondeposit investment products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the credit union. FR010228-B6A0 (1003)*



## New Visa Debit Card

Members with checking accounts who do not have a

Visa Check Card will receive a new Check Card to use as an ATM card or as a Visa Check Card. If you have an ATM card, it will expire 45 days after you receive your new Visa Check Card. The Visa Check Card is an easy and

convenient alternative to using checks. It also acts as your ATM card and you may use your Visa Check Card anywhere Visa Debit Cards are accepted.

Tell your family members and co-workers about this great opportunity. Everyone eligible for membership can get this same great deal.

## 4.66% APR for 66 months during the MEMBERS ONLY CREDIT UNION CAR SALE

Arkansas Federal will be bringing you another Credit Union Car sale that will take place from February 18th – February 28th. Watch your mail in early February for details about the special 4.66% APR for 66 months. If you are thinking of buying a new car, there will not be a better time to shop! Call early to get pre-approved!




**Fred Van Driesum, Secretary of AFCU's Board of Directors and his wife Ursula visit with Congressman Vic Snyder on a recent trip to Washington DC.**

# AFCU INFORMATION


## LOCATIONS

**Jacksonville Branch**  
2424 Marshall Rd.

**North Little Rock Branch**   
4848 North Hills Blvd.

**Camp Robinson Branch**   
Bldg. 5400, Canteen  
Closed from 1:00-2:00 p.m.

**Little Rock Branch**  
1001 W. Capitol Ave.

**West Little Rock Branch**   
1221 S. Shackelford Rd.

**Conway Branch**  
220 Skyline Drive, Hwy. 65 North

**Fort Smith Branch**   
7887 Phoenix Ave.

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

**LRAFB Exchange ATM Facility**  
Building 940 at Arnold Drive

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

**Federal Building ATM Facility**  
700 W. Capital Ave., 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.

## TELEPHONE BRANCH

Local: 501-982-1000  
Fort Smith Local: 479-782-1000  
Conway Local: 501-329-1000  
Toll-Free Services: 800-456-3000  
TDD Number: 501-982-8732  
FAX Number: 501-982-FAXX

## 24-HOUR TOUCH TONE TELLER


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

## INTERNET BRANCH

www.afcu.org

## E-MAIL

info@afcu.org

 These branches have a 24/7 Xpress Branch self service lobby open to members 24 hours a day.



We also have 1406 Branch offices at Credit Union Service Center locations in 40 states and 6 foreign countries to serve you. To find a location go to [www.cuservicecenters.com](http://www.cuservicecenters.com).

## ATM NETWORKS



### Surcharge-Free ATM Networks



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

The Arkansas Federal Credit Union Banner Newsletter does not represent legal, accounting, or other professional advice. Although we try to insure the information contained is accurate, no party assumes liability for loss or damage due to dependence on this material.


# Membership Group Expansion

Employers in today's labor market 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 Fee Free Checking, competitive loan rates, great savings dividends, and access to their accounts around the clock with services such as Free Online Account Access, Free Internet Bill Payment, and Touch-Tone Teller.

Several new employer groups have been added to 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!

- Coca-Cola Bottling Co. – Fort Smith, AR
- Arkansas Municipal League – North Little Rock, AR
- City of Mayflower – Mayflower, AR
- Holiday Inn City Center – Fort Smith, AR
- Yarnell Ice Cream Co. Inc. – Searcy, AR
- City of Lake Village – Lake Village, AR
- Fort Smith Public Library – Fort Smith, AR
- Landers Toyota – Little Rock, AR
- North Point Nissan – Little Rock, AR
- AR Symphony Orchestra Society – Little Rock, AR
- Carlton Bates Co. – Little Rock, AR

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. 


## 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 receive direct deposit, the IRS will

transmit your 2004 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 2003 tax return, check out Intuit's Quicken® TurboTax® for the WebSM 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 or you are over 62 years of age, 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 WebSM service. 

## 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 include IRS Forms: 1099, 1098, 1099R, and by May 31, IRS Form 5498. 

## HOLIDAY CLOSINGS

All AFCU branches and drive-up teller locations will close in observance of the following holidays:

- **Martin Luther King Jr. Day**  
Monday, January 17, 2005
- **Presidents Day**  
Monday, February 21, 2005

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



Arkansas Federal  
**CREDIT UNION**  
Arkansas' Largest Financial Cooperative



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