

# BANNER

ARKANSAS' LARGEST *AND SAFEST* FINANCIAL COOPERATIVE

fourth quarter/october 2000


## Arkansas' **LARGEST** Financial Cooperative is now also Arkansas' **Safest** Financial Cooperative

As previously stated in the July 2000 Banner, effective September 1, Arkansas Federal Credit Union can now provide members with the highest combination of federal and private share savings insurance available...\$350,000 for qualified savings accounts and \$350,000 for Individual Retirement Accounts. This additional coverage makes AFCU the only financial institution in the state of Arkansas that offers this amount of protection to its depositors.

This exceptional level of protection is made possible through our affiliation with the Excess Share Insurance Corporation, (ESI), a subsidiary of American Share Insurance, the nation's largest private deposit insurer. Through ESI, Arkansas Federal Credit Union can provide members up to \$250,000 in coverage, in addition to the standard \$100,000 of savings insurance protection from the National Credit Union Administration (NCUA), an agency of the federal government.

The strength and stability of Arkansas Federal is something that we are very proud of and feel that this additional coverage is further testimony to our solid financial foundation. To qualify for ESI's extended protection, Arkansas Federal Credit Union is required to meet strict underwriting criteria and must continue to report monthly to ESI. You can rest assured that your money is safe at AFCU.

With the added protection of excess share insurance, why not simplify your life and make Arkansas Federal your only place to save? What better way to take full advantage of this great benefit and simplify your life than by consolidating all your savings and bringing them to Arkansas Federal? We want to be your primary financial institution and believe that providing this additional insurance on your savings is another way to show our commitment to our members. So now, not only will you benefit from the great dividends on savings and competitive loan rates that AFCU members have enjoyed for years, but you can rest comfortably at night knowing that your savings are truly secure.

If you have questions about how you are currently benefiting from this coverage or to determine just how much additional savings can now be covered, simply call 982-1000 extension 270 and ask about excess share insurance. 





# From the desk of H. C. Klein, President/CEO

You may have read in the news that Bank of America recently announced that it was cutting 10,000 jobs or 6.7% of their workforce. They are not alone in closing offices and reducing jobs. First Union Bank announced plans in August to slash its workforce by 7.0%, and Bank One said it plans a job cut of 5.5%. Wachovia Bank announced in September workforce cuts of 8.5%. This appears to be a nationwide trend.

While other financial institutions are closing branches and reducing staff, AFCU is increasing staffing by 10.6%. This 10.6% increase is made up totally of additional tellers at our branch offices.

Recently, employee turnover has been higher than we would like and this turnover has been most evident as employee shortages in our branches. We are taking steps to reduce turnover and add additional tellers to improve member service. We apologize if you have received poor service in our branches due to this turnover and promise that you will see improved staffing levels at our branches.

As you are well aware, it has been difficult to find qualified employees because of our nation's low levels of unemployment. I am sure you have noticed help wanted signs in several businesses lately, from the corner convenience store to the mall. Because our employment market is so tight and because AFCU wants to hire the best people possible to serve our members, it has made an impact on our staffing levels.

By adding additional tellers to each of our offices, you will see an immediate increase in service levels and a much shorter wait in our teller lines when we open in the mornings, during lunch hours and on peak days. During non-peak days tellers will go through extensive

training to improve their professional knowledge, product knowledge and skill levels as a part of our new Member Service program. If you are concerned about the past service level at your branch and would like to know more about the positive steps AFCU is taking to improve member service, just stop by and ask your Branch Manager to see the staffing plan. The manager would be happy to tell you about these changes and explain his or her branch's specific plan.

We at Arkansas Federal are concerned about the level of service we provide to our members and I want you to know we are committed to improving the level of service at our teller windows. 🇺🇸

H.C. Klein, President/CEO

## Nominating Committee Requests Resumes for 2001 Board of Directors Election

The Nominating Committee is seeking members interested in serving as volunteers on the credit union's Board of Directors. If you feel that your educational background and occupational experience would be an asset to the Board of Directors, you can obtain a Volunteer Application from the Telephone Branch by calling (501) 982-1000 or (800) 456-3000 or see the manager at any AFCU branch office.

Volunteer applications received by November 20, 2000, will be considered by the Nominating Committee for the 2001 election. 🇺🇸

CREDIT BOARD OF DIRECTORS

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

Dale Duell, *Chairman*  
Pat Hudon, *Member*  
Billy D. Scott, *Member*

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*  
Dennis Gibson, *Senior Vice President/Service Delivery*  
Craig Savell, *Senior Vice President/Operations*  
Don Cypert, *CPA, Senior Vice President/Finance*  
Janie Warner, *SPHR, Vice President/Human Resources*  
Carla Davenport, *Vice President/Marketing*  
Scott Sims, *Vice President/Information Systems*  
Terry Vick, *Air Force Base Branch Manager*  
Michele Mosley, *Telephone Branch Manager*  
Jim Cater, *Little Rock Branch Manager*  
Sandra Rodriguez, *North Little Rock Branch Manager*  
Patricia Fuquay, *West Little Rock 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, *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.*

*In The Market For A New Home?*

# Why Not Get PRE-APPROVED At YOUR Credit Union NOW?

Has anyone told you lately how easy it is to get a home loan from Arkansas Federal? Are you in the market for a new home? Why not come in today and get a pre-approved mortgage loan and start shopping within a few days?

Wouldn't it be great to know the price range of home that you qualify for before you start shopping? With a pre-approved mortgage loan from Arkansas Federal you can do just that. Why waste time wondering if you can afford the home of your dreams, or settle for less house than you really want? Just by filling out an application, AFCU can tell you how much you qualify for in just a few days.

Arkansas Federal also has programs available that require no money down. What could be easier? Zero down and pre-approval!

To get pre-approved, simply call 501-982-1000 extension 152 and schedule an appointment today! 🏠



## special services schedule

Initial membership	\$5.00	Traveler's cheques for 2 — \$100 @	\$1.75
Overdraft share transfer	\$2.00	American Express gift check	\$2.50
Excessive savings withdrawal		Transaction history since last statement	\$5.00
(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	Account research — \$15.00/hour	
Stop payment request	\$15.00	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	
Statement copy	\$5.00	(within 90 days)	\$15.00
Temporary checks	\$2.00	Express delivery	\$15.00
Check printing	\$9.55	Collection item — Incoming	\$5.00
(and up depending on style ordered)		Outgoing (plus direct expenses)	\$5.00
Internet Branch		Levy/garnishment request	\$25.00
Account Access (one time)	\$5.00	Loan over limit	\$15.00
Bill Payment (one time)	\$5.00	Loan late payment — over 7	
Bill Payment (monthly)	\$4.95	days late 20% of interest due	
(with an AFCU VISA...FREE)		with a minimum charge of	\$15.00
ATM network transaction	\$1.00	Safe deposit box rental	
Member deposit item returned/NSF	\$15.00	3x5x24	\$15.00
Inactive account 1 yr.(per qtr.)	\$5.00	3x10x24	\$25.00
Missing address (per qtr.)	\$5.00	5x10x24	\$35.00
Credit Card Debt Liquidation Report	\$10.00	10x10x24	\$70.00
Cashier's check	\$3.00	<b>Wire rate (outgoing)</b>	<b>\$14.00</b>
Money order	\$1.00	Overseas	\$30.00
Traveler's cheques — \$100 @	\$1.00	Wire rate (incoming)	\$5.00

## HOLIDAY CLOSINGS!

- Columbus Day  
Monday, October 9, 2000
- Thanksgiving Day  
Thursday, November 23, 2000
- Christmas Day  
Monday, December 25, 2000
- New Year's Day  
Monday, January 1, 2001

RATE WATCH

7.03%

Share Savings	3.25%
I.R.A. Savings	3.25%
Special Savings	3.25%
Money Market	4.44%
91-day Certificate/IRA	5.00%
Jumbo 91-day Certificate/IRA	5.25%
182-day Certificate/IRA	6.78%
Jumbo 182-day Certificate/IRA	7.03%
1-year Certificate/IRA	7.02%
2-year Certificate/IRA	7.02%

7.90%

New Car/Truck/Van	
up to 60 months	7.90%
61-72 months	8.40%
73-84 months	8.90%
Used Car/Truck/Van	
(Current & 1 yr. old models)	
up to 60 months	7.90%
61-72 months	8.40%
Used Car/Truck/Van	
(2, 3, 4 and 5-year old models)	8.40%
E-Z Home Equity	9.90%
Generous Home Equity	8.90%
	or 9.90%
Conventional Home Equity	7.90%
	8.90%
	or 9.90%

13.50%

Visa Credit Card	13.50%
New/Used motorcycle, boat and RV	7.90%
Share Pledged (savings)	6.25%
Personal Signature	14.90%
1st Mortgage (VA 30-year)	8.323%
8.000% + 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.

## Credit Union Membership What a Great Employee Benefit

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 by providing credit union membership to their employees.

Arkansas Federal Credit Union membership provides a company's employees with low-cost, quality financial products and services such as Free Checking, competitive loan rates, great savings dividends and access to their accounts 'round the clock with services such as Internet account access and Touch-Tone Teller.

Several new employer groups have been added to Arkansas Federal'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!



Auto Loans



VISA and Debit Cards



Mortgage &amp; Home Equity Loans



Surcharge-free ATM Network

**Conestoga Wood  
Specialties, Inc.**

**Smurfit-Stone  
Container Corp.**

**Continental Express**

**Newton County  
Employees**

**Deluxe Video Services**


**River City Materials**

**Central Arkansas Area  
Agency on Aging  
(CARELINK)**

**Arkansas Heart Hospital**

**Burton Building Products**

**McNeill Trucking**

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. 

## Learn About Your Rollover Options

If you're planning to change jobs, or contemplating retirement—say, within five years or less—the Members Financial Services Representative can help you learn about your “rollover options”.

The rollover term applies to the choices you have for maintaining or moving your money from your employer's qualified retirement plan, such as a 401(k) or pension.



Mike Van Bokhoven


There are many options available to you, including a lump-sum payment, a fixed or variable annuity, a brokerage account, investments in mutual funds, or even substantially equal payments. But all of the options have some important points in common:

They are predicated on your overall objectives for your financial future, your projected requirements for income, and the balance you would like to strike between risk and reward.

You can receive help with your rollover planning by meeting with Mike Van Bokhoven, the Members Financial Services Representative serving the members of the credit union. Working together, you can review your options in order to keep your qualified plan tax deferred... develop a personal income and investment strategy that applies specifically to your situation... set your asset allocations...then select investments that match your goals and objectives.

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.

If you would like to arrange a brief meeting to discuss your rollover options, Mike Van Bokhoven can be reached at (501) 982-1000 extension 106. There is no cost for the consultation, and you are under no obligation to make a purchase.

For tax advice, consult a tax advisor. For legal advice, consult your attorney. 

**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.**

## Electronic Camp Robinson Branch

# Receives Internet Kiosk



The Internet kiosk at the Camp Robinson *Electronic* Branch is here! Members will now be able to surf the Internet and check public-access e-mail using their credit card or check card from a countertop computer. The machine will also accept \$1, \$5, \$10 and \$20 bills.

This Internet kiosk along with all the other automated account access devices at Camp Robinson are available for use 24 hours a day, seven days a week. The branch is accessible using the "card swipe" entry. Using a credit, ATM or check card, members can gain access to the branch...even when it is closed.

### Special Introductory Offer

Beginning October 1, AFCU members can go to the Camp Robinson Electronic branch and use the Internet Kiosk for only \$.10 per minute. This low 60-day introductory offer will end on December 1, 2000. After the introductory offer is over, AFCU members will be able to use the kiosk for a low everyday price of \$.20 per minute. When using this kiosk, there is no charge for time accrued while on Arkansas Federal's web site. We are providing access to our Internet site at no cost to our members who choose to conduct business in this format.

Don't let this great introductory offer pass you by! Go to the Camp Robinson Electronic Branch and check out the new service offered by your credit union. 

Low Introductory Rate


only **10¢** a minute 

# Save For Christmas with a Credit Union Special Savings Account!

The holiday season is just around the corner, but it's never too late to begin saving for all those Christmas gifts and holiday expenses. With a Special Savings account from Arkansas Federal you can enjoy great dividends which are calculated on your daily balance and are paid and compounded quarterly.

The Special Savings Account, type 5, allows you to make one withdrawal per year, which can be made at any AFCU branch or by Touch-Tone Teller. You can choose to make your withdrawal just in time to begin your holiday shopping.

Adding to your Special Savings Account using payroll deduction is the easiest, most effortless method of saving. A little is taken out of each paycheck and deposited in the Special Savings Account each pay period. It's like paying for your Christmas gifts a little each month. And, you will have the money for your holiday expenses before the expenses occur!

For more information about this great way to save for Christmas just stop by any of our branch locations or call (501) 982-1000 and ask about Special Savings Account, type 5. 



# BOARD APPROVES SHARED BRANCHING

Your Board of Directors has approved participation in the shared branching program. With shared branching, you will be able to perform transactions on your AFCU accounts at the branches of other credit unions throughout the state and nation. This is done through the integration of our computer system with computer systems of other credit unions. This sharing of branches will, over time, put more branch locations within reasonable distance for our members all over the state and country.

Multiple types of transactions can be performed at the shared branch networks. These transactions include:

- |  |                                      |
|--|--------------------------------------|
| Deposits/Withdrawals                       | Statement printing                   |
| Loan payments/interviews/closings/advances | Balance inquiries                    |
| Share transfers                            | Check cashing                        |
| Credit card advances                       | Traveler's checks/money orders, etc. |

Shared branching facilities will be extremely important to our members who travel. If you need a little extra cash or need to make a loan payment while on the road, shared branching will give you the ability to do so without any hassle or inconvenience.

We anticipate the availability of shared branching within the next six months and we look forward to bringing you more convenience with the addition of shared branching. Watch the *Banner* newsletter over the next few months as we give you more information on the progress of the shared branching project. 🇺🇸

# Ask AFCU...

## Monthly Recurring Payments: Check Card vs. ACH

**Q:** I want a monthly payment taken from my checking account automatically. I like the convenience of an automatic payment and someone suggested I give them my check card number. Is this a good way to handle this transaction?

**A:** The Visa check card is ideal for point of sale and ATM transactions. We do not recommend using the check card to handle recurring monthly payments. It would be to your advantage to use the electronic funds clearing process, called ACH (Automated Clearing House), or pre-authorized drafts. You will need to sign an authorization to allow the company to debit your checking account, or you may be asked for a voided check. The major benefit of using ACH is that ACH will allow us to quickly clear up any problem that might occur with the transaction via a stop payment request. If you use a Visa check card to make the transaction, you must first contact the company who has made the error for assistance, which would delay any assistance we could provide. 🇺🇸

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 Rd., Jacksonville
- Little Rock Branch**  
1001 West Capitol Ave.
- West Little Rock Branch**  
301 N. Shackelford Rd. (at Markham)
- North Little Rock Branch**  
4848 North Hills Blvd.
- Camp Robinson *Electronic* Branch**  
Bldg. 5400, Camp Robinson Canteen\*
- Fort Smith Branch**  
1301-C South Waldron Rd.
- 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:

<b>AFFN<sup>®</sup></b> 800-662-AFFN	<b>pulse<sup>®</sup></b> 800-237-ATMS	<b>THE EXCHANGE</b>
<b>CIRRUS</b> 800-4-CIRRUS	<b>AMERICAN EXPRESS</b> 800-CASH NOW	<b>MPACT</b> 800-52-MPACT

## (501)982-1000 Extension Numbers

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

