

# Banner

ARKANSAS FEDERAL CREDIT UNION



October 2003


## Get 2% Cash Back on Visa Balance Transfers

**Arkansas Federal is offering relief from those high interest rate credit cards.**

Until January 31, 2004, we will deposit 2% of any other credit card balance you transfer to your Arkansas Federal VISA Credit Card directly into your Share Savings Account. Let Arkansas Federal lower your interest rate with a low 9.90% APR.

**An Arkansas Federal Visa Credit Card also features:**

- **9.9% APR**
- **No annual fee**
- **\$0 fraud liability**
- **No telemarketing**
- **No cash advance fee**
- **No balance transfer fee**
- **No deceptive introductory offers**
- **25-day grace period on purchases**

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. 



## Member's Only One Day Enterprise Car Sale

There has never been a better time to be a member of Arkansas Federal Credit Union - especially if you are in the market for a quality used car, truck, van, or SUV. On Saturday, October 18, 2003, for one day only, we will host a **MEMBER ONLY SALE** of quality used vehicles from **ENTERPRISE CAR SALES** at our headquarters at 2424 Marshall Road in Jacksonville, AR.

Enterprise's commitment to "**Haggle-Free Buying. Worry-Free Ownership**" insures a pleasant buying experience.

### Haggle-Free Buying

At Enterprise, there is no haggling over price. You'll receive a fair and competitive price that is clearly marked on every vehicle.

### Worry-Free Ownership

Enterprise-Certified vehicles are well maintained and go through a comprehensive 109-point inspection process before being offered for sale to you.

YEAR MODEL OF AUTO	TERM	CURRENT RATE	ENTERPRISE CAR SALE RATE
Current and 1 year old model (2002-2003)	24 Months	3.90% APR	<b>2.90% APR</b>
Current and 1 year old model (2002-2003)	36 Months	4.40% APR	<b>3.40% APR</b>
Current and 1 year old model (2002-2003)	48 Months	4.90% APR	<b>3.90% APR</b>
Current and 1 year old model (2002-2003)	60 Months	5.40% APR	<b>4.40% APR</b>
Current and 1 year old model (2002-2003)	72 Months	6.40% APR	<b>5.40% APR</b>
2-Year old model (2001)	60 Months	5.40% APR	<b>4.40% APR</b>

**CAR SALE, continued on page 2**

**Members Choice**

More Options. More Choices.

## BOARD OF DIRECTORS

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

## SUPERVISORY COMMITTEE

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

## CREDIT APPEALS COMMITTEE

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

## MANAGEMENT

H. C. Klein, *President/CEO*  
Craig Savell, *Senior Vice President/Operations*  
Dennis Gibson, *NCCO, Senior Vice President/Service Delivery*  
Terry Borreson, *CPA, CIA, CISA, Senior Vice President/Finance*  
Rodney P. Showmar, *Vice President/Marketing*  
Janie Warner, *SPHR, Vice President/Human Resources*  
Andy Reed, *CNE, MCP, Vice President/Information Systems*  
Teri Miessner, *Collections Manager*  
Brian Berstler, *Accounting Manager*  
Paul Kirkdoffer, *Purchasing Manager*  
Sandy Bearry, *Conway Branch Manager*  
Leslie Perry, *Account Research Manager*  
Terry Vick, *Jacksonville Branch Manager*  
Anita Killen, *West Little Rock Branch Manager*  
Laura Bradley, *Fort Smith Branch Manager*  
Karen Smith, *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.*

## CAR SALE, continued from page 1

As well as offering great prices and a big selection, Enterprise includes a 7-day / 1,000 mile repurchase privilege. If for any reason you are not completely satisfied with your purchase, Enterprise will gladly repurchase your car for what you paid, less a small clean up and documentation fee. They also provide a 12 month /12,000 mile limited warranty at no additional charge. In addition, Enterprise gladly accepts trade-ins.

But don't wait until the special sale to arrange your financing. Call Arkansas Federal for a pre-approved loan as soon as possible. You can also apply online at [www.afcu.org](http://www.afcu.org). We will process your application right away and let you know

how much you can borrow in advance of the sale date. You will be able to preview the cars for sale Friday, October 17 at 4:00 p.m. Sale begins at 9:00 a.m. – 5:00 p.m. Saturday, October 18.

Remember, this is a 1-day sale for AFCU MEMBERS ONLY. It is October 18 at the Arkansas Federal Credit Union headquarters, 2424 Marshall, Jacksonville, AR 72076. For this special one day sale we will offer special financing of 1% below our, already low, current interest rates. During this event you may finance up to 100% of the purchase price, tag, title and tax with approved credit. Come to the sale and pick out your vehicle. 🚗

**See you at the sale Saturday, October 18!**



## PLAN NOW FOR INCOME DURING YOUR RETIREMENT

*A Message from the MEMBERS Financial Services Program*



There's a big difference between not working and not worrying. You should be able to retire with confidence, not concern ... and that requires a retirement income plan.

You can get professional help from Mike Van Bokhoven and Garry Teffer, the MEMBERS Financial Services Program Representatives serving Arkansas Federal Credit Union.

They will work with you to identify your needs and develop appropriate solutions.

First, you should consider the risks you face: inflation, fluctuating investment

returns, rising health care costs, outliving your assets taxes and tax law changes.

Mike or Garry can help you control your risks and select the best options for investing, including the most advantageous way to roll over your 401(k) or other retirement account. Then you can put your retirement income plan into action ... and measure your success.

Each step is designed to help you retire with confidence. However, your first step is to contact Mike or Garry today.

To arrange a brief meeting, simply call (501) 982-1000. 📞

Securities sold through CUNA Brokerage Services, Inc., member NASD/SIPC, 5910 Mineral Point Road, Madison, WI 53705. Insurance sold through licensed CUNA Mutual Life Insurance Company Representatives, and in New York, licensed insurance representatives of other companies. Similar products may be purchased from an agent or company of your choice. Not federally insured, may lose value, not underwritten or guaranteed by the credit union. 1385-P1629F

## Nominating Committee Seeking Members for 2004 Board of Directors Election

The Nominating Committee is seeking members interested in serving as volunteers on the credit union's Board of Directors. Two positions will be open for the 2004 Board of Directors election. 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 Form from the Telephone Branch by calling (501) 982-1000 or (800) 456-3000 or see the manager at any Arkansas Federal branch office.

Volunteer applications received by November 14, 2003, will be considered by the Nomination Committee for the 2004 election. 📞

# Internet Branch Kiosk

For your convenience, an Internet Branch Kiosk is located in the lobby of each Arkansas Federal Credit Union branch. By entering your member number and password, you can complete a number of financial transactions.

## Account Access allows you to:

- Transfer money between deposit accounts
- Make a loan payment by transferring money to loan accounts
- Schedule transfers for a future date, either one time transfers or recurring transfers
- Set up Balance, Check Cleared, or Maturity Date notifications
- View your balances
- View your transactions
- See if checks have cleared
- Stop Payment on a Check


## Bill Payment allows you to:

- Pay any bill to any company or person
- View all payments past & future
- Set up Payees manually or automatically
- Schedule payments for future dates and reoccurring dates

## Online forms allow you to:

- Apply for a loan
- Apply for a Visa Check Card
- Request a check copy
- Stop payment on a range of checks
- Request direct deposit of your paycheck
- Apply for an ATM card
- Change your address
- Open a checking account



Visit any branch location during regular business hours or visit our 24/7 Xpress Branch located in the West Little Rock and Camp Robinson branch offices (coming October 14 to our Ft. Smith branch) to see how easy and convenient the Internet Branch Kiosk is to use. 

# 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 Free Checking, competitive loan rates, great savings dividends, and access to their accounts around the clock with services such as Internet Account Access, 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!

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.

**United Methodist Behavioral Hospital**  
Maumelle, Arkansas

**City of Lonoke**  
Lonoke, Arkansas

**Flake Wilkerson Market Insights**  
Little Rock, Arkansas

**The Sharper Image**  
Little Rock, Arkansas

**Nursing Connection**  
Little Rock, Arkansas

**Baldwin & Shell Construction Company**  
Little Rock, Arkansas

**Crain Automotive Holdings, LLC**  
Little Rock, Arkansas

**The Cathedral Middle School, Inc.**  
Little Rock, Arkansas

**Prescott Manor Nursing Center**  
Prescott, Arkansas

**Prim-N-Proper, Inc./ Excel**  
Conway, Arkansas

**The Peabody Hotel**  
Little Rock, Arkansas 

# Rate watch

## SAVINGS RATES

Share Savings	1.00%
Special Savings	1.00%
I.R.A. Savings	1.00%
Money Market	1.03%
91-day Certificate/IRA	1.10%
91-day Jumbo Certificate	1.10%
182-day Certificate/IRA	1.35%
182-day Jumbo Certificate	1.35%
1-year Certificate/IRA	1.60%
2-year Certificate/IRA	2.25%

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 for information on applicable fees and terms. All savings rates are quoted as an Annual Percentage Yield (APY).

## LOAN RATES

<u>New Car/Truck/Van</u>	<u>APR</u>
Up to 24 Months	3.90%
25 to 36 Months	4.40%
36 Months	Special Rate 2.96%
37 to 48 Months	4.90%
49 to 60 Months	5.40%
66 Months	Special Rate 3.96%
61 to 72 Months	5.90%
73 to 84 Months	6.40%

<u>Used Car/Truck/Van</u>	<u>APR</u>
Up to 24 Months	3.90%
25 to 36 Months	4.40%
37 to 48 Months	4.90%
49 to 60 Months	5.40%
61 to 72 Months	5.90%

<u>Current &amp; 1-Year-Old Models</u>	<u>APR</u>
Up to 24 Months	3.90%
25 to 36 Months	4.40%
37 to 48 Months	4.90%
49 to 60 Months	5.40%
61 to 72 Months	5.90%

<u>Used Car/Truck/Van</u>	<u>APR</u>
2- to 5-Year-Old Models	5.40%
New & Used Motorcycle	5.40%
New & Used Boat	5.40%
New & Used RV	5.40%
New & Used Airplane	5.40%
Other Collateral	5.40%

<u>Home Equity Loans</u>	<u>APR</u>
E-Z Home Equity - 5 yrs	6.40%
Generous Home Equity	as low as 5.40%
Conventional Home Equity	as low as 3.99%
Lot or Land Loans	6.90%
Share Pledged (Savings)	4.25%
Certificate Pledged	3% above certificate rate paid
Credit Builder	9.50%
Personal Signature	12.90%
VISA Credit Card	9.90%

All loan rates quoted as an Annual Percentage Rate. There is a five acre maximum on lot or land loans.

## MORTGAGE LOAN RATES

<u>FHA/VA</u>	<u>Rate</u>	<u>Points</u>
30 Year	5.375%	0.500%
30 Year	5.500%	0.000%
Sample APR	5.777%	
15 Year	4.500%	2.375%
15 Year	5.000%	0.000%
Sample APR	5.465%	

<u>Conventional/Fixed Rate</u>	<u>Rate</u>	<u>Points</u>
30 Year	5.375%	0.500%
30 Year	5.500%	0.000%
Sample APR	5.591%	
15 Year	4.875%	0.125%
15 Year	5.000%	0.000%
Sample APR	5.152%	

There is a 1.000% origination fee on all loan programs. Rates quoted are for loan 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.

# 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.

**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.

## 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](http://www.afcu.org)

## E-MAIL

[info@afcu.org](mailto:info@afcu.org)

Routing # 282075028



We also have 1021 Branch offices at Credit Union Service Center locations in 39 states and 6 foreign countries to serve you. To find a location go to [www.cuservicecenters.com](http://www.cuservicecenters.com).

## ATM NETWORKS

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



## 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  
Jacksonville, AR 72078-0009

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# Account Access Notifications and Scheduled Transfers

Arkansas Federal's Internet Account Access has some new options to help you manage your accounts more efficiently.

## ACCOUNT NOTIFICATIONS


**Account Balance Notifications** allow you to set up reminders when your loan or deposit account reaches a pre-determined amount that you select.

**Check Cleared Notifications** allow you to be notified when a certain check number clears.

**Maturity Date Notifications** allow you to be notified when your certificate maturity date is approaching.

Notifications are simple to use just click on the notification you desire, enter the specifics,

and type in your e-mail address. An e-mail will be sent to you overnight when the parameters you set have been met.


**Scheduled and Recurring Transfers** — with scheduled and recurring transfers you can schedule a transfer of money between deposit accounts and to loan accounts. Transfers can be scheduled to occur once or to re-occur as many times as you would like for as often as you like. This feature is great for making payments on your Arkansas Federal loans. Schedule your auto or home equity loan payment to transfer from your checking account on your due date every month and you never have to worry about it again! 



## Live Web Chat Available

An increasing number of Arkansas Federal members find themselves relying less on in branch visits and telephone transactions, opting instead to go on-line to complete financial transactions, access their account information, and research product and services offered by the credit union.

Live Web Chat offers many advantages over e-mail and phone calls. Web chat is a "Live" conversation with a Telephone Service Representative. After you type in your question or comment the response is immediate. Members and Arkansas Federal employees converse back-and-forth similar to a phone conversation, only you are typing instead of talking.

To experience this form of communication with Arkansas Federal Credit Union, just click on the web chat icon located on the home page during regular business hours. 

## Holiday Closings

All AFCU branch and drive-up teller locations will be closed in observance of the following holidays:

**Columbus Day** Monday October 13, 2003  
**Veterans Day** Tuesday November 11, 2003  
**Thanksgiving Day** Thursday November 27, 2003  
**Christmas Eve** Wednesday December 24, 2003 (close at 2:00)  
**Christmas Day** Thursday December 25, 2003  
**New Year's Day** Thursday January 1, 2004

*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.



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