



ARKANSAS FEDERAL CREDIT UNION



April 2011

Get an Arkansas Federal Student Loan

A college education is an important step in reaching your goals. Arkansas Federal is committed to helping you reach those goals, while saving you money with these great features:

- » NO origination fee
- » Apply once and secure a line-of-credit that you access only when you need it
- » Flexible repayment options
- » Fills the gap federal funding leaves behind
- » Option to defer principal and interest while in school

Use the Cash from your Arkansas Federal Student Loan to pay for any college related expense!

Tuition | Fees | Textbooks
Supplies | Room & Board
Other College Related Expenses

Apply for your
Arkansas Federal
Student Loan
at AFCU.org

 Arkansas Federal
CREDIT UNION
Improving Each Member's Financial Life

AFCU.org

follow us on
twitter

Find Us On
facebook

Board of Directors

Jerry E. Spratt, CPA, CFE, CGFM, CFS, *Chairman*

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Don Greene, *Member*

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Credit Appeals Committee

Dale Duell, *Chairman*

Jan Avant, *Member*

Carol Lunday, *Member*

HOLIDAY CLOSINGS

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

- **Memorial Day**
Monday, May 30, 2011

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

Connect
with AFCU



Arkansas Federal
**CREDIT
UNION**

Improving Each Member's Financial Life

LARRY'S LETTER Keeping You Informed



The first quarter of 2011 saw your credit union embark on a new strategic path. While our numbers and results from the previous five years have been phenomenal and industry leading,

your Board of Directors wants to ensure that all members fully understand the true value of our cooperative. They know, by experience, that the more a member utilizes our credit union for products and services, the more valuable the cooperative becomes to the member. During the next four (4) years, AFCU will be striving to deepen the relationship each member has with us by making it easier for you to do business with us and never forgetting our core purpose of "Improving each member's financial life".

There are signs that the national economy is transitioning to a slow, but steady recovery. Your Credit Union continues to be a safe and secure place for all your financial needs. We continue to make loans that help you achieve your dreams as well as providing products and services that continue to exceed your expectations. We never forget that we exist to serve you, our members.

During the first quarter, AFCU moved forward on its plan to open a branch in Van Buren. The new full service location will feature a drive-up lane, a drive-up ATM, as well as the same friendly staff you have come to trust and allowed to meet your financial needs. Look for the grand opening during the 3rd quarter of 2011.

AFCU successfully converted to a new feature enhanced home banking and bill pay solution last year. This product has been well received by our membership. Check it out and see how easy it is with all the new features, as well as all the enhancements this new service provides. And remember, these services are provided free of charge.

We continue to go "Greener" and increase

the level of service to our membership. During the first quarter, we converted most of our regular U.S. Postal mail notifications to a more environmentally friendly method. Currently, you can "opt in" for notices to be sent via email. In the months ahead, you will be able to choose email, text, or a phone call to the phone of your choice. All of this is geared towards providing a quicker, more responsive notification, as well as eliminating the environmentally unfriendly and costly paper notices. Watch your statements, email, and branches for more information on when these additional changes will be implemented. This will make it easier for you and allow your credit union to be more timely and efficient in doing business with you. This also has the added benefit of saving the membership money; money that will be used to provide additional products and services for you, our membership.

If you would like to join the "Green Movement" and receive your monthly statements electronically, as well as notices, AFCU can provide this service to you. You will receive your statements and notices sooner and not have the worry of having your financial information being lost in the mail. Just call, visit, or go to our website, **AFCU.org** to get greener today!

Did you know that your credit union might have the best credit card in Arkansas? With a very low rate and your choice of rewards, your credit union continues to improve its members' financial lives. Check out our credit card program online or next time you visit. It may save you money!

As the economy continues to improve, we want to thank all of our members who allow us each day to serve them and assist them in realizing their dreams and financial security. As we have been for the past 55 years, we are always here to help you, our members. We will continue to do our best to exceed your expectations and we promise to continually strive to deliver on our service promises to you, to improve your financial lives in all we do!

May God continue to bless you and yours! 

Arkansas Federal Donates \$49,877.39 to Arkansas Children's Hospital Foundation

Arkansas Federal Credit Union President/CEO Larry Biernacki, presented a \$49,877.39 check to Arkansas Children's Hospital Foundation President, John Bel, at a press conference held in the main lobby of Arkansas Children's Hospital, January 13.



Arkansas Federal employees and members raised \$49,877.39 in 2010 through several fundraising events, including the 5th Annual Arkansas Federal Golf Classic, candy and cardstock sales, and two Bunko Bash events. Since 1998, Arkansas Federal has contributed over \$550,000 to Arkansas Children's Hospital (ACH).

Arkansas Federal Credit Union is part of Credit Unions for Kids, a national sponsor of Children's Miracle Network Hospitals. Children's Miracle Network Hospitals is a national organization dedicated to helping raise awareness and funds for its 170 member hospitals, including Arkansas Children's Hospital.

All of the money donated by Arkansas Federal to Arkansas Children's Hospital will help fund the Ear, Nose and Throat Clinic Waiting Room, which will be located in the new ACH South Wing, set to open in 2012. 🇺🇸

FEE CHANGE

FEE	Current Fee	Proposed Fee (Eff. July 1, 2011)
Rush Card Replacement	\$25.00	\$35.00
Incoming Collection Item	\$10.00	\$15.00
Outgoing Collection Item	\$10.00 + direct expenses	\$15.00 + direct expenses
Overdraft Share Transfer	\$5.00	\$7.50
Stop Payment	\$24.00	\$25.00
Research (\$ per hour)	\$15.00	\$20.00
Returned Mail/Missing Address	\$10.00/Qtr	\$5.00/Month
Safe Deposit Box Lost Key	\$15.00	\$25.00
Safe Deposit Boxes		
5 X 5 X 24	\$35.00	\$40.00
3 X 10 X 24	\$40.00	\$45.00
5 X 10 X 24	\$50.00	\$60.00
10 X 10 X 24	\$100.00	\$105.00
Levy/Garnishment Fee	\$75.00	\$100.00
Loan Payment Skip Fee	\$20.00	\$30.00
Check Printing (AFCU Checks)	\$10.00	\$15.00
Temp Checks (8 checks)	\$2.00	\$6.00
NEW FEE – Verification of Deposit	\$0.00	\$5.00
NEW FEE - Escheatment	\$0.00	\$50.00

An AFCU Home Equity Line of Credit is a great way to finance almost anything!

Turn the equity in your home into cash! When you get an Arkansas Federal Home Equity Line of Credit (HELOC), you can access your loan in any amount you choose, up to your loan limit, using our VISA® Platinum HELOC Credit Card. You can choose a fixed or variable rate!

Arkansas Federal's Home Equity Lines of Credit also feature an array of attractive borrower benefits that are meant to meet each member's financial need!

- Nominal Application Fee
- No Closing Costs
- No Annual Fees
- No Points
- No Origination Fee
- Competitive interest rates
- Flexible, consumer-friendly terms

Apply online at AFCU.org or call **982-1000** or **800-456-3000**. 🇺🇸

AS LOW AS
5.25%
APR*
fixed

..... OR

AS LOW AS
3.50%
APR*
variable



*Annual Percentage Rate. Rate is subject to change without notice. AFCU's standard loan criteria applies.

YOUR PRIVACY NOTICE

This is your privacy policy disclosure and instructions. It contains important information concerning our privacy policy and includes necessary disclosures as required by the Gramm-Leach-Bliley act (15 U.S.C., CH. 94, §6801 ET SEQ.) and the national credit union administration rules and regulations (12 CFR 716). Please be certain to read these disclosures and instructions carefully and notify us at once if any parts are unclear.

FACTS: What Does Arkansas Federal Credit Union Do with Your Personal Information?

Why?	<i>Reasons we can share your personal information</i>	Does the Credit Union share?	Can you limit this sharing?
<p>Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.</p> <p style="background-color: #c00000; color: white; padding: 2px;">What?</p> <p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> • Social Security number and income • account balances and payment history • credit history and credit scores <p style="background-color: #c00000; color: white; padding: 2px;">How?</p> <p>All financial companies need to share customers' personal information to run their everyday business. In the section to the right, we list the reasons financial companies can share their customers' personal information, the reasons Arkansas Federal Credit Union chooses to share; and whether you can limit this sharing.</p>	For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	YES	NO
	For our marketing purposes - to offer our products and services to you	YES	NO
	For joint marketing with other financial companies	YES	NO
	For our affiliates everyday business purposes - information about your transactions and experiences	NO	WE DON'T SHARE
	For our affiliates everyday business purposes - information about your creditworthiness	NO	WE DON'T SHARE
	For our affiliates to market to you	NO	WE DON'T SHARE
For non-affiliates to market to you	NO	WE DON'T SHARE	
Questions? Call 501-982-1000 or 800-456-3000, or write to us at: P.O. Box 9, Jacksonville, AR 72078			

WHAT WE DO

How does Arkansas Federal Credit Union protect my personal information?

To protect your personal information from unauthorized access and use, We use security measures that comply with federal law. These measures include computer safeguards, secured files, and secured buildings.

How does Arkansas Federal Credit Union collect my personal information?

We collect your personal information, for example, when you:

- open an account or deposit money
- pay your bills or apply for a loan
- use your credit or debit card

We also collect your personal information from others, such as credit bureaus and affiliates.

Why can't I limit all sharing?

Federal law gives you the right to limit only:

- sharing for affiliates everyday business purposes
- information about your creditworthiness
- affiliates from using your information to market to you
- sharing for non-affiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

DEFINITIONS

Affiliates

Companies related by common ownership or control. They can be financial and non-financial companies. Arkansas Federal Credit Union has no affiliates.

Non-Affiliates

Companies not related by common ownership or control. They can be financial and non-financial companies. Arkansas Federal Credit Union does not share with non-affiliates.

Joint Marketing

A formal agreement between non-affiliated financial companies that together market financial products or services to you. Our joint marketing partners include categories of companies, such as:

- financial service providers
- insurance companies

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Simplify your Life with eNotices

Arkansas Federal Credit Union members have asked for, and we are delivering on, a faster and more convenient way to receive account notifications. You can now choose to have account notifications sent to you via e-mail with **eNotices!** Enjoy receiving your tax forms, certificate maturity notices and much more in a prompt fashion with **eNotices**.

Any member who registers for eNotices between January 31st and April 30th, 2011, will be automatically entered in a drawing for **\$200**; five (5) lucky members will win! To sign up for eNotices, login to Online Account Access and select "eNotices" from the eDocs tab in the

red menu bar. If you have any questions, please visit any branch location or contact us at **501-982-1000** or **800-456-3000**.



Keep Your Account Active

Inactive accounts are defined as accounts that have less than \$200 on deposit and have had no activity (deposits, transfers, loans, etc.) in the previous 12 months. To cover the costs of mailing statements and administrative upkeep on an inactive account, a \$25-per-quarter fee is charged to inactive accounts. You can avoid being charged this fee by simply keeping your account active. Visit any branch location or call **501-982-1000** or **800-456-3000** if you have any questions.

MEMBER EDUCATION SEMINARS

Arkansas Federal members enjoy many benefits such as the educational seminars and workshops intended to educate members and help them improve their financial life. If you are interested in one of the financial education seminars below, call AFCU at **501-533-2101** in central Arkansas or **800-456-3000, ext. 2101** outside central Arkansas to register or for more information.

Clear Direction on the Road to Retirement

North Little Rock Branch — Wednesday, April 6th @ 5:30 pm

West Little Rock Branch — Thursday, May 12th @ 5:30 pm

Jacksonville Branch — Wednesday, June 8th @ 5:30 pm

Job Change? Don't Ignore Your Retirement Plan Dollars.

A Message from Mike VanBokhoven of the Arkansas Federal Financial Services program



Mike VanBokhoven

It is probably one of your biggest assets. Don't ignore it. People change jobs all the time, but many forget some important details – like their retirement plan money and leave it in their old employer's sponsored pension or 401(k) plan.

Could this be you? If so, you really owe it to your future to consider where to put the retirement assets you've worked so hard to build up. The wrong move could cost you thousands and greatly affect the quality of your retirement years.

One option is to consider moving over any retirement plans from a former employer into an IRA.

Benefits include:

- **Simplicity** – Consolidate your retirement assets into one IRA. It will simplify your record keeping and give you a better picture of your overall portfolio.
- **Eliminate Investment Overlap**: Having several accounts can have you holding many of the same type of investments in each account, and cause you to be out of balance for your set of financial circumstances.

- **Wider Array of Investment Choices** - It is very common for employer plans to have only a few investment options. Rolling assets into an IRA will literally give you thousands of investment choices.
- **Roth Conversions** - Once your plan is rolled into a traditional IRA, you may be able to convert it to a Roth IRA. You can only convert to a Roth IRA if your income does not exceed \$100,000 and you file a joint return if married.
- **Beneficiary Distribution Options** - Many employer plans have very limited and rigid beneficiary distribution options, especially for non-spouse beneficiaries. Rolling your assets into an IRA offers many additional flexible distribution pay out options, such as the "Stretch IRA" (paying out the death proceeds over multiple generations of beneficiaries).

Need help deciding what option is best for you? Contact Mike Van Bokhoven, Arkansas Federal Financial Services Representative serving the members of Arkansas Federal Credit Union at 501-533-2101 for a no-cost, no-obligation Retirement Assets Consultation. Today is the best time to get started!

Representatives are registered, securities are sold, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. **Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the financial institution.** CBSI is under contract with the financial institution, through the financial services program, to make securities available to members.

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AFCU INFORMATION

AFCU BRANCH LOCATIONS

Fort Smith Branch — 7887 Phoenix Ave.
Open Monday-Friday from 9:00 a.m. - 6:00 p.m.

Little Rock Branch — 1001 W. Capitol Ave.
Open Monday-Friday from 7:30 a.m. - 5:00 p.m.

West Little Rock Branch — 1221 S. Shackelford Rd.
Open Monday-Friday from 9:00 a.m. - 6:00 p.m.

North Little Rock Branch — #848 North Hills Blvd.
Monday - Thursday from 9:00 a.m. - 5:00 p.m.
Friday from 9:00 a.m. - 6:00 p.m.

Cabot Branch — 100 S. Rockwood Dr.
Monday - Thursday from 9:00 a.m. - 5:00 p.m.
Friday from 9:00 a.m. - 6:00 p.m.

Bryant Branch — 115 Harvest Dr.
Open Monday-Friday from 9:00 a.m. - 6:00 p.m.

Hot Springs Branch — 1607 Albert Pike, Suite F
Monday - Thursday from 9:00 a.m. - 5:00 p.m.
Friday from 9:00 a.m. - 6:00 p.m.

Jacksonville Branch — 2424 Marshall Rd.
Monday - Thursday from 9:00 a.m. - 5:00 p.m.
Friday from 9:00 a.m. - 6:00 p.m.

Conway Branch — 220 Skyline Dr., Hwy. 65 North
Open Monday-Friday from 9:00 a.m. - 6:00 p.m.

Searcy Branch — 1000 South Main
Monday - Thursday from 9:00 a.m. - 5:00 p.m.
Friday from 9:00 a.m. - 6:00 p.m.

UALR Branch — Stabler Hall, Suite 110
Open Monday-Friday from 10:00 a.m. - 6:00 p.m.

Camp Robinson Branch — Bldg. 5305, MWR Complex
Open Monday-Friday from 9:00 a.m. - 5:00 p.m.

Little Rock Air Force Base Branch — 779 6th St.
Open Monday-Friday from 7:30 a.m. - 5:00 p.m.

AFCU ATM ONLY LOCATIONS

Verizon Walk Up ATM
#1 Allied Drive, Building 3, First Floor Lobby

Cabot Drive Up ATM
2241 Bill Foster Memorial Hwy.

Dickey Stephens Park Walk Up ATM
400 West Broadway - North Little Rock

Federal Building Walk Up ATM
700 W. Capital Ave., First Floor - Little Rock

LRAFB Drive Up ATM
Building 940 at Arnold Drive

LRAFB Exchange Walk Up ATMs
787 6th Street

LRAFB Shoppette Drive Up ATM
Building 1996, Arnold Drive & Arkansas Boulevard

Rogers Drive Up ATM
2000 West Walnut Street

State Capitol Walk Up ATM
First Floor Lobby - Little Rock

UALR Stephens Center Walk Up ATM
28th & University Avenue

UALR Student Center Walk Up ATM
2801 South University Avenue

UCA Student Center Walk Up ATM
201 Donaghey Avenue

Walmart Supercenter Drive Up ATMs
Jonesboro — 1807 E. Highland Drive
Searcy — 3509 East Race Street
Conway — 3950 Dave Ward Drive
Pine Bluff — 5601 South Olive Street
Hot Springs — 1605 Albert Pike

PHONE NUMBERS

Central Arkansas: 501-982-1000
Fort Smith Local: 479-782-1000
Conway Local: 501-329-1000
Cabot Local: 501-743-3000
Bryant Local: 501-847-1695
Searcy Local: 501-268-4762
Hot Springs Local: 501-623-8363
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)

MAILING ADDRESS

P.O. Box 9, Jacksonville, AR 72078-0009

INTERNET BRANCH

AFCU.org

E-MAIL

info@afcug.org



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

NEW ARKANSAS FEDERAL BUSINESS PARTNERS

Employers in today's labor market must continually strive to provide competitive benefit packages to attract and retain qualified employees. You can gain the competitive edge at no cost by providing the option of credit union membership to your employees.

As a partner with Arkansas Federal, employees of your company or members of your association will have the option of using full service, quality financial products and services such as Free Checking, competitive loan rates, great savings rates and access to AFCU accounts around the clock with services such as Free Online Account Access, AFCU Deposit, Unlimited Free Internet Bill Payment, and Touch-Tone Teller.

Several new partners have decided to make AFCU's product and services available to their employees/members over the past few months. We want to take this opportunity to welcome each one of them to the Arkansas Federal Credit Union family!

**Magna IV Communications,
Little Rock, AR**

**DHS/DDS Foster Grandparent
Program, Conway, AR**

Balkman Chiropractic, Fort Smith, AR

**The Atrium At Serenity Pointe,
Hot Springs, AR**

McFarland Eye Centers, Little Rock, AR

Tell your co-workers and family members about the great benefits available at AFCU, and invite them to join Arkansas Federal Credit Union. If you know of a business that would like to offer access to AFCU's financial products and services to its employees, please call the Marketing Department at **501-533-2219** or **800-456-3000 ext. 2219**.

Member Elected To The Board of Directors

The 55th Annual Membership Meeting of Arkansas Federal Credit Union was held Tuesday, March 29, 2011. One member was elected by acclamation to serve a three-year term on the credit union's Board of Directors; that member is Art Williams.



Art Williams



2010 ANNUAL REPORTS NOW AVAILABLE

To request a copy of the 2010 Annual Report, contact us at **501-982-1000** or **800-456-3000**, or you can visit any AFCU branch office to pick up a free copy. You can also view the 2010 Annual Report online at AFCU.org under the "AFCU Publications" tab.

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 ensure the information contained is accurate, no party assumes liability for loss or damage due to dependence on this material



We also have over 4,200 Branch offices at Credit Union Service Center locations in all 50 states and eight foreign countries to serve you. To find a location near you, go to www.cuservicecenters.com.



**Arkansas Federal
CREDIT UNION**

Improving Each Member's Financial Life



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. 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