

HORIZONS

1st Community Federal Credit Union
www.1fcu.org July 2009

2009 - A Year of Great Changes

by 1st Community
President Bill Nikolauk



As mentioned in the May 1st newsletter, we have many new programs and technology making your access to both the Credit Union and your money easier and safer. These improvements will also allow us to provide you with increased service.

Some of the changes coming soon will be:

- 1) a new Phone System in July. The majority of the changes in the upgraded phone system will be internal, but what you will experience will be faster service. Installation of the new phone system will be followed shortly by
- 2) a new "Texas Teller" Audio Response System. One of the new features of this system will be the ability for you to enter a code to be transferred to Credit Union personnel during our regular business hours instead of having to hang up and call the Credit Union number direct. As is now, the system will guide you through the new codes.
- 3) In August, a new "CU Easy" Home Banking package will come up. A few of the new features will be: single sign on for all transactions and information; you will be able to click on the check number in the history to bring up a copy of the front and back of checks that have cleared your account; and a Spanish option will be available. The new "CU Easy" will be easy to navigate, but because of the graphic detail involved in the new features we will be posting this information and updates on our website 1fcu.org starting in July. Along with the new home banking we will also have
- 4) a new Bill Pay Program – with lots of enhancements. Payee information for current Bill Pay users will be transferred to the new product to help ease the change. Further details of this new program will also be available on our website in July.
- 5) Instant Issue Debit/ATM cards – will be done out of the Wildewood branch allowing us to get your cards in your hand either immediately or within a day or two. Each office will have a machine that will allow you to change your new or current Debit/ATM card PIN to a number of your choosing (see pg 3 for further details)

- 6) a new Website – more interactive and easier to navigate is planned to launch in August.
- 7) 1st Community Platinum MasterCard will convert to Platinum VISA (see pg 3)
- 8) ACH Origination – electronically debit or credit accounts at other financial institutions allowing you to make loan payments or build your savings at 1st Community.

As with all changes, there will be some surprises and possibly some moments of inconvenience, but be assured we are making these changes to insure that your Credit Union will be able to provide you with the best possible service, at the lowest cost, in the most efficient manner, now and into the future.

We realize there are many changes coming and no one is more aware than our staff. They are attending webinars, studying product manuals, and testing demo sites in order to make all transitions to these new products as smooth as possible for everyone. As we all know, technology is changing rapidly and we at 1st Community pride ourselves in providing state of the art, user-friendly technology. We hope you find all the changes you experience in the next few months positive tools to help make your financial life more successful.

IMPORTANT NEW Requirements for Members Requesting Bank Wires or CMOs Through Western Union

To help prevent fraud from Identity Theft, our Insurance Company now **REQUIRES** that we implement additional security procedures for Commercial Money Orders through Western Union (CMOs) and/or Bank Wires.

To be in compliance, we need a written, signed agreement authorizing a secure password before these types of funds transfers can be made. Please see our website 1fcu.org or give us a call to get a copy of the form.

Be Aware - it is very important that you get this done now. If you are out-of-town and try to request a Bank Wire or CMO and do not have this form on file, we will not be able to send the funds. Verification of the number you are calling from when you request the Bank Wire or CMO is another security requirement so it is vital that you keep your phone number/cell phone number current with the Credit Union.

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1st Community Federal Credit Union
PRIVACY NOTICE

At 1st Community Federal Credit Union, we put our members first and take pride in offering a variety of financial services. Protecting your privacy, as well as your financial assets, is central to our mission.

Whether you are an existing member or are considering membership with us, we understand how important it is for you to know how we collect, retain and use information about you. We recognize that you have a right to expect your personal information to remain private and secure. 1st Community Federal Credit Union maintains standards to ensure that your personal information is private and secure at all times.

We are committed to providing you with competitive products and services to meet your financial needs, which necessitates that we share information about you to complete your transactions and to provide you with certain financial opportunities. In order to do so, we have entered into agreements with other companies that provide either services to us or additional financial products for you to consider.

Under these arrangements, we may disclose all of the information we collect, as described below, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. To protect your privacy, we only work with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not permit companies we work with to sell to other third parties the information we provide them.

Information We Collect and Disclose About You

We collect and may disclose nonpublic personal information about you from the following sources:

- Information we receive from you on membership and loan applications and other forms;
- Information about your transactions with us or others;
- Information we receive from a consumer reporting agency;
- Information obtained when verifying the information you provide on an application or other forms, such as from your current or past employers or from other institutions where you conduct financial transactions.

We may also disclose information we collect about you under other circumstances as permitted or required by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of the credit union, follow your instructions as you authorize or protect the security of our financial records.

If you terminate your membership with 1st Community Federal Credit Union, we will not share information we have collected about you, except as permitted or required by law.

How We Protect Your Information

1st Community Federal Credit Union restricts access to nonpublic personal information about you to our employees who have a specific business purpose in utilizing your data. We also train our employees in the importance of maintaining confidentiality and member privacy. In addition, we maintain physical, electronic and procedural safeguards that comply with federal regulations and leading industry practices to safeguard your nonpublic personal information.

Maintenance of Accurate Information

1st Community Federal Credit Union has established procedures to ensure that your personal information is accurate, current and complete in accordance with reasonable commercial standards. If you find that your account information is incorrect, call or write to us at the following telephone number or address:

(325) 653-1465
1st Community Federal Credit Union
3505 Wildewood Drive
San Angelo, TX 76904-6433

We will respond to requests to correct inaccurate information in a timely manner.

More Information

1st Community Federal Credit Union values its members and their privacy. We want you to understand how we use the information you provide and our commitment to ensuring your personal privacy. If you have any questions about how we protect or use your personal information, please contact us at the telephone number or the address above.

Update on your 1st Community Federal Credit Union Platinum MasterCard

Currently, Town North Bank has been servicing your 1st Community Platinum MasterCard. A company called ELAN has purchased the card portfolio from Town North Bank, so effective August 2009, TNB will no longer service this program. Some of the changes you will see with ELAN are:

- 1) We will now issue VISA instead of MasterCard.
- 2) All current Platinum MasterCard holders will be switched to VISA Platinum.
- 3) If you are currently in a rewards program, Elan will match any unused accrued points and post them to your new Platinum Select Rewards account.

A letter will be mailed to all existing MasterCard Platinum Card holders this fall covering all the new terms of the new 1st Community VISA.

In order to plan for this change, we will be removing the card information from our data system at the end of July 2009. When this is removed, for a short time, over the counter payments and payments through CU Easy will be unavailable. However, you can register your card with GoToMyCard.com, and use this site to make a payment on line or check any other details of your account.

We apologize for any inconvenience because of this conversion to a new servicer. We do feel that you will benefit from the array of products we will now be able to offer.

Instant Issue Debit/ATM Cards

1st Community Federal Credit Union is rapidly moving toward Instant Issue of debit/atm cards and a member selected PIN. We are targeting the end of July for this project. One of the changes you will see is a new Texas Flag card design on newly issued cards to launch this service. There will be no changes to current cardholders. All existing cards will continue to work as usual and renewals will still be the green card with Texas design until all that card stock has been depleted.

Instant Issue means instead of waiting up to 10 days to receive a card through the mail when you open a new debit card account or when you replace a card, we can now provide these cards the same day at our Wildewood Office. If the card does have to be sent through the mail, cards can be delivered in 2 to 3 days from the Wildewood office, depending on the mail service in your area. Also, if you want to pay for overnight, you can receive your card the next business day.

Once instant issue begins, you can visit any of our locations and select your PIN. This can be done with new cards as well as existing cards. For anyone who wants a "Natural PIN" (one selected by the program) or is unable to visit one of our offices, a PIN mailer will be mailed to you a few days after the card is issued.

Summer is a GREAT Time to Open an Arnie Dillo Account and Start Learning Good Money Habits

Children earn both dividends and "Dillo Dollars" for their deposits. Staff joins in the fun with Santa at the FREE Arnie Christmas Party held at Mr. Gatti's. Lois Bell shows some of the goodies in the Arnie store available for purchase with the children's Dillo Dollars.

Arnie Dillo Youth Account for ages Birth thru 12

- * "Dillo Dollars" redeemed for GREAT Prizes
- * New Members receive: a t-shirt, passbook, pencil, ruler and Arnie Dillo Club Certificate
- * Christmas Party with Santa in December



STATISTICALLY SPEAKING...
as of June 30, 2009

Assets.....\$153,198,812
Loans.....\$127,461,949
Shares.....\$139,047,175
Members.....21,817

Location & Hours:

San Angelo

**3505 Wildewood Drive
620 West 29th Street**

Lobby: M-F 9:00-5:00
Drive-Thru: M-F 7:30-6:00
Sat. 7:30-1:00

Bldg 818, Goodfellow AFB

Lobby: M-F 9:00-5:00

1542 S. Bell

Drive-Thru: M-F 7:30-6:00
Sat. 7:30-1:00

107 S. Divide - Eldorado

Lobby: M-F 9:00-1:00
2:00-5:00

Drive-Thru: M-F 8:00-1:00
2:00-5:30

Sat. 8:00-12:00

121 N. 8th - Ballinger

Lobby: M-F 9:00-1:00
2:00-5:00

800 W. Dickinson-Ft Stockton

Lobby & Drive Thru:
M-F 8:30-1:00
2:00-5:00

Address All Mail To:

1st Community FCU
3505 Wildewood Drive
San Angelo, TX 76904-6433

Web Site:

<http://www.1cfcu.org>

E-Mail:

1stcomcu@1cfcu.org

PHONE ALL OFFICES:

325/653-1465

Toll Free 800/749-1465

Except Eldorado - 325/853-2538

Ballinger - 325/365-2105

Fort Stockton - 432/336-2273

BOARD OF DIRECTORS

E.H. "Pete" Weldon...Chairman
Jim Hartle.....Vice Chairman
Bob Brewer.....Treasurer
Harlan Bruha.....Secretary
Bill Brown.....Member
Johnny Fender.....Member
Nancy Kloboucnik.....Member
Carol Kohutek.....Member
Kathleen Prince.....Member

SUPERVISORY COMMITTEE

Ed Bendinelli.....Chairman
Maurice Voity....Vice Chairman
Raul Lopez.....Secretary
Dianna Spieker.....Member

We Will Be Closed:

* Friday, July 3rd &
Saturday, July 4th
for Independence Day

Employee of the Quarter - MaryEllen Zapata

MaryEllen Zapata, a loan officer at our Wildewood office, has been chosen as Employee of the Quarter. MaryEllen started with the credit union in 1983, as a teller and she has worked in almost every department except Collections over the years so she has a well-rounded knowledge of 1st Community. She has been a loan officer since 2001 and many of you know her proudly as "your loan officer." MaryEllen feels 1st Community is the best place to work because the employees are fantastic and the members are wonderful. She enjoys reading and home improvement projects in her spare time, but she is most proud of her daughter, Angelica, and her granddaughter Alexis. Congratulations MaryEllen!



IMPORTANT NOTICE

to Members Who Have Not Performed a Deposit Transaction Recently...

Please remember to do at least one financial transaction on each of your accounts every 12 months to avoid being charged an Inactivity Fee. This transaction can be as simple as a \$1 deposit. Dividend payments do not qualify since they are initiated by the Credit Union.

Inactive accounts are extremely expensive for the Credit Union to maintain. Remember - you are the Credit Union and expenses are passed on to all members in the form of less dividends, higher loan rates, and more or increased fees. We strive to provide you with the best service at the lowest cost. Mailing statements on inactive accounts is very costly, but sending them out is still a legal requirement for the Credit Union.

There are other ways to help the Credit Union save money and for you to avoid paying an inactivity fee - 1) have your statements sent to you electronically - it is fast, safe and encrypted; 2) maintain a minimum \$100 in each deposit account; 3) have a current loan with the Credit Union - we are currently offering great rates to refinance your vehicle loans from another financial institution and paying you a \$100 bonus to boot; or 4) start a payroll deduction to your account and you will be surprised how quickly the savings can add up!



1st Community is proud to announce that we have been voted "Favorite Credit Union" for the tenth consecutive year by the readers of the San Angelo Standard Times

Take Ben Franklin Home With You...



\$100

- \$ Refinance New or Used Vehicles from Another Lender and Receive \$100 CASH
- \$ Refinancing at 1st Community may lower your Annual Percentage Rate
- \$ Offer applies to passenger automobiles and pick-up trucks (less than 1 1/2 ton capacity)
- \$ Commercial use vehicles are not eligible
- \$ Minimum \$10,000 financed
- \$ Does not apply to collateral currently financed by 1st Community FCU
- \$ Membership eligibility and credit approval required
- \$ Limited time offer. There will be no notice when this offer is withdrawn
- \$ For Approved Credit the APR can be as LOW as 5.25% for a term up to 60 months

The purpose of publishing HORIZONS is to keep the membership of 1st Community FCU informed and educated on the services offered to members, changes within current policies and news of interest. This publication is not intended to constitute legal, accounting or other professional advice. It does propose to be accurate; however, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. Any correspondence regarding this newsletter should be sent to the attention of *Bill Nikolauk - President.*

