

# ON track

an educational publication for friends and members of



July - September | 2009

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## Celebrating 50 Years!

We recently celebrated our 50-year anniversary with our staff and membership! Each branch provided cake and punch to everyone who visited our offices on May 29, 2009.

Winners of our \$50 Gift Cards were:

- Nicholas Wood: Whitten Branch
- Timmy Green: Downtown Branch
- Lurinzo Williams: Avery Branch
- Deremus Jones: Whitehaven Branch
- Concetta Harris: Mt. Moriah Branch
- Tony Reynolds: Raleigh Branch



Members and staff celebrated 50 years with cake and punch.



Whitten Branch



Avery Branch



Whitehaven Branch



Raleigh Branch



Mt. Moriah Branch



Downtown Branch

## Nola Vazquez-- 25 Years of Service

Nola Vazquez was recently recognized for 25 years of service with the City of Memphis Credit Union. Nola's credit union career began in January of 1984, when she was hired as a teller at the Avery Branch. She was promoted to loan counselor in 1986, the position she currently serves in. Nola is also very instrumental in our life insurance department, handling all of our claims. Ken Swann, CEO said that "Nola Vazquez is one of the finest credit union employees. Her pleasant and easy going personality is felt by every member she serves."

"The most rewarding part of my career with the City of Memphis Credit Union is the joy I get out of working with our members and fellow employees. Being able to help our membership has always been a pleasure," states Nola.

Nola spends most of her free time with her son, Curtis, daughter, Alice, and their families. She also enjoys bowling, working in her yard and spending time with her puppy, Riley.



Nola Vazquez accepts her 25-year service plaque from COMCU President, Ken Swann.

Thank you, Nola, for 25 years of service with the City of Memphis Credit Union.

# benefits of online bill pay

## → SECURITY

Online bill pay through your financial institution is ten times safer than mailing checks.

(Research gathered by the Aite Group.)

## → EASE

Our bill pay is simple to understand and even easier to navigate.

## → TIME

Pay all of your bills in minutes instead of hours. You control when the payments are scheduled.

## → CONVENIENCE

No more stamps, envelopes, and trips to the post office!

## → TRUST

Online bill pay greatly reduces the risk of human error and late payments.

## FAQs

**Is online bill pay free?** Yes! Online bill pay is free to members with a checking account.

**How do I enroll in online bill pay?** To enroll in online bill pay, you must first be enrolled in online banking. To enroll in online banking and online bill pay, please visit our website and look for online banking information on the homepage.

**Is online bill pay secure?** Online bill pay is recommended by security experts as one of the safest ways to pay your bills. According to research, 90 percent of identity theft doesn't occur through the Internet.\* Identity thieves still use the tried and true methods of stealing mail or discarded trash. Combined use of online banking and online bill pay helps to protect consumers against identity theft and check fraud. For additional security, online bill pay requires 128-bit encryption and personalized log-in information.

**How are payments sent?** Payments are sent two ways: electronic and paper check. On average, electronic payments are sent to more than 70 percent of payees. For payees who can only accept checks, the subscriber's account is debited electronically and an authorized paper check is issued on behalf of the subscriber.

### **What are the benefits of electronic payments?**

Electronic is the fastest payment method for subscribers and greatly reduces the risk of human error. Electronic payments are received by the payee within 2-3 business days.

### **What are the benefits of check payments?**

Check payments allow you to pay anyone through your online bill pay account. No more postage or trips to the post office. Plus, check payments through online bill pay are electronically recorded, may be stopped before 2 p.m. Eastern time on the date they are scheduled to process, and are virtually tamper resistant. The estimated arrival time for checks is based upon the payee's zip code and is displayed while you schedule a payment.



**Are online bill payments guaranteed?** Online bill payments are not guaranteed by the US Postal Service or Automated Clearing House Network (ACH). However, online bill pay offers a payment success rate of 99.99 percent and greatly reduces the risk of human error. In the event a check payment is not received, our online bill pay support will stop and re-issue the payment, as well as provide proof of processing to the payee. Online bill pay also provides a history of your payments and payment information is integrated directly into account statements.

**When can payments be scheduled?** Payments may be submitted at any time, day or night. All payments should be scheduled according to process date and not according to due date. For example, payments should be scheduled to process before the actual due date. Estimated arrival times are automatically displayed during the scheduling process. We recommend scheduling first payments in advance to ensure timely delivery. Payments are electronically debited from your account on the process date. For same-day processing, please schedule payments before 3 p.m. Eastern time.

**Who can I pay with online bill pay?** With online bill pay, you can pay virtually anyone with a current address within the continental United States, Alaska, Hawaii, and Puerto Rico.

**What if I need more information?** For specific information or questions regarding our online bill pay service, please contact our toll-free number at 866-201-3588.

\*Research gathered by Javelin Strategy & Research.

# Do You Know Who You're Trying to Reach?

## Direct Numbers Now Available

We have issued direct numbers to many of our employees, thus allowing you to get straight to the person you wish to speak with. Our goal is to improve our service and we are providing you with this list to give you the direct line of the person you would like to speak with, without ever calling another number! Don't know who you would like to speak with? Just call your favorite branch and push 0 to immediately get connected to a member service representative.



Connie Leakes, VP Avery	321-1221
Donna Brandon, EVP	321-1222
Todd Moates, CIO	321-1223
Cheryal West, VP Compliance	321-1237
Leslie Lansky, Technology Mgr.	321-1242
Kenny Braden, VP Collections	321-1249
Chandra Williams, Collections Mgr.	321-1252
Candice Greer, Collections	321-1248
Cassandra Glover, Collections	321-1247
Sandy Boldt, Loan Counselor	321-1235
Sherry Lester, Loan Counselor	321-1240
Stephanie McDaniel, Loan Counselor	321-1238
Nola Vazquez, Loan Counselor	321-1241
Faith Cooper, Loan Counselor	321-1239
Nancy Moore, Loan Counselor	321-1236

Debra Dickerson, VP Mt. Moriah	328-1175
Ken Swann, CEO, President	328-1162
Allen Peterson, CFO	328-1161
Donna Brown, VP Marketing	328-1164
Brenda Flynn, VP Operations	328-1165
Operations Department	
Ann Hunt, ATM/Debit	328-1173
Moneki Macklin, ATM/Debit Card	328-1141
Sandi Henderson, ACH	328-1174
Sandra Gailey, ACH	328-1170
Linda Bompreszi, MasterCard	328-1171
Joyce Neal, Loan Counselor	328-1169
Monica Hill, Loan Counselor	328-1168
Teresa Xiques, Mortgage Counselor	328-1166
Cheryl Jackson, Mortgage Counselor	328-1167

Cecilia Atkins, VP Raleigh	347-1300
Shawn Pannell, Loan Counselor	347-1301
Anita Greer, Loan Counselor	347-1302
Phyllis Davis, Loan Counselor	347-1303

Letisha Simmons, VP Whitten	347-1501
Jamie Baker, VP of Branches	347-1500
Kay Patrick, Loan Counselor	347-1502
Kim Burns, Loan Counselor	347-1503
Paula Forbess, Loan Counselor	347-1504

Deborah Gist, VP Whitehaven	347-1400
Margaret Harris, Loan Counselor	347-1401
Cindy Vickers, Loan Counselor	347-1402

Donna Stoebner, VP Downtown	347-5001
Stephanie Smith, Loan Counselor	347-5002

### Branch Phone Numbers

Avery	321-1200
Mt. Moriah	360-1818
Raleigh	385-1783
Whitten	869-4135
Whitehaven	398-1101
Downtown	528-0700

## 24/7 Audio Teller

Easy as 1, 2, 3, 4

Using Audio Teller is as easy as 1,2,3,4! Simply call 321-1234, and enter your Member No. & PIN.

For transactions	Press 1
For inquiries	Press 2
To change PIN	Press 3
For current rates	Press 4



New to Audio Teller? The first time you use it, just enter your account number and your password is automatically set up as the last four digits of your social security number. After entering the first time, you will need to change your password.

## \$250,000 Share Insurance Extended

The Helping Families Save Their Homes Act of 2009, signed into law May 20, 2009, includes a provision extending \$250,000 share insurance coverage provided by the National Credit Union Share Insurance Fund through December 31, 2013.

Previously, this level of coverage was set to expire December 31, 2009. More information about NCUA insurance coverage is available online at <http://www.ncua.gov>.

# BOARD OF DIRECTORS

Norvell E. Wallace  
*Chairman*

Van Sturdivant  
*1st Vice-Chairman*

Barbara Arnold Farmer  
*2nd Vice-Chairman*

Charles E. Chumley  
*Treasurer*

J. Harvey Herring  
*Secretary*

Terri W. Brown  
*Director*

Bill Oldham  
*Director*

Wanda Corcoran  
*Director*

Jacqueline Toney  
*Director*

## LOCATIONS

### Main Office

2608 Avery Ave.  
Memphis, TN 38112  
Phone: 321-1200  
Toll-Free: 1-877-825-3180  
Fax: 321-1212

### Downtown Branch

109 North Main St.  
Memphis, TN 38103  
Phone: 528-0700  
Fax: 525-0775

### Mt. Moriah Branch

2678 Mt. Moriah Terrace  
Memphis, TN 38115  
Phone: 360-1818  
Toll-Free: 1-877-825-8517  
Fax: 363-9736

### Raleigh Branch

2897 Covington Pike  
Memphis, TN 38128  
Phone: 385-1783  
Fax: 385-1275

### Whitehaven Branch

1264 East Shelby Dr.  
Memphis, TN 38116  
Phone: 398-1101  
Fax: 398-4402

### Whitten Road Branch

1900 Whitten Rd. Ste 102  
Memphis, TN 38133  
Phone: 869-4135  
Fax: 869-4139

### Free Home Banking/Bill Pay

[www.cityofmemphis.org](http://www.cityofmemphis.org)

## EMPLOYEE OF THE QUARTER



**BRITTANY ARNOLD**

Serving the needs of our downtown and City Hall membership, Brittany is a teller at our Downtown Branch. Always willing to go where she is needed; this branch is her third to serve in her two and one half years with the City of Memphis Credit Union. You probably recognize her as she has been on teller row at our Avery and Raleigh branches too!

Downtown Branch Manager, Donna Stoeber, is proud that Brittany has received this recognition and states, "She has shown us tremendous teamwork by always being willing to help out at whichever branch she is needed at; and aside from doing her daily job duties, she is always willing to assist me in any area that I might need her. She is the kind of employee that we are proud to have on our team."

Brittany enjoys her free time with her family and friends and goes to the lake whenever she has the opportunity. Although watching the Cardinals is high on her "fun" list too!

Congratulations Brittany!

## HOLIDAY CLOSINGS 3rd Quarter 2009

July 3rd - Independence Day (Observed)  
Sept 7th - Labor Day  
Oct 12th - Columbus Day

Even when we are closed, you can still access your account via Home Banking at [www.cityofmemphis.org](http://www.cityofmemphis.org) or use our 24-Hour audio teller at (901) 321-1234.

## MARKET WATCH



### FINANCIAL HIGHLIGHTS<sup>1</sup>

Total Shares:	\$171,564,310
Total Loans:	\$ 95,593,853
Total Assets:	\$212,282,126
Total Members:	22,256

<sup>1</sup> As of May 31, 2009.

### SAVINGS RATES

	APY <sup>2</sup>
Regular/Special Share	0.50%
Christmas Club	0.50%
Money Market	1.25%
Accumulative IRA	0.50%
Checking <sup>2</sup>	0.50%

### CERTIFICATE RATES

	APY <sup>2</sup>
6 Month Certificate or IRA	2.01%
12 Month Certificate or IRA	2.16%
30 Month Certificate or IRA	2.35%
42 Month Certificate or IRA	2.70%

<sup>2</sup> APY is Annual Percentage Yield. Rates effective 6/10/09-6/16/09 and subject to change. Minimum \$1000 average daily balance required to earn dividends in a checking account. The Annual Percentage Yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings. Penalty for early maturity of certificate is 60 days of interest on amount withdrawn. There is no difference in the penalty for an IRA or Regular Share Certificate. The penalty could be more than the accrued dividends and therefore come from the principle of the certificate. Interest shall be paid and compounded on IRA Certificates on a quarterly basis.

### LOAN RATES

	APR <sup>3</sup>
Signature/Co-Maker:	9.50%
MasterCard	11.45%
New/Used Vehicle:	5.25%
New/Used Motorcycle	5.25%
New/Used RVs/ Motorhomes	5.25%
New/Used Boats	5.25%
New/Used Farm Equipment	5.25%
Share Secured	2% over dividend rate earned on share acct
Certificate Secured	3% over dividend rate earned on certificate

### REAL ESTATE LOANS

	APR <sup>3</sup>
Home Equity, 15 yr, 80%, variable	4.00%
Home Equity, 15 yr, 90%, variable	5.25%
1st Mortgage, 15 yr, fixed	5.00%
1st Mortgage, 5-yr float, variable	5.25%
1st Mortgage, 30 yr, fixed	5.25%

<sup>3</sup> APR is Annual Percentage Rate. Advertised rate is our lowest available rate and may be higher depending on credit performance. Rates are subject to change without notice and are effective 6/10/09-6/16/09 unless otherwise noted. Terms and rates are based on credit performance.

Certain fees and conditions may apply to the real-estate loan types. For complete details please call Cheryl Jackson or Teresa Xiques at (901) 360-1818

Contact credit union for more information.

