

A newsletter for
our membership.

INSIDE

2

Annual Meeting

Financial Fitness

3

Credit Card Offers

Christmas Club
Funds Available

4

Wawak Named
Director Emeritus

Third Quarter
Dividends

Telcoe Stats



TELCOE FEDERAL
CREDIT UNION

• Honesty • Integrity
• Professionalism
• Service

“Here’s your new pony”



“My wife has worked so hard to finish nursing school,” explained Mick Smith, “I just wanted to do something special for her.” Something special was put into motion with a call to Telcoe’s Fayetteville Branch to arrange financing on a 2000 Mustang GT Convertible – a gift for Mick’s wife, Carmen.

Mick, a firefighter/paramedic for the city of Rogers, and his wife Carmen, a registered nurse and transplant coordinator with Wal-Mart’s headquarters, have been credit union members for 18 years. “I received this notice in the mail about low interest rates on car loans at the credit union, so I picked up the phone and called the Fayetteville Branch. They have always provided me with friendly, professional service. I told them what I was trying to do – surprise Carmen with the Mustang. With the help of Linda and the other nice ladies at the branch, I had the car financed and soon hidden in a friend’s garage.”

After finishing his shift at the fire station one Saturday morning, Mick picked up the car and drove it home. He called Carmen from the driveway, “Look out the window! Here’s your new pony!” Can you imagine her delight?

Auto loans are just one way Telcoe helps members’ dreams come true – or surprises happen! Remember to call your credit union first for competitive loan rates and fast, friendly service.

Carmen and Mick Smith in their new convertible.



Right now...

New Car Rates As Low As 4.30% APR*
Used Car Rates As Low As 4.75% APR*

Call 501-375-5321 or 800-482-9009 to apply
Apply online at www.telcoe.com or through www.carsale.com
Stop by one of our 3 branch locations to apply

* The advertised Annual Percentage Rate (APR) above on new and used loans reflect a .25% rate reduction for payroll deducted loan payments for members with a credit score of 700 or above. The APR will be .25% higher if payments are not made by payroll deduction. Applicants are subject to credit approval. The APR will be calculated based on the individual’s credit score, method by which payments will be made and the age of the collateral. The financing detailed above is available on purchases only.

Annual Meeting Set for January 24, 2004

The nominating committee has selected three incumbents, Cordella "Della" Russell, Timothy Woods and William White as candidates for the positions open on the Telcoe Board of Directors.

According to the credit union bylaws, nominations for vacancies may also be made by petition. To request a petition for nominations, call Assistant Secretary Elaine Hunthrop at 375-5321 or 800-482-9009. The petition must be signed by a minimum of 1% of the members of Telcoe Federal Credit Union and returned to the assistant secretary by November 28, 2003. Members are reminded that if no petitions are received and there is only one nominee for each of the three board vacancies, the nominees designated by the nominating committee will be deemed elected and there will not be a mail ballot or nominations from the floor at the Annual Meeting.

Biographical summary of incumbent board candidates for the Telcoe Federal Credit Union 2004 Board Elections

Cordella "Della" Russell - Incumbent

Employment:

- Retired from SBC – 30 years as Staff Manager

Activities:

- Telcoe Federal Credit Union Board Member
- Past Chair of the Telcoe Supervisory Committee
- Lion's World Services for the Blind – Ladies Auxiliary
- Past Chairman of the Lions Ladies Auxiliary Silent Auction
- Past Member ABWA
- Past Board Member of the Area Agency on Aging

Education:

- North Little Rock High School
- Various college-level business and management courses

Timothy Woods - Incumbent

Employment:

- Retired from SBC – 42 years as PBX Repairman

Activities:

- Telcoe Federal Credit Union Board Member
- Repaired the Talking Book for the Blind and Handicapped

- VA Hospital Escort
- Election Poll Worker
- Past President of AARP
- Past President and Life Member of the Central Arkansas Chapter of the Telephone Pioneers
- Mr. Arkansas – Life Member Pioneers

Education:

- Little Rock High School

William White – Incumbent

Employment:

- 29 years with SBC – currently Technical Sales Engineer

Activities:

- Telcoe Federal Credit Union Board Member
- Past Chairman of the Telcoe Supervisory Committee
- Member of the Methodist Men at the First United Methodist Church of N. Little Rock
- Member of the N. Little Rock Lions Club
- Past President of the Centark Council Pioneers
- State 911 Chairman for Centark Council Pioneers

Education:

- North Little Rock High School
- Various college-level courses through SBC

A message from the MEMBERS Financial Services Program

Financial Fitness: It's Easier Than You Think

You can make your dollars work harder and smarter with a 30-minute financial evaluation. The MEMBERS Financial Services Program, located at the credit union, is a personal financial management service that can help you learn how to:

- Develop an investment and savings program
- Plan for college funding
- Plan for retirement
- Trim your taxes

- Provide insurance products to protect your family's future

Let the MEMBERS Financial Services Representative Richard Clements help put your money to work, and make it work harder and smarter for you and your family. Contact the MEMBERS Financial Services Program at 501-375-5321 or 800-482-9009 to schedule a brief no cost, no obligation meeting.

Representatives are registered through, and securities are sold through, CUNA Brokerage Services, Inc. (CBSI), member NASD/SIPC, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Insurance sold through licensed CUNA Mutual Life Insurance Company Representatives, and in New York, licensed insurance representatives of other companies. Nondeposit investment products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the credit union.

Telcoe Awarded for Safety and Financial Health

BauerFinancial Incorporated and IDC Financial Publishing, Inc., two national ranking services for financial institutions, have awarded Telcoe high honors. BauerFinancial has awarded Telcoe its Exceptional Performance Award for continuously earning a five-star superior rating in each of their last 25 reporting periods. IDC Financial Publishing has awarded Telcoe the rank of superior indicating Telcoe is one of the safest institutions in the United States.



ACCOUNT FEES

Share Draft Accounts

Temporary Checks (min. book of 10)	\$ 2.00
Inactive Draft Account (monthly) (for balances below \$200, 3 months inactive)	\$ 3.00
2nd or more Checking Accounts monthly	\$ 7.00
Returned Check for Deposit	\$10.00
Returned Check for Deposit Members Account	\$25.00
Corporate Check Collection (electronic)	FREE
Corporate Check Collection (across counter)	\$20.00
Statement Reconciliation by Telephone Teller	FREE
Bill Pay Checking Account	\$ 3.00

Share Accounts

Account Opening (\$5 membership fee + \$5 deposit)	\$10.00
Dormant Account (below \$200, 24 months inactive)	\$ 3.00 per month
Returned Statement (bad address)	\$ 5.00
More than 2 Cash, Check or ATM withdrawals per month (per each)	\$ 5.00
Close out w/in 90 days of opening	\$10.00

Quarter Plus Account

6 Withdrawals allowed per month (3 by cash or check & 3 by transfer) all others charged	\$10.00
---	---------

ATM & Check Cards

ATM or Check Overdrawn (NSF)	\$20.00
Re-Issue of Additional ATM Card	\$ 3.00
1st 5 ATM Withdrawals per month (all others will be charged)	FREE
More than 2 Cash, Check or ATM Withdrawals per month from Share Account (per each)	\$ 1.50
ATM Balance Inquiry & Transfer (ea.)	\$ 5.00
Balance & Transfer Inquiry by Telephone Teller	FREE
Check Card Monthly Fee	\$ 1.00

Other Fees

Check Cashing	\$ 3.00
with no checking account	
Returned Checks/Deposits or Payments	\$10.00
Money Orders	\$ 2.50
Cashier's Check (free with Golden Plus Checking or \$10,000 balance)	\$ 2.50
Traveler's Check (free with Golden Plus Checking or \$10,000 balance)	1% of value
Source Document Research (\$10 min.)	\$10.00/hr.
Research Old Outstanding Checks	\$20.00
Wire Fees Incoming (free w/ \$10,000 balance)	\$10.00
Wire Fees Outgoing	\$15.00
Bill Payment Fee	\$ 2.75
MasterCard Replacement/Lost/Stolen	\$15.00
Credit Research (per creditor contact)	\$10.00
Stock Transfer (per company)	\$25.00
Safe Deposit Box Initial Setup Fee	\$ 3.00
Re-drill Fee (lost keys)	cost
Incoming Collection Items	\$10.00
Credit Union Remote Funds	\$ 5.00
Navy CUMO (Overseas)	\$ 8.40
Navy CUMO (USA)	\$ 6.00
Garnishment & Levy	\$25.00
Budget Draft	\$ 1.00

IRA Account

Closeout/Transfer Fee	\$25.00
Accounts under \$500 on Dec. 31st	\$15.00
Self-Directed Brokerage Accounts (IRA)	\$30.00/yr.

Loan Fees

Loan Late Fee (5% of Loan Payments)	
Minimum Late Fee	\$ 8.00
Maximum Late Fee	\$35.00
FHA Title I Loan – Maximum Late Fee	\$10.00
Written Loan Payoff	\$10.00
Loan Extension Fee (10% of loan payments)	
Minimum Fee	\$ 5.00
Maximum Fee	\$30.00

MEMBER REMINDERS...

Keep Your Account Active

The definition of an inactive savings account is an account with less than \$200 on deposit and no activity on the account (deposits, withdrawals or payroll deduction deposits) for 24 consecutive months. After 24 consecutive months, a \$3.00 per month inactive savings account fee is charged. An inactive checking account is one with less than \$200 on deposit and no activity (deposits, withdrawals, check clearings, direct deposits, etc...) for 90 consecutive days. After 90 consecutive days of inactivity, a \$3.00 per month inactivity fee is charged. Keep your credit union account(s) open with transactions. Build your savings with payroll deduction. Use your service charge-free checking account as your family's primary checking account. Avoid inactivity fees with...activity!

Safeguard Your Personal Identification Number (PIN)

Your account security is the highest concern of Telcoe. One way that you can assist us in safeguarding your account(s) is to never - absolutely never - give your personal identification number (PIN) for your ATM card, Telephone Teller access or Internet Banking access to anyone. Lost or stolen ATM cards are particularly vulnerable if the PIN is written on the card or placed near the card. So safeguard your PIN in the best place possible - in your memory.

Member Survey Responses Being Compiled

A sampling of 2,500 Telcoe members was recently surveyed on their overall satisfaction with their credit union and specific services offered by Telcoe. Results of that survey are being compiled and will be used by the Telcoe Board of Directors and management to improve service and plan for future growth and expansion. "Thank you" to all members who took the time to complete and return the survey. Watch the next issue of the Telcoe Bulletin for the survey results.

Setting Up Automatic Payments from Checking

When setting up automatic payments from your Telcoe Checking Account, be sure to give the vendor (utility company or merchant) Telcoe's routing and transit (R. & T.) number, 282075523, and the 13 digits off the bottom of your check that identify your checking account number. See the example below to identify each group of numbers:



Telcoe's Routing and Transit Number

13 digits that make up your checking account routing

Read the Fine Print

"0% for life" Credit Card Offers

The latest and greatest attention-getting offer from credit card companies seems to be 0% interest rates "for life." These special credit card offers, according to a recent Wall Street Journal article, are designed to lock in customers and keep them from jumping from card to card.

The lifetime deals come with some high-priced penalties. There's usually a severe penalty for late payments. Some cards require a minimum number of transactions, purchases or cash advances, per billing cycle. And those new transactions may come at a steeper price - higher interest rates. The article explains, "...customers can't simply pay off these new charges every month. Any payments made are applied first to the initial balance. That means customers may be required to pay a substantial amount of interest on their new purchases until they pay off the entire balance they transferred."



In short, read the fine print of all credit card offers very carefully before responding. If you are in the market for a new credit card, remember that Telcoe offers a modest 6.90% APR on its Premium MasterCard and 12.96% APR on its regular MasterCard. And there is no annual fee required on either Telcoe MasterCard product. Call today for information on how to apply for a Telcoe MasterCard - 375-5321 or 800-482-9009.

Christmas Club Funds Available For Withdrawal

In 2003, Telcoe members saved \$764,342.48 in their Christmas Club Accounts! During the month of October, Christmas Club funds are available for withdrawal by calling the Telephone Teller, 375-2648 or 800-368-2648. Use transaction code 74# to first check your Christmas Club balance, and then use transaction code 4# to request your withdrawal check. (NOTE: When the Telephone Teller asks for your "other savings account number," enter the Christmas Club account number as listed on your statement of account. You can also find number using Internet Banking under "share ID.") You can also use Telephone Teller or Internet Banking to transfer funds from your Christmas Club to your Prime Savings or Checking Account. Christmas Club funds on deposit October 24, 2003 will be automatically transferred to your Prime Savings Account. Then your Christmas Club saving will begin for 2004 when your next payroll deduction is deposited on payday.

Would you like a full year of systematic saving for Christmas 2004? Call today to open your Christmas Club Account, 375-5321 or 800-482-9009.

If you have not set aside funds for holiday gift purchases, Telcoe has a special Holiday Loan available. Simply call Telcoe and ask about the Holiday Loan: \$500 & repay the loan at \$47 per month* OR \$1,000 & repay the loan at \$94 per month* 11.75% annual percentage rate, financed for 12 months with payroll deducted payments and loan protection insurance added.

Holiday Loan Extension Means Cash for Christmas

Your friends at Telcoe want to make the holiday season a little easier for your family by providing a little extra cash for gift buying. Members who make monthly cash payments on a Telcoe loan can simply skip the December payment by signing and returning the form below.

If your loan is repaid through payroll deducted payments, the deduction will be deposited to your Prime Savings Account so you can withdraw the funds. However, do not change your regular payroll deduction.

The Holiday Loan Extension is available on all loans except mortgages or home equity loans. Your loan must be at least six months old and current in order to take advantage of this offer. If you have more than one loan, you may make a copy of the form to request a separate loan extension for each loan. Remember to enclose the fee or give instructions for it to be withdrawn from your account. All agreements must be postmarked no later than November 28, 2003 to take advantage of this offer.

Holiday Loan Extension Agreement

It is mutually agreed that this form constitutes an extension on loan # _____ . An extension fee of 10% of the monthly payment is required with a minimum fee of \$5.00 and a maximum fee of \$30.00.

The December 2003 payment(s) will be deferred and added to the end of the original term of the loan. All other terms and provisions of the original loan agreement are unchanged and remain in full force and effect. Interest will continue to accrue. Agreement will be void if not postmarked by November 28, 2003.

Account # _____ Daytime phone # _____ Date _____

Borrower Signature: _____ Co-Borrower Signature: _____

Fee enclosed: _____ OR deduct fee from account #: _____

(This extension must be signed by all borrowers and co-borrowers. Please make copies if you need to request an extension on more than one loan.)

Wawak Named Board *Director Emeritus*

The Telcoe Board of Directors has named long-time board chairman, Billy J. Wawak, as *Director Emeritus*. This newly created position on the Telcoe Board of Directors honors Mr. Wawak for his 37 years of service to Telcoe and will keep his experience and knowledge working for Telcoe in the years to come.

Telcoe members who know Mr. Wawak will be glad to hear of his recovery from the stroke he suffered a year ago. His therapy regime is now being conducted from home, and both he and Mrs. Wawak are getting "out and about" more and more. He and his wife Earlene stopped by the office recently for a little chat on his memories as Telcoe's longest-sitting board chairman.

When asked what makes him the proudest in terms of his tenure on the Telcoe board, Mr. Wawak replied, "I'm proudest that we helped so many people over the years. No matter how much we've grown or how widespread the membership, Telcoe has never lost sight of the people helping people philosophy. I remember a particular instance when I visited a member's home and found a trailer house with three inches of water in the living room. We helped that family get back on their feet. Those types of stories are the most rewarding for me."

"We've had great people serving the membership over the years. The Telcoe board has always been willing to work together. We may not have always agreed, but we ultimately came to a decision and supported each other."



Billy J. and Earlene Wawak

When asked to comment on his new position as *Director Emeritus*, Mr. and Mrs. Wawak both responded in unison, "Thrilled!" Mrs. Wawak went on to say, "Billy has always been a workaholic. He was on 24-hour call with Southwestern Bell all those years. At the same time, we ran a grocery store and a restaurant. He also built houses, was a volunteer with the fire department and was a deacon at our church. Needless to say, Billy never owned a fishing pole or gun. There was really no time for hobbies." Instead, Mr. Wawak focused on serving the membership of Telcoe.

On behalf of the Telcoe management and staff, we would like to say, "Congratulations Mr. Wawak!" on your recovery and honorary board position. And we would also like to thank Mrs. Wawak for her support of Mr. Wawak and Telcoe.

Telcoe FCU Information

Telcoe Federal Credit Union
P.O. Box 34200
Little Rock, AR 72203

Local: 501-375-5321
Toll Free: 1-800-482-9009
Fax: 501-375-6233 or 376-1709

Report Check Card Lost/Stolen:
1-800-325-3678

E-Mail: telcoe@telcoe.com

Web Site: www.telcoe.com

*24-Hour Telephone Teller Automated
Balance & Account Transactions*
Little Rock: 501-375-2648
Toll Free: 1-800-368-2648

BRANCH LOCATIONS

TFCU Little Rock
820 Louisiana St.
Little Rock, AR 72201
M-F 8:30 a.m. to 5:00 p.m.
Local: 501-375-5321

TFCU Russellville
2504 West Main Street, Suite L
Russellville, AR 72801
M-F 8:30 a.m. to 5:00 p.m.
Local: 479-967-8018

TFCU Fayetteville
3075 Market St.
Fayetteville, AR 72703
M-F 8:30 a.m. to 5:00 p.m.
Local: 479-582-5557
Fax: 479-582-9409



Telcoe Stats

as of September 2003

Assets: \$142,034,729.82

Loans: \$56,982,007.27

Savings: \$111,975,891.40

Members: 18,434



BULLETIN BOARD

Holiday Closings

Veterans' Day	Tuesday, November 11, 2003
Thanksgiving Day	Thursday, November 27, 2003
Christmas Eve (close at 2:00 p.m.)	Wednesday, December 24, 2003
Christmas Day	Thursday, December 25, 2003
New Year's Day	Thursday, January 1, 2004

REPOS

(Call 501-375-5321 or 800-482-9009 for information on repossessions for sale)
1999 Dodge Ram 1500, 4 x 4, 84,000 miles

NOTICE

When transacting business with your credit union by mail, always use our standard post office box address:

Telcoe Federal Credit Union
P.O. Box 34200
Little Rock, AR 72203

This includes all payments, withdrawals, deposits, etc... Avoid having your deposits delayed by using the correct mailing address.

THIRD QUARTER DIVIDENDS

As of September 30, 2003
APY*

PRIME SAVINGS	
\$5.00 to \$199	.25%
\$200 to \$20,000	1.00%
\$20,001 & up	1.50%

CLUB ACCOUNTS	
\$5.00 & up	.55%

IRA VARIABLE	
.00 to \$2,499	.75%
\$2,500 to \$20,000	1.60%
\$20,001 to \$100,000	1.95%
\$100,001 & up	2.25%

*All rates quoted Annual Percentage Yield. Dividend rates are declared for the previous quarter. Earnings are paid on the first day of the month and are compounded quarterly. Rates and terms for savings and loans are subject to change without notice.



P.O. Box 34200
Little Rock, AR 72203-4200

Presorted Standard
U.S. Postage Paid
Little Rock, AR
Permit No. 2437