



# TELCOE

## Federal Credit Union

Find out how YOU can walk away with **\$100 CASH!**

## Home Improvement Loans

The Federal Housing Administration (FHA) of the U.S. Department of Housing and Urban Development insures Title I home improvement loans. FHA loans are the easiest type of real estate mortgage loan to qualify for. These are fixed-rate loans and do not have a prepayment penalty.

The FHA will insure loans for remodeling, room additions and plumbing, electrical or heating repairs. Title I loans may be used to finance permanent property improvements that protect or improve the basic livability or utility of the property.

You can get a loan of up to \$25,000 based on improvements to be complete on the home. This is a second mortgage and the interest may be tax deductible. Please check with a tax advisor. Borrowers must be the owner of the property to be approved and must be a resident of the home for at least 90 days to qualify. The closing cost will not exceed \$300.

Rates as low as	Terms
5.99% APR*	36 months
6.99% APR*	60 months
8.00% APR*	120 months
8.99% APR*	180 months

Call our Mortgage Department today at 501-375-5321 or 1-800-482-9009 and increase your home's value tomorrow.

\*APR=Annual Percentage Rate. All applicants subject to credit approval and rate may vary based on credit history, term, payment method and amount financed. Rates are subject to change at any time. \*\*Loan amount is based on repairs. Certain repair restrictions apply.

## Move Your AUTO to Telcoe & Receive **\$100\*** CASH Credit Unions are the Way to Go!

Chances are, if you're planning to buy a new or used car or truck, you're part of the increasing majority of consumers who do their homework well in advance of taking a test drive. Many consumers research pricing information, features and options, colors, specifications, safety and quality ratings.

In most cases, the dealership will work with you to explore financing options that fit your budget. But it's always a good idea to have a solid game plan on financing and understand your options before you set foot in a dealership. A recent study by J.D. Power and Associates shows that more consumers are obtaining financing from non-dealer sources such as credit unions. Currently, more than one in five vehicle buyers secure financing without assistance from the dealer.

Credit unions may be the single best place for you to look for a car loan. Already, about half of the fixed-term loans of the nation's 8,100 credit unions are for automobiles, not including the vast amount of home-equity loan proceeds that also go toward vehicle purchases. Credit unions have plenty of capital and liquidity these days. And nearly 90 million Americans are members. Credit unions are in a position to step up these days in large part because of their very composition: They are not-for-profit entities formed by groups of employees for the sole benefit of the membership. Among other things, they stayed out of the subprime markets for mortgages and car loans. Credit unions' loan rates "are extremely competitive," said Jesse Toprak, executive director of industry analysis for Edmunds.com, "and applications aren't based solely on credit scores." Consumers who have average or below-average credit scores, he said, "especially can get great rates from credit unions if approved."



## Telcoe Auto Loans

### Get Approved in Advance

Now more than ever, it's a good idea to prequalify for an auto loan. This step will make you more confident when you go into a dealership and ensure that a last-minute financing snag doesn't get in the way of your goal. Preapproved shoppers can also act like cash customers and negotiate hard on a purchase price.

Overall "Dealers are getting more realistic and consumers are, too," said BenchMark Consulting's Rich Apicella. "Previously, dealers would find out your monthly payment and sell you right up to that or maybe over it. The reality now is that good dealers aren't doing that." (Source: Edmunds.com)

Finance a NEW or USED auto with Telcoe Federal CU and we will give you \$100\* CASH. We will pre-approve you before you shop or help move your loan to Telcoe if you already have purchased. Call before this special offer ends.



\*APR=Annual Percentage Rate. Rates are based on credit score, amount of down payment/trade in equity and payment method. Financing offered on 2004 or new models with 80,000 miles or less. \$100 cash offer and rates can change at anytime, apply now. To receive the \$100 you must have a 10% cash down payment or trade in equity totaling at least 10% down. Offer not good for loans already financed with Telcoe FCU.

## AUTO LOAN RATES as low as 3.99% APR\*

### 1 Money Saving Tips

Avoid a \$5 excessive withdrawal fee from your Telcoe Share Savings account. This account allows for three FREE withdrawals per month. Plan your withdrawals so you do not exceed two per month when possible. We do offer other accounts that offer different withdrawal options. In addition, you may want to lower your payroll deduction to an amount you would not need to access more often than three times a month. Telcoe is working hard to reduce our member fees.

2 It is easier to save money when you set up a deduction from your payroll check to your Telcoe account(s). Vacation time will soon be upon us and now is a great time to establish a Vacation Club account. The account is FREE and allows two withdrawals per year. So, simply call Telcoe today and we can open the door to a vacation tomorrow.

3 Telcoe offers many savings and certificate account options. When opening a Certificate at Telcoe you will not need to stagger several CD's to protect yourself from any penalties. At Telcoe if you do have to withdraw funds prior to the maturity date we calculate the penalty only on the amount withdrawn. For Accounts having a term equal to or less than one year, the penalty imposed will equal 90 days of dividends. For Accounts having a term greater than one year, the penalty imposed will equal 180 days of dividends.

4 ATM surcharges are REFUNDABLE\* at Telcoe! Up to 5 ATM surcharges can be refunded by calling our office or emailing Mastercard@telcoe.com. We want you to take advantage of Telcoe's great checking accounts and not drive endlessly looking for a SURCHARGE FREE ATM. However, if you are near a surcharge free location please do use and help lower our service costs—<http://www.cu24.com/nopremiumnoselect/index.aspx>.

\*Casinos/Track ATM fees are not refundable due to the extraordinary fee amounts.



## Blue Jeans and Arkansas Children's Hospital

Together, Telcoe members and employees raised \$22, 774 in 2009 for Arkansas Children's Hospital. We are continuing our fundraising efforts in 2010. If you stop by our office or call in, you may be asked if you would like to donate to occasional raffles or even purchase an item at a bake sale. Collection jars in the shape of a little girl are placed in each of our lobbies for donations. If stopping in, you may also notice the staff wearing jeans, a special privilege they receive in exchange for a donation. Together we can raise even more in 2010 to help touch the lives of the special children treated at Arkansas' very own Children's Hospital.



# Apply for a Telcoe MasterCard® Today

You're fed up with your bank's credit card fees and terms. Would switching to a credit union bring any relief? Many don't realize that credit unions are nonprofits owned by their members. The result is that we tend to offer more favorable terms. The interest rates they can charge are also capped by regulators.

This may sound attractive for anyone who's seen their credit card terms toughened in the past year. Anyone considering a switch should expect some significant trade-offs and limitations.

## HERE ARE KEY QUESTIONS AND ANSWERS WORTH KNOWING:

**Q:** *How would I even begin to get a credit card from Telcoe Federal Credit Union?*

**A:** You will apply for a credit card by completing an application and providing proof of income. Your credit history, annual income and current open revolving credit lines are factors in determining approval and a credit limit.

**Q:** *Will the service and rewards be comparable to a bank-issued credit card?*

**A:** Telcoe's credit card does not come with rewards programs. If you're considering a credit card from a credit union, however, chances are that your main concerns are fees and rates. As for customer service, you may find it more personal at credit unions since they tend to be smaller. Forecast show many reward programs are going away.

**Q:** *How much lower can I expect interest rates to be at a Telcoe Federal Credit Union?*

**A:** Federally chartered credit unions, which make up about 60% of the industry, can't charge more than 18%. Currently Telcoe FCU offers two credit card programs with rates at 8.25% and 12.96% respectively. Historically, Telcoe has not offered credit card rates higher than 12.96%.

To get a sense of how that plays out in the marketplace, consider a recent snapshot of rates. Median interest rates on cards from credit unions were between 9.9% and 13.8% last summer, according to a study by The Pew Charitable Trusts. At banks, they were between 12.2% and 17.9% .

**Q:** *How do other rates and fees compare?*

**A:** Rates and fees across the board tend to be cheaper at credit unions. The median late and over-the-limit fees with bank-issued credit cards was \$39, for example, compared to \$20 for credit union cards. Most banks also charge balance transfer fees, while only a quarter of credit union cards do so, according to the Pew study. Telcoe FCU has no annual fee on our credit card programs.

The median interest rate banks charged for a cash advance was 20.2% to 21.2 percent. At credit unions, it was 10.2% to 13.8%. Telcoe FCU charges the same rate on cash advances as purchases.

Whether the lower fees and rates make it worth switching over to a credit union depends on your habits. If you regularly carry a balance, the difference in financing charges may add up quickly.



## Introducing...Accel

Telcoe Federal CU is pleased to announce the newest member benefit – **Accel Members Financial Management.**

As a valued member of Telcoe FCU, we are committed to serving you. And as a benefit of your membership, we are providing you with free access to money management and financial education services.

Telcoe FCU has teamed up with Accel, a financial management program. Through comprehensive education and exceptional service, this organization has been assisting individuals for more than 40 years.

Through our partnership with Accel, you will enjoy unlimited access to financial counselors without paying — it's free!

**As a member of Telcoe FCU, you can receive assistance with:**

- Personal and family budgeting
- Understanding your personal credit report and how to improve your score
- Personal money management
- Debt repayment
- Avoiding bankruptcy, foreclosure and repossession

Accel can give personalized answers to your individual needs. For issues ranging from a proactive savings plan to saving a home from foreclosure, advice is only a phone call away.

Accel counselors are available Monday through Thursday 8 a.m. to 10 p.m. (EST), Friday 8 a.m. to 7 p.m. and Saturday from 9 a.m. to 1 p.m. To use this new service, simply call 1-877-33ACCEL (332-2235) or visit them on the web at [www.accelservices.org](http://www.accelservices.org).



## Internet Banking with Telcoe Federal CU E-statements and Online Bill Payment

**Mobile  
Banking  
Coming  
Soon!**

A recent study found that the use of online banking has increased significantly over the past seven years. While there were only 3.5 million users in 2000, now there are close to 21 million online bankers.

Experts believe the increase in online banking has stemmed from the fact that those services are becoming easier and more secure. Online banking is often considered the easiest option when it comes to quick, daily services. Users can skip the lines at the branch and will find it easy to make transfers and bill payments online. Though online banking is increasing in popularity, there are still plenty of tellers available to answer any questions you might not be able to have answered online.

To access your account online with Telcoe visit [www.telcoe.com](http://www.telcoe.com) and click on **Internet Banking** under our logo on the left hand side of the website. You will be prompted for your Telcoe account (or member number) and your four digit PIN. This is the last four digits of your Social Security number if you have not used this service before. Also if you have not set up your three security questions you will need to first click to set up the security update section.

Once logged in to your Telcoe account online you can see your account(s) real time and make transfers if needed between your Telcoe accounts. You can also access your **E-statement** from the menu. You will want to register for this **FREE** service to access your account statements and/or tax statements online. This is a **FREE** service that does stop the mailing of your paper statements. Save trees, save time and keep up with your account information much easier! Sign up for **FREE** E-statements today.

Pay your **BILLS ONLINE** from your Telcoe account or other accounts you setup. While logged in to your Telcoe account choose **ONLINE BILL PAYMENT** from the menu. Depending on the Telcoe Checking account you have, this service may be **FREE**. If not, the cost is only \$5.95 per month (First month **FREE** and includes 15 items per month).

If you need assistance setting up or logging in to any of these services please call our office. We can even e-mail you a detailed log in instruction sheet if needed.

## Online Tool Makes Deduction Tracking a Snap!

Come tax time, it's frustrating if you can't find donation receipts for the past year. Or, maybe you never got around to recording what you've donated.

ItsDeductible.com, from Turbo Tax, makes keeping track of tax-deductible contributions easy and helps keep donation records in one place. You do not have to be a Turbo Tax customer to use the site. ItsDeductible.com tracks donated items such as clothing, electronics, and household items as well as vehicle mileage you accumulate to complete volunteer work. You can also track donations of stocks and mutual funds.

The site can track the method of payment you used to make contributions as well-cash, check, credit card, or payroll deduction. Add your donations 24/7 and stay organized throughout the year. For more help determining what donations are worth, use the Salvation Army and Goodwill valuation guides at [satruck.com/ValueGuide.aspx](http://satruck.com/ValueGuide.aspx) and [goodwillwct.org](http://goodwillwct.org).

Not so computer savvy? Keep receipts and check stubs from tax-deductible donations and purchases in an envelope or tax tickler file; when tax time comes you will have all records in one place.

### Telcoe Financial Statistics as of 2-28-10

Assets \$250,128,873.30 • Loans \$80,135,604.97  
Savings \$194,359,475.80 • Members 23,609

#### FOURTH QUARTER DIVIDENDS

As of December 31, 2009  
APY\*

##### PRIME SAVINGS

\$5.00 to \$500 .20%  
\$501 to \$14,999 .25%

##### CLUB ACCOUNTS

\$15,001 & up .50%

##### IRA VARIABLE

\$1.00 & up .50%  
.00 to \$2,499 .55%  
\$2,500 to \$14,999 .75%  
\$15,000 to \$49,999 1.56%  
\$50,000 to \$99,999 2.02%  
\$100,001 & up 2.17%

\*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.



#### Mailing address:

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](mailto:telcoe@telcoe.com)  
Web Site: [www.telcoe.com](http://www.telcoe.com)

#### 24-Hour Telephone Teller

Automated Balance &  
Account Transactions  
Little Rock: 501-375-2648  
Toll Free: 1-800-368-2648

#### BRANCH LOCATIONS

**Little Rock-Downtown**  
820 Louisiana St.  
Little Rock, AR 72201  
M-F 8:30 a.m. to 5:00 p.m.  
Saturday 8:30 a.m. to 12:00 p.m.

**Little Rock-Midtown**  
100 S. University Ste 120  
Little Rock, AR 72205  
M-F 7:30 a.m. to 4:30 p.m.

**Sherwood**  
1001 Wildwood Ave Ste 100  
Sherwood, AR 72120  
M-F 8:30 a.m. to 5:00 p.m.

**Russellville**  
2504 West Main Street, Suite L  
Russellville, AR 72801  
M-F 8:30 a.m. to 5:00 p.m.  
Saturday 9:00 a.m. to 11:30 a.m.

