CEO UPDATE

A Midwest Educational Experience...Outstanding!

Roland "Arty" Arteaga, President/CEO, DCUC

This month, thanks to R-G FCU, Tom Menzies and his highly energized staff, DCUC’s Midwest Subcouncil met in Kansas City, Missouri for its 41st annual conference.

Rory Rowland, a highly motivated cost management consultant and former successful CEO, facilitated the Midwest Subcouncil’s first day’s session, encouraging participants to “Think HUGE!” His “twenty ideas to enhance an organization” ranged from developing business models to measuring progress, but for the greater part, he focused on budgeting, marketing, training, pricing, managing audits, and outsourcing. Rowland discussed the challenges; provided solutions; addressed “the controls;” and articulated supporting strategies for visions, people, passion, time, perseverance, and learning. At the end of the day, given the enthusiasm and spirited dialogue among attendees, Rory Rowland delivered what he promised—an invaluable learning experience for leaders and managers!

The second day was equally enlightening, as John Broda (AFFN) offered his thoughts on the interchange regulation, network exclusivity, and merchant routing…and highlighted the possible effects of Dodd Franks and the Durbin Amendment, to include the loss of income at large institutions; increase in consumer fees; increase in fees to some merchants; and a general increase in competition in the PIN network. Broda also discussed the Armed Forces Financial Network’s AFFN Select program and the benefits of a consolidated network strategy—higher interchange income plus marketing and bonus incentives. Of great interest to the Midwest Subcouncil was AFFN’s continued strong support of DCUC, our troops and their families; AFFN’s EMV prepaid “Traveler Card” pilot, which was launched recently with Keesler FCU’s overseas operation in the UK; their Matching Grant program; and AFFN’s “Thank You” prepaid card support of Fisher Houses worldwide.

Confeerees were also brought up-to-date on: a) the credit union bond market by Patrick Toughey (Allied Solutions)—the economy’s effect on underwriting, rate increases, losses, changes to deductibles; coverage restrictions; D&O coverage and fraud, and b) payment solutions and technology by Dan Theriault (Diebold)—mobile phone applications and the role such apps and technology, as a whole, are playing in today’s financial services market, service solutions, and security. Both presentations were insightful and informational, and they shared the same bottom line: knowledge is power...be prepared and know you have choices.

In addition to Rowland’s one day workshop and the industry updates, I provided the Midwest Subcouncil a “State of the Defense Credit Union Council.” I reported to DCUC’s Midwest Subcouncil members that in terms of personnel, funding, relationships, membership, and operations, the state of the Council was rock-steady and moving forward! I also
is an association of credit unions serving Department of Defense personnel, military and civilian, worldwide.

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Keys FCU Helps Challenge the Armed Forces

Mary Lou Carn, Keys FCU

In its continued support of the military community, Keys FCU is proud to sponsor the Armed Forces during Command Challenge 2012. Keys FCU’s CEO, Scott Duszynski, presented Captain Patrick LeFere with a $250 check to support this worthwhile event.

Command Challenge Day is an annual event, organized by MWR, which includes 30 commands with more than 500 active duty military personnel competing against each other. It’s a great day of fun and camaraderie and another way for us to say thanks for all that they do!

Association in its effort to help Langley Air Force Base maintain and establish good ties in the community to ultimately keep our base active and open. The USO is always looking for volunteers. Whether they need me to serve drinks or serve on the Board, their job is an important one and I’m honored to assist in any way I can.

There are a multitude of volunteer opportunities, not only for retired people, but everyone from Wounded Warriors to Honor Flight, there’s plenty of work to go around. And with the alarming rate of Post-Traumatic Stress Disorder, more opportunities to serve will present themselves.

I’ve been fortunate to get to know a lot of community leaders and in retirement, I will reach out to that network when our military members need a helping hand. I also look forward to attending some fundraisers for military friendly organizations. It will be nice to have the option of sleeping in the next day!

My point is that I’m retiring, but my willingness to help the military is not. I encourage each of you to continue to do everything you can to support these brave men and women who sacrifice so much so we can live in the greatest country on Earth. I’ll be right there by your side!
Langley FCU Awards $20,000 in Scholarships

Sue Thrash, Director of Research & Communications

Langley FCU recently presented four deserving young members with the Galaxy Graduate $5,000 College Scholarship award for academic achievement at its 76th Annual Meeting. The four winners are Hongii He, Michelle Shin, Vivian Thompson and Lucas Walker.

Hongii He will graduate from Woodside High School. Hongii also attended the Governor’s School for Science and Technology 2010 through 2012. In 2011, he was the Odyssey of the Mind regional champion and state runner-up. Hongii’s goal is to use his bilingual abilities to foster a closer relationship between U.S. and Chinese companies and one day open a company for bilingual and bicultural people.

Michelle Shin will graduate from Warwick High School and is an International Baccalaureate Diploma Candidate. She plans to continue her education in hopes of making an impact on her community, as well as making a meaningful difference in other people’s lives.

Vivian Thompson is graduating from Kecoughtan High School. Vivian is an active member in the community and an avid volunteer for various organizations. Her goal is to receive a bachelor’s degree in business and then possibly attend a culinary institute. Her dream is to own a bakery shop.

Lucas Walker will graduate from Gloucester High School and intends to obtain a degree in Organic Chemistry. His goal is to pursue a career in pharmacology.

The Galaxy Graduate College Scholarships are awarded to successful applicants who are members of LFCU’s Constellation Club. The club is designed for children through the age of 18 and provides a tool for parents to teach their children the importance of financial responsibility.

Scholarship Renamed for Retiring CEO

Sue Thrash, Director of Research & Communications

Langley FCU’s Board of Directors surprised longtime President/CEO Jean M. Yokum by announcing the renaming of the LFCU Galaxy Graduate Scholarship as the Jean M. Yokum Scholarship Program during the 76th Annual Meeting on April 24.

“Jean’s leadership has positively impacted the lives of many and allowed Langley to become one of the strongest credit unions in the country,” said Rich Biege, immediate past board chairman of LFCU. “What a fitting way to permanently honor a person who has given so much to LFCU for the past 59 years!” Jean joined Langley FCU as a teller in 1953. She rose through the ranks to become President/CEO in 1979 when LFCU had $75 million in assets. The credit union now serves more than 167,000 members and has approximately $1.6 billion in assets. She is retiring in July, 2012. Her 59-year career at Langley Federal gives Yokum more tenure than any known active credit union professional.

Each year, four $5,000 scholarships are given to deserving local high school graduates. The Jean M. Yokum Scholarship Program will continue annually.

Three Directors of DCUC Board to Be Elected at Annual Conference

Three seats on the DCUC Board of Directors will be filled at the annual business meeting in Denver, Colorado, Tuesday, August 21. The regular three-year term of the Army Representative, Air Force Representative, and the Navy/Coast Guard Representative expire this year. Patty Kimmel, the incumbent Army Representative, will be seeking re-election. Jean Yokum, the incumbent Air Force Representative, will be retiring and not seek re-election. Robert Morgan, the incumbent Navy/Coast Guard Representative, will also not be seeking re-election. Any party interested in serving on the DCUC Board is invited to advise the Council so that we may publish it in the ALERT.

As of this publication, Michael Kloiber, President/CEO of Tinker FCU, and Chris McDonald, President/CEO of Andrews FCU, have announced their intent to run for the Air Force Representative position on the DCUC Board of Directors. Additional information on each candidate will be published in next month’s Alert, but in brief, Michael Kloiber has been with Tinker FCU since 1989 and served as the President/CEO since 1996. Kloiber also served as Tinker FCU’s VP for Operations and as their SVP /COO. Chris McDonald has been at Andrews FCU as the President/CEO since 2008, and prior to joining Andrews, he served as the CEO of Mobileoil FCU and EVP at First Community CU in Houston.

Tinker FCU’s membership includes the civilian and military personnel (both Air Force and Navy) at Tinker Air Force Base and Vance Air Force Base in Oklahoma. Andrews Federal membership includes Joint Base (JB) Andrews in Suitland, MD, JB MDL in Wrightstown, NJ, and US Army bases in Germany, the Netherlands, and Belgium.

Keys FCU Supports Youth Fest

Mary Lou Carn, Keys FCU

Keys FCU was proud to support MWR’s 24th Annual Youth Fest on Saturday, April 14, 2012 from 12:00pm to 3:00pm at Sigsbee Field. Keys FCU CFO Scott Duszynski delivered a $500 sponsorship check to NAS Key West Commanding Officer Capt. Pat “Sparky” Lefere to support this family event. Youth Fest is held each April in conjunction with the “Month of the Military Child.”
RBFCU Wins First Place in Military Parade

Natalie Tate, AVP Public Relations

San Antonio has long been known as Military City USA. The city came together to honor the men and women who have served in the Armed Forces at the first annual Paseo del Rio Military River Parade.

Randolph-Brooks FCU sponsored a float in the parade and invited a local military support organization, Returning Heroes Home, to join them during the event. RBFCU has developed a strong relationship with Returning Heroes Home during the past several years, working with the organization to raise more than $500,000 in support of Wounded Warriors. The float also featured students from local Southside High School.

“It’s always an honor to be able to support our military servicemen and women, especially since our credit union was founded by military members 60 years ago,” said Cassandra Garcia, business development director for RBFCU. Garcia was responsible for organizing RBFCU’s participation in the parade.

RBFCU received first place recognition for its float’s patriotic spirit.

Army Aviation Center FCU Donates $12,800 to the Cystic Fibrosis Foundation

Emily Darnell, Marketing Specialist

Army Aviation Center FCU (AACFCU) donated nearly $12,800 to the Cystic Fibrosis Foundation (CFF) after a company-wide fundraising campaign in April and May. Because of the generosity of AACFCU employees and members, $9,800 was raised in donations while the Credit Union donated an additional $3,000 to the Foundation.

“We would like to thank our members and employees for supporting this organization,” said Lisa Hales, AACFCU vice president of marketing. “Being involved in the community is very important to the Credit Union, and we are grateful for the opportunity and support that allows us to be here.”

Of equal interest was my discussion on DCUC’s major on-going actions. The one credit union/one bank balance, which continues to be challenged; violations of the MWR sponsorships and commercial solicitation; the revision of DOD’s financial education policy...still a work in-progress; DOD’s stateside base access policy (aka Rapidgate), albeit the Navy has issued favorable interim guidance; DOD’s budget reductions and the impact of those reductions on logistical and general support; BRAC 2013 and/or 2015...and the Overseas Military Banking Program, especially the RFP (Request for Proposal); DCUC’s 49th Annual Conference and early planning for the big 50...DCUC’s Golden Anniversary Conference in 2013; and of late...the numerous amendments and/or Bills being introduced on the Hill proposing changes and direction to the Servicemember Civil Relief Act (broadening coverage and extending mortgage protection); the Military Lending Law, aka the Talent Amendment (redefining vehicle title loans and payday loans to include open-end credit, and a establishing a policy relating to installment loans); the Housing Protection Act; and the Military Savings Act (a DOD 5 year directed pilot program to have on-base financial institutions develop innovative consumer financial products encouraging savings and wealth-creation among active-duty servicemembers).

At press time some of the above amendments/bills were still being “worked” by the Hill; rest assured we are coordinating with DOD on all fronts to address these issues and many more.

In summary, it should go without saying, DCUC’s Midwest Subcouncil’s 41st annual conference was outstanding...thanks in total to the grand efforts and support of R-G FCU. From the educational sessions to the tour and evening gala reception at the World War I museum, a super effort, by a super team! Well-done Tom Menzies...well done R-G FCU staff! On to Denver and DCUC’s 49th Annual Conference in the “Mile High City!”
**DCUC CONFERENCE UPDATE**

**Denver: One of the Top 10 Meeting Destinations in America!**

While the 49th DCUC Annual Conference will focus on topics and speakers that are pertinent and important to all defense credit unions, don’t forget about wonderful optional tours.

**CONFERENCE OPTIONAL TOURS**

**Saturday Optional Tour, August 18, 10 a.m. – 5 p.m.**

**Rocky Mountain High**

The tour will begin with a drive from Denver up into the beautiful Rocky Mountains to the haunted Stanley Hotel (famous from Stephen King’s *The Shining* book and movie) where lunch will be served, followed by an interesting ghost tour. Following the tour, you will enjoy a drive through Rocky Mountain National Park, one of Colorado’s most popular attractions, and a visit to Estes Park, a pretty resort village and a pivotal place in history for the credit union movement.

**Tuesday Afternoon, August 21, 3:00 – 5:00 p.m.**

**Mile High City Tour**

Experience two sides of Denver: historic western town and thriving modern city—all on the same tour! This is a comprehensive tour of the city of Denver. From downtown, you’ll head east through some of Denver’s loveliest residential areas, stopping at two of Denver’s more than 200 parks—and get out of your comfortable coach to take pictures at the Denver Museum of Nature and Science. At this point, you can view the stunning skyline of Denver and the mountains beyond—truly the stuff postcards are made of. Then you’ll head past the zoo, the Botanical Gardens, the Governor’s residence and into the main part of the city. You’ll see Denver’s famed sports complexes, the hip lower downtown or “LoDo” district; the historical financial district and up to the Capitol Hill area. By the end of this tour, you will no longer be a stranger to the Mile High City!

**Wednesday, August 22, 9:30 a.m. – 5:30 p.m.**

**Explore Colorado Springs**

Colorado Springs sits at the foot of one of America’s most famous landmarks, Pikes Peak, upon whose summit Katharine Lee Bates was inspired to write “America the Beautiful.”

The drive from Denver will take a bit more than an hour and some of our stops will include the U.S. Air Force Academy, an elite military training academy just north of the city. We will visit several areas of the academy, including the Cadet Chapel and the Honor Court. Also included on this tour will be one of the nation’s most fabulous city parks, Garden of the Gods, nestled in the foothills of Pikes Peak. Bring your cameras to capture a perfect shot of the stunning red rock formations. A special lunch is planned at the Broadmoor Hotel, one of the most famous hotels in the area. Unfortunately, we have learned that a tour of NORAD is not available at this time. If you would like to add one of these great tours to your itinerary, call the DCUC office at 202-638-3950.

**SPECIAL NOTE:** Please mark your calendars to book your room reservations as soon as possible. The Westin Reservation Deadline is Friday, July 25, 2012. It will be here before you know it, so book today at our website: www.dcuc.org.

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**Keesler FCU Announces its Annual Lisa J. Stubbs Memorial Scholarship Contest**

**Nell Schmidt, Director Business Development**

Because Keesler Federal cares about helping students achieve their dreams of higher education, they are awarding five $1,000 scholarships toward students’ college educations.

In 1992, the scholarship program was dedicated to Lisa J. Stubbs, a KFCU employee of over eight years. While employed full time at the credit union, Lisa attended night classes, working toward her degree. Lisa died at the age of 25 after a lifelong struggle with cystic fibrosis. Since Lisa’s courage and determination were an inspiration to all who knew her, the scholarship program was renamed in her honor in hopes that her spirit of achievement would inspire others to reach new heights. This year three undergraduate dependent students and two undergraduate adult students will receive $1,000 each toward their college educations.

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**Hanscom FCU Celebrates Record Marathon Pledge Drive**

**Patricia Warden Conty, Hanscom FCU**

Hanscom FCU would like to congratulate everyone who made this year’s Boston Marathon Pledge Drive the most successful of its 13 years.

Boston Children’s Hospital will receive $28,154 courtesy of contributors, an incredible $5,490 increase over last year’s total and its highest total ever. Hanscom FCU board member Ray Phillips and 17-year-old Andy Martin, his BCH partner, held up their end despite the unseasonable heat, crossing the finish line together. Born with spina bifida, Andy has met up with Ray for the final few hundred yards of the marathon every year since he was three.

“Andy, Ray and everybody who made a contribution—of any size—should be incredibly proud of what they’ve done for Boston Children’s Hospital,” said Chairman of the Board Paul Marotta. “It’s a new, higher-than-ever benchmark to shoot for next year, and I think we can meet it.”
Andrews FCU Receives Combined Federal Campaign Platinum Award

Scott Bolden, Andrews FCU

James Zuehlke, Collateral Documentation Specialist and Cynthia Alvarado, Euro Officer, accepted the Combined Federal Campaign (CFC) Platinum Award on behalf of the Andrews FCU participation in the 2011 Combined Federal Campaign on the USAG Wiesbaden Garrison. This is the highest ranking award for employee participation of 85% or more and average per capita gift of $250 or more.

CFC is the world’s largest and most successful annual workplace charity campaign, with more than 200 CFC campaigns throughout the country and internationally to help to raise millions of dollars each year. Pledges made by Federal civilian, postal and military donors during the campaign season (September 1st to December 15th) support eligible non-profit organizations that provide health and human service benefits throughout the world.
Scott CU Pledges $100,000 for New St. Joseph’s Hospital

Adam J. Koishor, Chief Marketing Officer

Scott CU recently pledged $100,000 over the next five years to support the new St. Joseph’s Hospital being built on Route 160 at Troxler Avenue near Highland High School. Representatives from St. Joseph’s Hospital recently broke ground for the 91,000-square-foot facility that is to be completed in the summer of 2013.

Scott CU President & CEO Frank Padak met with St. Joseph’s Hospital representatives recently to present a check and express Scott CU’s support of the new hospital. “As an active member of the community, we realize the importance of the hospital in Highland and are proud to play a role in helping make a new facility a reality,” Padak said. “We realize that without the members of this area, we would not be successful.

The new hospital will offer in-patient services including general medicine, cardiology medicine, general surgery, gastroenterology, orthopedic medicine/surgery, pediatrics, vascular medicine/surgery, hospice and physical rehabilitation. The facility also will offer various outpatient services including emergency services; outpatient surgery; women and children’s center; medical imaging and cardiac testing; lab testing; pulmonary rehabilitation and sports medicine; and men’s health services.

“The hospital will be designed to emphasize healing and wellness with a focus on outpatient treatment and therapy, allowing patients to avoid unwanted overnight stays and assist healing at home,” said St. Joseph’s Hospital President & CEO Peggy Sebastian. “The construction of our new hospital provides an historic opportunity for our community. Having a new hospital capable of meeting the healthcare needs of not only today, but tomorrow, as well, is essential to the health and safety of our community.”

The new hospital is being built on a 60-plus piece of property. In addition to the hospital facility and a physicians office building, the property will give the hospital room for expansion. The new hospital’s patient registration area will feature a plaque that recognizes Scott CU for its financial support for the facility.

Service CU Teaches Children the Value of Money and Savings

Lori Holmes, Assistant Vice President – Marketing

The Money Mammals tour, sponsored by Service CU, made its debut in Germany. The youth financial education event featured performances at DoD dependent schools in the Kaiserslautern Military Community recently, as well as a performance at the 2012 Kaiserslautern Military Community Month of the Military Child Event.

Coaching younger children how to manage and grow savings in an engaging environment, the Money Mammals took the stage at Pulaski Park on Pulaski Barracks Saturday, April 28. Joe the Monkey appeared with his friends Marmoset, Piggs the Bank, and Clara J. Camel in a musical puppet show followed by a special appearance by Joe the Monkey who helped with distribution of educational giveaways for all show attendees. The event featured puppeteers from Disneyland, CA, and Money Mammals creator, John Lanza.

Throughout the 2011-2012 school year, approximately 200 second-graders in the Kaiserslautern Military Community have received an eight-day financial education course provided by Service CU’s community financial education instructors. The Money Mammals took their routine to Kaiserslautern Elementary School. “The show was amazing, and educational,” stated Marion Sutton, school principal. “It was a great reinforcement of the lessons taught in the classroom.” The puppet troupe also performed a final show for Vogelweh Elementary School students.

“The Money Mammals enhances Service CU’s already strong commitment to education youth about the value of saving,” says Thomas Joyce, Vice President of Overseas Operations. “We are helping them to achieve financial security and independence in adulthood.”

APG FCU Awards Scholarships

Janice Carey, Marketing Communications Director

Aberdeen Proving Ground FCU (APGFCU) is proud to announce the winners of its Annual College Scholarship Competition awarding $12,000 to ten local teens.

A reception honoring the student-members was held on Wednesday, May 9, 2012, at APG FCU’s Operations Center in Edgewood. The scholarships were awarded to the following students:

Britni Barber – Harford Technical HS
Paul Cillo III – Calvert Hall College HS
Rachel Lynn Flint – C. Milton Wright HS
Heather LaCroix – Hammond HS
Nicole Racine – North Harford HS
Sarah Ray – C. Milton Wright HS
Darren Slotnick – C. Milton Wright HS
Kelli Jo Soo – Ashbrook HS (NC)
Emily Lauren Van Seeters – Harford Technical HS
Stephanie Vork – Aberdeen HS

Science & Mathematics Academy

Hanscom FCU Awards in Scholarships

Patricia Warden Conty, Hanscom FCU

Hanscom FCU awarded $10,500 in scholarships at its Annual Meeting. The $1,500 awards went to five credit union members beginning their college careers, and one member at each of the Air Force Junior ROTC units located at Lowell High School and Bedford High School.

The Condon scholarship recipients were Rachel E. Bayles of Broadlands, VA; Derek J. Dow of West Newbury, MA; Jeffrey Hawthor of North Attleboro, MA; Michael S. Loughlin of Lexington, MA; and Sarah A. Witzig of Nashua, NH.

The top graduates of the Lowell High and Bedford High AFJROTC programs, Corrine Plaisir of Lowell, MA, and Robert Santamaria of Bedford, MA, also received $1,500 scholarships.
Hanscom FCU collected 3,735 new and gently used books for the Massachusetts Coalition for the homeless. Pictured are Jim Potter, SVP Operations; David Sprague, President/CEO; Sandy Imbrogna, training specialist; and Paul Marotta, Chairman of the Board. The books will be distributed at shelters, hospitals, schools, and agencies that assist families affected by homelessness. Photo courtesy Hanscom FCU

**Hanscom FCU Holds Successful Book Drive Collection**

*Patricia Warden Conty, Hanscom FCU*

Hanscom FCU proudly made another sizeable contribution to the Massachusetts Credit Union League’s statewide book drive, collecting 3,735 books that will find their way into tiny hands in shelters, hospitals and other non-profits throughout the state.

Hanscom FCU, continuing its collaboration with the Hanscom Air Force Base thrift shop, has now contributed to all 12 years of the MCUL’s most well-known charitable event. Credit unions from throughout Massachusetts have combined to collect over 200,000 books over the years, all distributed to children in need by the Massachusetts Coalition for the Homeless.

“The book drive is maybe the ideal example of what a charitable endeavor should be,” said Chairman of the Board Paul Marotta. “It gives people the chance to take something they value but no longer need—the books their children have outgrown—and give them a second life in a very appreciative home.”

**Keesler FCU Earns 5-Star Rating**

*Nell Schmidt, Director Business Development*

Keesler FCU is recognized as a 5-Star Superior credit union by the nation’s leading credit union rating and research firm, BAUERFINANCIAL, Inc. A 5-Star rating indicates that Keesler FCU is one of the strongest credit unions in the nation. Among other factors, to earn this rating Keesler FCU must not only report capital levels, but also its loan portfolio with negligible levels of delinquent loans.

Karen L. Dorway, president of BAUERFINANCIAL, would like to congratulate the entire team at Keesler FCU. “Under the leadership of Mr. John R Goff, CEO, Keesler FCU is one of the U.S. credit unions that has a bright future for its members.”

**Belvoir FCU and AFFN Aid America’s Wounded Military**

*Amy McConnell, MBA, E-Marketing & Public Relations Specialist*

Belvoir FCU and AFFN (The Armed Forces Financial Network) partnered together to provide a $3,000 donation to the CAUSE’s (Comfort for America’s Uniformed Services) Massage and Reiki Program located in Fort Belvoir, VA.

The CAUSE’s unique program helps to reduce pain and stress levels while also demonstrating community support for wounded, injured, or ill military service members and their families. In fact, the organization’s recuperation and healing practices have been so impactful that requests have come in from military leadership at other locations such as Fort Bliss, Fort Carson, and Hunter Holmes McGuire VA Medical Center in Richmond, VA.

“One cannot adequately describe the total upheaval of what occurs when a military member is wounded... Comfort for America’s Uniformed Services (CAUSE) programs are designed to alleviate some of the stress and pain associated with these life altering events,” stated Pam Derrow the Executive Director of the CAUSE. Derrow continues, “(The) CAUSE is truly grateful for Belvoir FCU and AFFN’s support as they help us fulfill our motto...here for those who are there for us!”

**Don’t Miss the Conference Optional Tours on page 5!**

Denver, CO
Aug. 19–22, 2012
Got News?

Left to right: Lauren Askew; Shaquana Smith; Jessica Bryant; Abigail Willett; John Sargent, 1st Advantage FCU; Eugene Johnson, Virginia Educators; Karen Orie, Hampton Roads Educators and Adrian G. “Casey” Duplantier, Jr., the Garland K. Keeling Memorial Scholarship Committee Chair. Photo courtesy 1st Advantage FCU

Hampton Roads Chapter, Virginia Credit Union League Recognizes Scholarship Winners

Lorrie Carter, Marketing Director

The Hampton Roads Chapter of the Virginia Credit Union League recently presented the Garland K. Keeling Memorial Scholarships to four well deserving Greater Peninsula high school students. Shaquana Smith from Woodside High School received a $1,000 scholarship; Abigail Willet from Smithfield High School received a $1,000 scholarship; Jessica Bryant from Windsor High School received a $1,000 scholarship and Lauren Askew from York High School received a $1,500 scholarship. Adrian G. “Casey” Duplantier, Jr., the Garland K. Keeling Memorial Scholarship Committee Chair, presented the scholarships on behalf of the chapter and the scholarship committee.

Congratulations go out to each of these young scholars on their accomplishments. The Hampton Roads credit unions, through the Garland Keeling Scholarship, have awarded a total of $146,500 to 40 deserving and promising students.

SAC FCU Invited to Present at the Mini Professional Development Institute Conference

Jackie Boryca, V.P. Marketing

SAC FCU, Bellevue, Nebraska was invited by the American Society of Military Comptrollers to be a presenter at the Mini Professional Development Conference held March 30, 2012. SAC FCU provided a financial information table, participated in the luncheon, and presented an hour-long financial program at the conference. The conference was held at the Bellevue University Conference Center in Bellevue, Nebraska and the overall theme of this year’s conference was “Tightening the DOD Budget.”

Ramona Ash-Saulter and Nancy Gilchrist, both Branch Managers from SAC FCU’s Offutt Air Force Base branches, represented SAC FCU and gave a financial presentation.

At the information table, SAC FCU pens, financial service brochures, and promotional items were provided. At the end of the conference, a drawing was held for a gift basket, which included a Target gift card, a book “The Automatic Millionaire,” and a $25 voucher to open a Save to Win Certificate at SAC FCU.

Navy SHRED-erlal Day: A Huge Success

Navy Federal Member Finds Checks Totaling $451 Prior to Shredding Event

Estelle E. Allen, Public Relations Specialist

Shifting through personal documents in preparation for a shredding event yielded a windfall for Navy FCU member Jamila Bransford.

Bransford attended Navy SHRED-erlal Day on May 5 at its Stafford, VA branch. While checking expired credit cards and billing information, she came across several checks totaling $451 that could have been shredded.

“It certainly pays to review and shred personal documents,” said Nancy DeDona, Navy Federal’s vice president, Membership. “Ms. Bransford was the highlight of a very successful day at 38 branches from Hawaii to Connecticut that took part in educating members and prospective members on ways to reduce the risk of identity theft.”

Navy Federal worked with Shred-It, a document firm that specializes in secure, on-site shredding for its second Navy SHRED-erlal Day near Quantico Marine Corps Base. Team members introduced themselves, answered membership and identity theft questions, and passed out information from the Federal Trade Commission on how to safeguard documents. The branch served 156 members and shredded 350 bags/boxes of personal documents, including:

- Pre-approved credit card offers
- Obsolete tax records, financial documents
- ATM receipts, bank/credit card statements
- Pay stubs
- Personal medical records

Navy SHRED-erlal Day figures are as follows:

- 4,045 attendees at 38 branches
- Received 8,993 boxes of personal documents
- Shredded 96,550 pounds or 49 tons of recycled paper
- Saved 833 trees
Michaela Baeuchle accepts her scholarship certificate from Frontier Community CU President Bill Hauber. Photo courtesy Frontier Community FCU

Frontier Community CU Awards Scholarship to Leavenworth Student

Bill Hauber, President, Frontier Community CU

Michaela Baeuchle is the 2012 recipient of the $1,000 McCoy Porter Scholarship, awarded annually by Frontier Community CU. Baeuchle was selected based on her outstanding academic achievements, work ethic, civic and educational involvement, written expression and character. Baeuchle graduated from Leavenworth High School in May, and has been accepted by the University of Kansas. As a Jayhawk, she plans to pursue a degree in marketing. That educational focus is a natural progression, since Baeuchle has twice demonstrated her persuasive skills on a national level with Distributive Educational Clubs of America. Combined with her student council experience, club participation, dance involvement and achievements on the volleyball and cheerleading squads, these skills give Baeuchle a strong start toward even greater success.

This is the eighth year for the Frontier Community CU’s McCoy Porter Scholarship, which was named in honor of former credit union leaders Lyle McCoy and Ray Porter. “Tough economic times could prevent talented young people from achieving their dreams, so it’s an honor for the credit union to recognize outstanding students and serve our community in this way,” said Bill Hauber, Frontier Community CU President.

Marine FCU Wins Dora Maxwell Award

Ceci Markwick, Asst. Vice President Marketing

Marine FCU received the Dora Maxwell Social Responsibility Award in Washington, DC. The award was accepted by Marty Goldman, Marine FCU’s Chairman of the Board of Directors. Previously, in June of 2011, Marine FCU received the award at the state level in North Carolina. In 2010, Marine FCU raised over $98,000 through their annual charity golf tournament and through employees who raised monies for the Team Little Guy Bike Challenge. Volunteers rode their bikes to North Carolina military bases, finishing up at Marine FCU’s Corporate Headquarters. The proceeds went to Hope For The Warriors, a national, nonprofit organization that supports wounded U.S. service members, their families, and families of the fallen.

The Dora Maxwell Award recognizes leadership within the credit union movement on behalf of social responsibility. It considers all activities supporting area communities. Credit unions compete by asset category, in order to ensure fairness.

Fundraising Facials with Fort Sill FCU

Competition Raised Funds for March of Dimes 2012 Campaign

Aaron Russell, MHR, Marketing & Business Development Manager

These ‘fundraising facials’ as Denise Floyd, CEO of Fort Sill FCU, states, was the end result of a little friendly competition to raise a grand total of $23,406.05 for the March of Dimes campaign for 2012.

Each year FSFCU participates in raising money for the foundation by offering World’s Finest Chocolate candy bars, bean bag babies, and cut-out squares for sale, as well as raffling off men’s and women’s gift baskets, and branch competitions. Each employee is given the opportunity to donate by purchasing a ‘jean packet’ which allows them to have casual dress days and a few hours of time off. The campaign started February 13, and lasted until April 18. FSFCU also hosts a Golf Tournament each fall with the proceeds benefiting a number of charities, March of Dimes included.

The annual March for Babies Walk was held May 5 this year at the Southwest Medical Center in Lawton, Oklahoma. FSFCU’s own Chong Hopkins was the overall top fundraiser for the community, raising over $1,100 in sponsorships for the walk alone. For the two hour event, nearly 40 employees showed up to support the event.

Each branch’s creativity helped produce donations as well, with our East branch claiming the victor title. It was a race to the end, however, and each branch had their own ideas to raise money including a cutest baby picture contest, bake sales, and cutest pet contest, but it was the East branches very own Lori Crichton that raffled off a hand-drawn graphite portrait, which helped raise more than $400. With the support of a great membership base from all the branches, the branch that raised the most money in the end smeared a pie in the face of each committee member of the 2nd, 3rd, and 4th place branches while they wore diapers. After all, it’s for the babies.
IN MEMORIAM
Leo C. Pike, Director Emeritus, Fort Knox FCU

Michael Bateman, Fort Knox FCU

It is with profound sorrow that Fort Knox FCU announces the death of Leo C. Pike, Jr., a long-time member, employee and volunteer.

Command Sergeant Major (CSM) Pike (U.S. Army Retired) served Fort Knox Federal for more than 50 years as a volunteer, professional staff member and leader. He was the Credit Union's first active duty military member when membership was expanded to include military as well as civilians in 1960.

As a volunteer, CSM Pike served on Credit and Supervisory Committees as well as the Board of Directors, serving the first of three terms as Chairman of the Board in 1964. Upon his retirement from the active duty military, he held several positions on the professional staff, including operations manager, compliance officer and marketing director during his 16 years of employment. After his retirement from Fort Knox Federal's staff, he returned as an active volunteer serving in several capacities as a member and officer on the Board.

In 2004, the Board of Directors re-dedicated Fort Knox Federal’s Pershing Branch building to honor CSM Pike who was also elevated to the post of Director Emeritus. The Pershing Branch was the Credit Union’s first free standing location on the Fort Knox post and opened in 1968. The branch continues to serve members and is one of three branches on post.

Active in the credit union movement for more than 50 years, CSM Pike served as the Army Representative on Defense Credit Union Council for nine years and was inducted into the Defense Credit Union Council’s Hall of Honor in 2002 and in 2008 he was inducted into the U.S. Army Transportation Corps Hall of Fame. He was also honored as Director of the Year in 1994 by the Credit Union Executives Society and the Directors Education Forum. And in 1992, he received the Steve Brody Outstanding Volunteer Award for his many accomplishments in support of credit union ideals among Kentucky credit unions.

“Leo was part of the very fabric of Fort Knox Federal from the beginning. He forged much of what this Credit Union is today through his leadership as a member, volunteer and employee. We all owe him a great deal and he will be profoundly missed,” said Bill Rissel, President and Chief Executive Officer of Fort Knox Federal.

CSM Pike is survived by a son, Leo Dennis Pike; a daughter, Janet D. Pike; a grandson, Leo Edward Pike; and a sister, Mary Margaret (Harvey) Chadbourne.

Pen Air FCU
Recipient of First Annual MoPRO Award

Libby Morris, Marketing Media Specialist

Pen Air FCU has been named a winner of the first annual MoPRO Awards through PSCU for the Credit Union’s Premier Relationship Rewards program. The award was presented at the 2012 Senior Leadership Workshop and Member Forum. Pen Air FCU was one of six recipients of this award.

PSCU, Payment Solutions for Credit Unions, is a leading provider of financial services to credit unions. PSCU represents more than 680 credit unions, offering credit, debit/ATM and prepaid card services.

The MoPRO (Member Owner Payments Revenue Optimization) Awards were created to tip a hat to innovative, creative credit unions that implement strategic plans, technologies, and programs that benefit their members and help in furthering the credit union movement.

“Our MoPRO strategy was designed to enable credit unions to increase member engagement and acquisition while boosting revenue,” said Michael Kelly, PSCU President/CEO.

Pen Air FCU received the award for Premier Relationship Rewards, which launched in May 2011. Members of the $1.2 billion Credit Union are automatically enrolled in the free Premier program when they have a checking account, debit card, share account, and eStatements. Points are earned from various products and services, such as Bill Pay and eStatements, as well as new loans and purchases made with a Pen Air FCU MasterCard credit card. Points can also be earned through shopping in the CURewards Mall, an online portal to hundreds of online brands and stores. Premier points may be redeemed for travel, merchandise and more.

“Premier Relationship Rewards has been a real hit,” said Pen Air FCU President/CEO, David Tuyo. “We’re honored to be recognized for a program that gives back to our members in a fun and rewarding way.”

Pacific Marine CU and the Armed Forces Financial Network Donate $3,000 to help injured Marines

Jennifer Topzand, Director Marketing

Pacific Marine CU (PMCU) is proud to announce the recent donation of $3,000 to the Injured Marine Semper Fi Fund (IMSFF). Utilizing the Matching Grant Program from the Armed Forces Financial Network (AFFN), the two organizations were able to contribute to the many quality of life programs funded by the Injured Marine Semper Fi Fund.

Founded in 2004, the IMSFF supports returning heroes and their families by providing financial assistance for immediate and perpetuating needs, such as hospitalization, rehabilitation and recovery costs. More recently, IMSFF has been able to help with handicap home renovations, and handicap ready transportation, computers, and software.
Lori Robinson, an Electronic Services Representative for Tower FCU, won the credit union’s “Most Minutes in March” fitness challenge, a part of Tower’s award-winning “Wealth of Wellness” employee wellness program. The contest was designed to promote use of the Tower's on-site gym facility and recognize those employees who use it most, says Becky Vogt, Human Resources Generalist for Tower and coordinator of the wellness program.

During the month of March, Robinson logged approximately 34 minutes per day in the employee gym, mostly using the treadmill, Vogt says. Robinson also participates in many other wellness activities offered by Tower including Lunch-n-Learn sessions, health fairs, exercise classes, and health screenings. She is part of Tower’s Team for the Cure, participates in the Susan G. Komen® Race for the Cure, and walks in the American Heart Association’s Heart Walk.

“Tower’s wellness program is a great way for me to focus on my health and incorporate healthy activities and choices into my daily routine,” Robinson says. “I fit in my workout either before work, during my lunch hour or, if I really want to sweat, after my shift is finished.”

For her efforts, Robinson received a gift basket with an iTunes gift card, LifeScan Heart Monitor ring, tote bag, bath lotions, and nutritious snacks.

Tower’s employee wellness program has received numerous awards, including an Innovation in Wellness Award from the Howard County Health Department. Tower has also received recognition by the Baltimore Business Journal as one of the Baltimore area’s healthiest employers.