



Communicator

A Publication Exclusively for Members of Diamond Lakes Federal Credit Union

April 2010



Diamond Lakes to Open New East Grand Office in Hot Springs on May 3, 2010

Diamond Lakes Federal Credit Union will soon have an additional office in Hot Springs located at 115 East Grand. It's the current location of Hot Springs Federal Credit Union. The members of Hot Springs Federal voted to merge into Diamond Lakes, and the merger will happen April 30, 2010.

Plans are for Diamond Lakes to merge the Hot Springs Federal member shares and loans on April 30. Over the weekend of May 1 and 2, Diamond Lakes will convert the office operations of Hot Springs Federal located at 115 East Grand to a full-service Diamond Lakes branch. So when the East Grand location opens on May 3, it will be a Diamond Lakes branch. The employees of Hot Springs Federal will all become employees of Diamond Lakes. Training and orientation for the new employees is taking place over the next two months.



As of May 3, The Hot Springs Federal office located at 115 E. Grand will be a full-service Diamond Lakes branch. Watch for a change in the signage the last week of April.

Dee Edie, President/CEO of Diamond Lakes says:

"We are honored and excited to merge with Hot Springs Federal and continue their tradition of member service. The new staff members we are acquiring through the merger are topnotch. The location on East Grand is positioned to continue serving the former members of Hot Springs Federal and the many Diamond Lakes members we have living and working in the downtown, East Grand area. It's truly a match made in heaven."

After the merger, Diamond Lakes' total assets will exceed \$50 million and total members will exceed 10,500. There will be three convenient branch locations for Diamond Lakes members: 7333 Highway 270 in Malvern, 4032 Central Avenue in Hot Springs, and as of May 3, 115 East Grand in Hot Springs.



Advice for Renters Who Would Like to Become Homeowners

It's that time of year again...Your tax refund is coming. And while you've got lots of ideas on how to spend that annual windfall, consider this: The money you're getting from the IRS is no gift; it's money that was yours in the first place. By overpaying on taxes every payroll period, you were forced to "save" it slowly over the year.

So you did. You saved it. And now you're ready to spend it. But are you really sure you want to spend those hard-earned savings on some "extras" that may be gone before you know it?

This year, we challenge you to do something different. Bring your check to the credit union, and open an account to save for a down payment on a home. Use the money that you've been forced to save all year to help you achieve something really special—like owning your own home.

You can become a homeowner. And we can help you do it. Visit the credit union as soon as your refund check arrives and open an account to help save for that down payment. That way, your refund will last decades—not just a weekend—and you'll feel good about investing in your future.

Diamond Lakes Federal Credit Union

Schedule of Fees and Charges

Effective April 1, 2010

Abused Account Closure	\$15.00		
Early Account Closure	\$15.00		
Membership closed within 90 days of opening			
Excessive Share Savings Withdrawals	\$5.00		
Per withdrawal/transfer over 4 per month			
Returned Statements	\$5.00		
Minimum Balance Below Par	\$5.00		
Per quarter - par is \$5 in Share Savings Account			
Inactive Account	\$5.00		
Per month, for balances below \$200 & no activity for 6 consecutive months			
Deposited Item Returned NSF	\$28.00		
Paid NSF - per item	\$28.00		
Checks, withdrawals: in-person, ATM, or other electronic means			
Returned item	\$28.00		
Checks, withdrawals: in-person, ATM, or other electronic means			
Stop Payment	\$28.00		
Check Cashing Fee	\$5.00		
Fee waived for members with an active membership			
Overdraft Transfers	\$2.00		
Check/Substitute Check Copies	\$3.00		
Statement History	\$2.00		
Account Research/Reconciliation	\$15.00		
Per hour (\$5.00 minimum)			
Check Printing	Prices Vary		
Dependent upon check style selected			
Temporary Checks	\$1.00		
Per temporary check - new checking accounts get first 12 free			
Excessive ATM Withdrawals	\$1.00		
Per ATM withdrawal/transfer using ATM card - over 7 per mn.			
ATM/Debit Card Replacement	\$15.00		
Lost/Stolen Credit Card	\$15.00		
Rush Card Replacement	\$20.00		
Express Delivery	\$18.00		
Document FAX - per page	\$1.50		
Document copy - per page	\$1.00		
Credit Card Copy of Sales Draft or Statement	\$5.50		
Corporate Checks	\$5.00		
One free corporate check per month			
Cashiers Checks	\$5.00		
Outgoing Wire Transfer - Within U.S.	\$15.00		
Incoming Wire Transfer	\$5.00		
Foreign Wire Transfer	\$30.00		
Credit Card Overlimit	\$22.00		
Past Due Loan	\$20.00		
Loan Extension	\$25.00		
Garnishment/Levy	\$25.00		
Safe Deposit Box Replacement Key	Cost		
Safe Deposit Box Drilling	Cost		
Safe Deposit Box Annual Rental:			
3" x 5"	\$10.00	5" x 10"	\$40.00
3" x 10"	\$20.00	10" x 10"	\$70.00
5" x 5"	\$20.00	10" x 12"	\$95.00

Electronic Statements – Help Save the Environment with the Green Choice for Statements

Electronic statements, also known as e-statements, are a safe and convenient way for you to view, save and print your statements from the credit union's home page located at www.diamondlakesfcu.org. Plus, you'll be helping save the environment, because enrolling in e-statements cancels your paper statement delivery.

E-statements make sense when you consider you will get your statement faster than regular mail delivery. They also have the additional security of online delivery, and as mentioned before, you will save many trees.

To get started, go to www.diamondlakesfcu.org and click on "The Vault."



When you get to the sign-on screen, use the link on the right to "create your account." You'll receive two e-mails. One will confirm your enrollment. The other will activate your e-statement account. Then you can sign-on. When your first statement is available, you'll receive an e-mail letting you know it is ready for viewing. Five years of statements will be archived in "The Vault" from the time you first enroll in the service.

Your Right to Privacy is Important

Diamond Lakes Federal Credit Union is committed to protecting the privacy of our members. This article describes our credit union's privacy policy and practices concerning the personal information we collect and disclose about you and the parties who receive personal and sometimes non-public information from us.

We collect non-public personal information about you from the following sources: 1) on applications and other forms. 2) your transactions with us. 3) consumer reporting agencies. 4) information obtained when verifying the information you provide on an application; this may be obtained from your current or past employers or from other institutions where you conduct financial transactions. We may disclose all of the information we collect, as described above, as permitted by law.

We may disclose non-public personal information about you to the following types of third parties: 1) Financial service providers and 2) Non-financial companies.

In order for us to conduct the business of the credit union, we may disclose the information we collect to other financial institutions with whom we have joint marketing agreements, to other companies that perform marketing services on our behalf, or to nonaffiliated third parties to process the transactions that you request or authorize.

We may also disclose non-public personal information about you as permitted or required by law, these disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union, follow your instructions as you authorize, or protect the security of our financial records. To protect our members' privacy, we only work with companies that agree to maintain strong confidentially protections and limit the use of information we provide. We do not permit these companies to sell the information we provide to other third parties.

If you terminate your membership with Diamond Lakes Federal Credit Union, we will not share information we have collected about you except as may be permitted or required by law. We restrict access to non-public personal information about you to those employees who need to know that information. We maintain federal regulatory physical, electronic and procedural safeguards to guard your non-public personal information.

Please do not hesitate to call if you have any questions about our policy regarding your privacy.

Hit Your Cruisin' Speed by Using your Debit Card and You Could Win A \$500 Gas Card!

Cruisin' Speed



Feeling the need for speed when you're shopping? Simply swipe your debit card* and you're ready to roll! Plus, every time you use your card to make a purchase between April 1 and June 30, 2010, you're automatically entered for a chance to win some great prizes!

Grand Prize: \$500 gas card

First Place Prize: \$300 gas card

Monthly Winners: \$50 gas card

A debit card is your green light to the winner's circle! The more you use your debit card, the more chances you have to win! If you don't have a debit card, apply for one today.

*No purchase is necessary to win. A purchase will not increase your chance of winning. Void where prohibited. Promotion period starts 04/1/10 and ends 06/30/10. Visit www.shazam.net/rules_cruisinspeed.html for official rules and complete contest details.

Important Information for All Members

Inactive accounts are defined as accounts that have less than \$200 on deposit and have had no activity (deposits, transfers, loans, etc.) in the previous six months. To cover the costs of upkeep on an inactive account, a \$5 per month fee is charged to inactive accounts. You can avoid being charged this fee by simply keeping your account active.

House Financial Services Chairman Barney Frank (D-Mass) was quoted at the recent Credit Union Governmental Affairs Conference on Capital Hill as saying, ***"If mortgages were only made by credit unions, we wouldn't be in this crisis."***

National Credit Union Youth Week – April 18-24, 2010

Start Them Young to Learn the Savings Game

In celebration of National Credit Union Youth Week, Diamond Lakes is encouraging young members to join the savings team. By teaching kids how to save for their goals, they'll have one of the most difficult aspects of saving under their belt by the time they're teens—being a consistent saver. Here are just a few examples to help teach kids of different ages about the savings game:

- Have preschool children sort different types of money into piles by color and size.
- At the grocery store, teach kids of all ages how to comparison shop.
- As kids get older, let them know what things cost. Share sales receipts and bills that you receive for items or services you've purchased for them.
- If you decide to pay your kids an allowance, include them in the decision. Discuss allowance amounts and what they should use their allowance for. One idea is to have children set aside part of their allowance for spending, part for saving and part for sharing.
- Show children what compounding interest means. Explain that as kids save, they're constantly earning dividends on their savings—on top of that, they're earning dividends on their dividends.
- As kids reach high school age, clarify what you will pay for and what your children are responsible for. For example, your kids may want the newest high-priced cell phone. Establish your spending limit. If they still want the more expensive version, have them make up the difference.

Join us this year as we celebrate National Credit Union Youth Week from April 18-24. Our theme for 2010 is "Get in the Savings Game." We have a lot more ideas to help you raise financially savvy kids.



Credit Union Officials

Dee Edie
President/CEO
Claudia Long
Executive Vice President
Wayne Reynolds
Chairman-Board of Directors
Carl "Bud" Foshee
Vice Chairman-Board of Directors
Dennis Prince
Treasurer-Board of Directors
Sue Jones
Secretary-Board of Directors
Charles Ross
Director
Nikki Cranford-Thornton
Director
Wendell Dawson
Chairman of the Supervisory Committee
Nathaniel Mitchell
Member-Supervisory Committee
Virginia Harrison
Member-Supervisory Committee

Locations

Malvern

7333 Hwy. 270
Malvern, AR 72104

Hot Springs Central

4032 Central Ave.
Hot Springs, AR 71913

As of May 3, 2010

Hot Springs East Grand

115 E. Grand
Hot Springs, AR 71901

Mail correspondence to:

P.O. Box 1080
Malvern, AR 72104

Malvern: 501-332-6530
FAX 501-332-8361

Hot Springs: 501-525-6530
FAX 501-520-8361

Toll Free: 888-332-6530

Voice Response: 877-478-3698

e-mail: info@diamondlakesfcu.org

web: www.diamondlakesfcu.org

Hours

Lobby and Drive Thru Hours:

Mon., Tues., Thurs.:
8:00 a.m. – 4:30 p.m.
Wed.: 9:00 a.m. – 4:30 p.m.
Fri.: 8:00 a.m. – 5:30 p.m.

Holiday Closings

The credit union will be closed in observance of the following second quarter 2010 holidays:

Monday, May 31st
Memorial Day

2010 Community Service Hours

As of press time of this newsletter, credit union staff members have volunteered 330 hours of community service in 2010.



"We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act."