

Diamond Lakes Federal Credit Union Communicator

A Publication Exclusively for Members of Diamond Lakes Federal Credit Union

January 2010



Diamond Lakes Federal Credit Union Celebrates its 50th Anniversary

That's right. Diamond Lakes is celebrating its 50th Anniversary this year, and we want to say thank you to our loyal membership throughout the years. What began as Jones Mills Federal Credit Union in 1960 with seven charter members and \$35 has grown in to Diamond Lakes Federal Credit Union with over 8,000 members and \$42 million in total assets. And we're still growing and looking for new and innovative ways to serve our members while maintaining the friendly, personal service level our members know and expect.



Diamond Lakes original charter as Jones Mills Federal Credit Union is pictured above.

50 years of service to members:

- We are still a non-profit financial cooperative.
- Our members own the credit union – all 8,000+ of them.
- Members elect their own representatives to our board of directors, and our directors are all volunteers – no compensation for their service on the board.
- We still answer the phone with friendly, helpful, knowledgeable (live) people.
- Our technology services are all free: home banking, bill pay, e-statements and debit cards.
- Our checking account has no monthly service charge and no minimum balance requirements.
- The best investment we make is in loans to our members.
- We work hard every day to keep our operating expenses low so we can return more to our members.

1960 to 2010

PHISHING CRIMES CAN TAKE ON ANY FACE, BUT YOU CAN STOP IT!

Phishers are high-tech thieves using phony e-mails to hook you into giving them your personal financial information by pretending to be a legitimate company. They may urge you to "confirm" account information that has been "stolen" or "lost." Or they may entice you to reveal personal information by saying you have won a special prize or earned an exciting reward. Either way, the idea is to convince you of an immediate need to give them your financial or personal information.

Stay clear of e-mails from businesses that alert you of customer account problems and link you to a Web site for financial information verification. The site may look real, but it is designed to trick you into providing your account number and personal data.

Diamond Lakes Federal Credit Union

Schedule of Fees and Charges

Effective January 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 | | |
| 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 |

Avoid getting hooked by phishers by following these simple rules:

- Be suspicious of e-mails asking for personal or financial information.
- Check your monthly statements to verify all transactions and notify your credit union immediately of any erroneous or suspicious transactions.
- Be cautious of any business that contacts you to notify you of "problems" with your account, or entices you with prizes.

Direct Deposit Your Refund Anticipation Loan for Immediate Access

Many tax preparers offer income tax refund anticipation loans to their customers. If you opt to take your loan as a check, please be aware that we will place an appropriate hold on the check. For immediate access to your refund anticipation loan funds, choose to take the loan as a direct deposit to your credit union account. You will have immediate access to the money through direct deposit.



New Malvern ATM located at the Murphy Gas Station

Diamond Lakes has its first ATM in Malvern. Located at the Murphy Gas Station in front of Wal-Mart, the new ATM is surcharge-free for members with a Diamond Lakes ATM or debit card.



CU Benefits Express can help you save on the high cost of health and lifestyle care

We all know in tough economic conditions having extra money

to spend for little emergencies and setting aside funds for saving isn't easy. Wouldn't it be nice to have a discount on many of the day-to-day products and services you use every day?

CU Benefits Express* services include discounts on pharmacy prescriptions, eye glasses, doctor and hospital visits and many other medical discounts. There are other discounts available on services like identity theft, pet services and roadside assistance.

It is easy to use. There are no health restrictions and no paperwork. CU Benefits Express can be used immediately once your membership card is received. The program is reasonably priced and available on a month-to-month contract so you can access the program as your situation dictates. Once you sign-up for the program you will receive a membership kit. The services are provided through a partnership with New Benefits, LLC and Diamond Lakes Federal Credit Union.

To request a brochure on CU Benefits Express that includes the form to sign-up for the discount services, just call 501-332-6530 (Malvern) or 501-525-6530 (Hot Springs).

*This plan is NOT insurance. This discount card program contains a 30-day cancellation period.



Notice to Members Regarding Life Savings Insurance

Diamond Lakes Federal Credit Union is committed to offering our members the best service possible. In order to continue to meet this commitment, we are making some changes to help better manage our expenses and align services with your needs.

Effective February 28, 2010, we are canceling our Life Savings Insurance group policy—the term life insurance which is provided at no direct cost to you on eligible savings deposits. Coverage on existing insurable deposits will end on March 31, 2010, the last day of the conversion period. Please destroy any CUNA Mutual Life Savings Certificate of Insurance at that time.

We know many of you value the peace of mind and security that life insurance provides. That's why we wanted you to know you can convert your Life Savings coverage to a Primary Protection Plan, underwritten by CUNA Mutual Insurance Society. This new plan is a member pay, whole life plan up to \$2,000. If you apply within the stated time period, there are no age restrictions, waiting periods, exclusions or health questions. If you convert, your new policy will be effective April 1, 2010, and premiums will be based on whole life insurance rates for your age on that date.

Conversion is simple. Just request, complete and return an application with your first premium payment to CUNA Mutual Insurance Society by March 31, 2010 in order to receive coverage. We feel it's important to carefully consider the option discussed above. To request a quote or application for the Primary Protection Plan offered by CUNA Mutual Insurance Society, call 877-636-2377 to speak with one of CUNA Mutual's fully licensed insurance representatives.

If you have any questions about these changes, please call us at Diamond Lakes, 501-332-6530 or 501-525-6530. Please ask for Dee, Claudia, Kathy or Lorraine. As always, we appreciate the opportunity to serve you.

Important Year-End Information

The statement included with this issue of the Communicator has important year-end dividend information. Year-end tax information is also available immediately after dividends are posted using the credit union's Home Banking services. Just visit www.diamondlakesfcu.org, click on the Diamond Link, click on the more features link and then click on the tax information link.



Annual Membership Meeting to Support READ Program/Literacy Council

Now is the time to RSVP for your credit union's Annual Membership Meeting scheduled for Monday, February 8, 2010, 5:30 p.m. at the Community Center (Senior Adult Center) in Malvern. The Community Center is located at 1800 West Moline. Members are asked to RSVP by calling 501-332-6530 or 501-525-6530. We look forward to seeing you for food, fun, election of Board of Directors and prize drawings!

In the spirit of "people helping people," Diamond Lakes would like to introduce a new annual meeting tradition: supporting the READ Program/Literacy Council. Starting in 2010, members are asked to bring a new or gently used children's hardback book to the annual meeting or be prepared to make donation to the READ Program/Literacy Council. These books or a cash donation to READ will be exchanged for a door prize ticket. Help us gather books to encourage reading by children in the three counties served by READ.

It's Tax Time!

Tax refund checks require exact endorsement.

Tax time is here and with it comes questions regarding endorsements on tax refund checks. Both federal and state tax refund checks require endorsements by all payable parties. Checks without proper endorsement cannot be cashed or deposited. Please bring proper identification with you when making your credit union transactions. NOTE: To deposit a tax



refund check made out to two individuals, the same two individuals must appear as joint owners on the credit union account and both must endorse the refund check properly. To cash a tax refund check made out to two individuals, both individuals must be present.

Holiday Closings

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

Monday, January 18th
Dr. Martin Luther King, Jr. Day

Monday, February 15th – Presidents' Day

2009 Community Service Hours

As of press time of this newsletter, credit union staff members have volunteered 1,512 hours of community service in 2009.

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 Office
7333 Hwy. 270
Malvern, AR 72104

Hot Springs Office
4032 Central Ave.
Hot Springs, AR 71913

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.



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