

Communicator

FALL
2018

A PUBLICATION EXCLUSIVELY FOR MEMBERS OF DIAMOND LAKES CREDIT UNION

We'll Get You HOME

At Diamond Lakes, we approach home loans differently. We don't look at it as selling a product, but rather we see it as investing in the goals and dreams of hard-working people in our community.

When you choose Diamond Lakes for your home loan needs, you'll get personalized service from people you know and trust. We offer terms up to 30 years on new mortgages and home refinances. Are you a first time homebuyer? We have programs just for you!

Our mortgage rates are competitive in the market and we also provide HUD approved online homebuyer education classes. Call 501-525-6530 or 501-332-6530, press 4 and ask to speak with one of our home loan experts.

We are helping bridge the gap to home ownership, one dream at a time.



Updating Beneficiaries on your Accounts

Designating your beneficiaries is an important financial decision and one that should be reviewed on an annual basis or when you have a life-changing event such as marriage, divorce, death in the family, etc... Naming beneficiaries on your accounts should be made in the context of your estate planning.

At Diamond Lakes, you can call or visit any branch to review the beneficiary designations on your accounts and make changes if needed. Adding or changing beneficiaries does not require a beneficiary's signature, but you will need the beneficiary's name, address, birth date and social security number. If you have a joint owner on your account, both your signature and the joint owner's signature will be required to make a beneficiary change.

Transfer Funds Easily and Securely Between Financial Institutions

Transferring money between your Diamond Lakes accounts and your accounts at other financial institutions is easy and secure using the new service External Transfers available through online banking.

Using External Transfer is easy: Just click on your savings or checking account in online banking and use the "more actions" drop down to select "External Account Transfer". Or click the "Transfer" menu at the top of the page and click "External Account Transfer" under the "Services" heading. Follow the prompts to set up and verify your external financial institution account(s).

There is no charge for transferring money to and from other financial institutions. This new, expanded External Transfer service will allow you to transfer money to and from your savings and checking accounts with Diamond Lakes to other financial institutions. To transfer money for a loan payment, just transfer the money to your savings or checking first, then transfer to your loan.

Important Year-end Information

Members are reminded to watch for their end-of-year, December 31, 2018, statement. That statement always contains important year-end dividend



information. Just visit the credit union's Web site, www.diamondlakesfcu.org and log in to Online Banking. Once logged in, click on any account and follow the link "Online Statements" to see your year-end statement which has your dividend information. If you are not enrolled in Online Banking, just click the link "Enroll in Online Banking". You will need your member number and Social Security number to enroll.

We Our Members! Member Appreciation Week - October 22-26, 2018

We want to say "thank you" for your continued patronage and support. We have these special activities planned for you during Member Appreciation Week: October 22-26, 2018.

Monday, Oct. 22 – Enjoy cookies, Blue Bell Ice Cream and giveaways at all of our branches. From 10 AM to 2 PM, there will be a photo booth, provided by FunTime Photos, set up in the lobby of the Central Branch. Be sure and have your picture made!

Tuesday, Oct. 23 – Grand Branch will be serving free BBQ sandwiches from 11 AM to 1 PM. Free Social Security and Medicare Seminar will be held at the Malvern/Hot Spring County Chamber of Commerce at 5:30 PM. Reserve your seat by calling 501-627-9293. See related article in this newsletter. There will also be free Blue Bell Ice Cream at all branches and the FunTime Photos photo booth will be

located in the Malvern Branch lobby from 10 AM to 2 PM.

Wednesday, Oct. 24 – Central Branch will be serving free BBQ sandwiches from 11 AM to 1 PM. The FunTime Photos photo booth will be taking member photos at the Grand Branch between 10 AM and 2 PM. There will be free Blue Bell Ice Cream at all branches.

Thursday, Oct. 25 – Malvern Branch will be serving free BBQ sandwiches from 11 AM to 1 PM. Free Social Security and Medicare Seminar will be held at the Diamond Lakes' Central Branch at 5:30 PM. Reserve your seat by calling 501-627-9293. See related article in this newsletter. There will also be free Blue Bell Ice Cream at all branches.

Friday, Oct. 26 – We finish Member Appreciation Week with delicious cookies, Blue Bell Ice Cream and giveaways at each branch.

Holiday Skip-A-Pay Available on Qualifying Loans

Do you need some extra cash for the holiday season? Diamond Lakes Federal Credit Union is happy to offer "Holiday Skip-A-Pay" in appreciation to borrowing members in good standing.

The break from your November or December loan payment is available to those who have had their loan prior to March 1, 2018. Real estate, business purpose loans, line of credit loans and credit card loans are not eligible for the extension. Also, members who have already extended their loan payment in this year (2018) are not eligible for the payment break. Members are also reminded that interest will continue to accrue and that the payment will

be deferred to the end of the loan. The skipped payment will extend the term of the loan, and interest will be accrued accordingly.

The fee for this service is a nominal \$25 per loan payment skipped for either November or December (choose one month), and we hope the break from your loan payment will help make your holiday season a little brighter. After all, isn't that what people helping people is all about?

THE LOAN MODIFICATION AGREEMENT AND THE \$25 PER LOAN PAYMENT DEFERRED FEE MUST BE RECEIVED BY DIAMOND LAKES FEDERAL CREDIT UNION 10 DAYS PRIOR TO THE PAYMENT DUE DATE THAT YOU WISH TO SKIP.

LOAN MODIFICATION AGREEMENT – 2018

It is mutually agreed that with our signatures, we request a one-month extension on our November or December (choose one month) 2018 loan payment for the following loan(s):

Member Number: _____

Loan Number: _____ Nov Dec Loan Number: _____ Nov Dec

Loan Number: _____ Nov Dec Loan Number: _____ Nov Dec

We understand there is a \$25 fee per loan payment deferred and that the \$25 fee per loan payment deferred is included with this signed loan modification agreement. The deferred payment(s) will be deferred to the end of the loan. The skipped payment will extend the term of the loan by one month, and interest will be accrued accordingly. Borrower and co-borrower (if applicable) signatures are required.

Print Borrower Name: _____ Print Co-Borrower Name: _____

Borrower Social Security #: _____ Co-Borrower Social Security #: _____

Borrower Daytime Phone: _____ Co-Borrower Daytime Phone: _____

Borrower Signature: X _____ Date: _____

Co-Borrower Signature: X _____ Date: _____

Please attach a check for \$25 per loan payment deferred or sign below to authorize a debit from your savings (01) or checking (74 or 75) account for the \$25 per loan payment deferred.

I authorize a one-time debit of \$ _____ from: Savings Checking Signature X _____

FOR CREDIT UNION USE ONLY

Receiver's Initials _____ Date Received _____ Receipt Attached Yes No Qualifier's Initials _____

Nominating Committee Announces Candidates

The nomination process for the Board of Directors election was announced in the April issue of this newsletter. Three three-year positions expire in 2019. Volunteer applications that were received by Tuesday, August 21, 2018 were reviewed by the Nominating Committee and candidate selection was filed with the secretary of the board. The Nominating Committee presents the following candidates for the 2019 Board of Directors election.

Wayne Reynolds – Incumbent

Wayne Reynolds is a graduate of Malvern High School with a Bachelor of Science degree in accounting from Henderson State University. He served his country as a captain in the U.S. Army. He retired from Alcoa after a 39-year career. Wayne's community service resume is extensive: president of the Malvern Jaycees (and recipient of their Outstanding Young Man Award), Malvern City Council, Malvern City Management Board, the Planning Commission, United Way Board, First Step Board (both the local Petty Center and the First Step Governing Board), chairman of the Diamond Lakes Federal Credit Union Board of Directors and Second Baptist Church Insurance and Budget Committee. He brings an extensive knowledge of financials, strategic planning and professional experience to the board.



Brett Chancellor – Incumbent

Brett Chancellor is the Executive Director of First Step, Inc. headquartered in Hot Springs. His career at First Step began in 2000 as an occupational therapist. He was promoted in 2005 to Director of Operations and was named the Executive Director for First Step in August of 2014. Brett holds a B.S. in Biology from Henderson State University, a B.S. in Occupational Therapy from the University of Central Arkansas and a Masters in Business Administration from Louisiana Tech University. His accomplishments include Rotary Club, Paul Harris Fellow, Malvern/Hot Spring County Chamber of Commerce Chairman, Hot Spring County Volunteer Council, United Way board member, board member Developmental Disabilities Providers Association and Deacon at Donaldson Missionary Baptist Church. He currently serves as Vice Chairman of the Diamond Lakes Federal Credit Union Board of Directors.



Cecilia Ashcraft - Incumbent

Cecilia Ashcraft is an attorney at the Walthall Law Firm, P.A. in Malvern. Cecilia is also the elected Malvern City Attorney. She is currently serving as the Secretary of the Diamond Lakes' Board of Directors. Originally from White Hall, Arkansas, she made Malvern her home ten years ago. Since then she has been involved in many community groups including the Kiwanis Club and the Henson Benson Foundation and Stop Animal Cruelty in Hot Spring County. Her free time is spent listening to music and traveling to festivals.



Nominations by Petition

In accordance with your credit union bylaws, nominations for vacancies on the credit union's Board of Directors may also be made by petition. Any member wishing to be nominated by petition for an open position on the board should call Lorraine Davis, Vice President of Systems Management, 501-627-9292, to obtain the Nomination by Petition Rules and Guidelines. For a petition to be valid, it must contain the signatures and member numbers of 109 Diamond Lakes Federal Credit Union members in good standing, age 18 or older. The petition must be signed by the nominee indicating willingness to serve if elected and include a resume, short biography of qualifications and a photograph. The petition and other required documents must be returned to Diamond Lakes Federal Credit Union, Nominating Committee, P.O. Box 1080, Malvern, AR 72104 no later than November 13, 2018 at 5 PM.

Christmas Club Savings Available November 1st

Are you an early Christmas shopper? Your credit union is here to help. Starting November 1st, if you have a Christmas Club Account, you can request your withdrawal check or transfer your Christmas money to your Savings or Checking Account.



Visit our Web site at www.diamondlakesfcu.org, log on to online banking to transfer funds to your Checking or Savings Account. If you prefer to call, use the Voice Response System to request your withdrawal check or transfer funds 24-hours a day. Call the credit union, Malvern: 501-332-6530 or Hot Springs: 501-525-6530 and press 2 for Voice Response.

Free Financial Planning Seminars Scheduled for October

Through our partnership with Hagan Newkirk Financial Services, Diamond Lakes is hosting two education only Social Security and Medicare Seminars in October. Both locations have limited seating, so we must have your reservation by October 19, 2018 for either date or location. These seminars are completely free.

Social Security and Medicare Seminar – Tuesday, October 23, 2018 - At the Malvern/Hot Spring County Chamber of Commerce: 213 W. 3rd Street, Malvern, AR 72104 - 5:30 PM. Light snacks will be served.

Social Security and Medicare Seminar – Thursday, October 25, 2018 - At the Diamond Lakes' Central Branch: 4032 Central Avenue, Hot Springs, AR 71913 5:30 PM. Light snacks will be served.

To reserve your seat, call or e-mail Vickie Gilliam, 501-627-9293 or vickieg@diamondlakesfcu.org. If you leave a voice mail message, be sure and leave your name, the number coming in your group and a good call back number. Remember, the reservation deadline for both seminars is Friday, October 19, 2018.

Holiday Closings

The credit union will be closed in observance of these upcoming 2018 holidays:

Monday, October 8, 2018

Columbus Day

Thursday and Friday, November 22 and 23, 2018

Thanksgiving

Monday, December 24, 2018

Close at noon in observance of Christmas Eve

Tuesday, December 25, 2018

Christmas Day

Locations

Malvern

7333 Hwy. 270
Malvern, AR 72104
(501) 332-6530 / Fax (501) 332-8361

Hot Springs Central

4032 Central Ave.
Hot Springs, AR 71913
(501) 525-6530 / Fax (501) 520-8361

Hot Springs Grand

115 E. Grand
Hot Springs, AR 71901
(501) 525-6530 / Fax (501) 623-5245

Mail correspondence to:

P.O. Box 1080, Malvern, AR 72104

Voice Response: Call Diamond Lakes and press 2

Email: info@diamondlakesfcu.org

Web: www.diamondlakesfcu.org

Hours

Lobby and Drive Thru:

Monday, Tuesday, Thursday:
8:00 a.m. - 4:15 p.m.

Wednesday: 9:00 a.m. - 4:15 p.m.

Friday: 8:00 a.m. - 5:00 p.m.

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



P.O. Box 1080
Malvern, AR 72104

SHOP TO WIN \$300 GIVEAWAY

Use your Diamond Lakes Credit Union Credit Card when you shop and you'll be automatically entered to win one of three \$100 prizes!*



Competitive Low Rate

25-day grace period on new purchases

Same APR on purchases and cash advances

No Annual Fee

There's never been a better time to get a Diamond Lakes Credit Union VISA® Credit Card!

▶ Apply online at DiamondLakesFCU.org or ask for details!

*One winner will be randomly selected each month during the months of September, October and November 2018. All Diamond Lakes Credit Union Credit Card cardholders who use their cards during that timeframe are automatically entered to win. Diamond Lakes Credit Union volunteers, employees and their family members are not eligible.