

Member News

Our Vision: To provide value through all stages of life to our members and their communities.
Our Mission: To improve our members' financial well-being.

Living The "People Helping People" Philosophy

Andrea Bowden's Story

Seven months ago Andrea Bowden arrived in Springhill, LA with her two daughters, Linda and Destiny, and her newborn granddaughter, Keelih, with hopes of starting a new life. The single mother had little opportunity for work in Oklahoma, and Andrea carried the burden of supporting her young family alone. A good friend made available his rental home for her to settle into the Springhill community. After moving in Andrea recognized the need for repairs and improvements.

Fortunately Andrea heard about Carter Federal and came to us for help. CEO James Gibson heard about the plight of this young family and wasted no time in creating a plan to assist them in their time of need. In evaluating her situation it was apparent she needed a better car for reliable transportation. Louis Adams, owner of Springhill Covenant Auto Sales quickly came to the rescue in finding her the perfect car that fit within her budget.

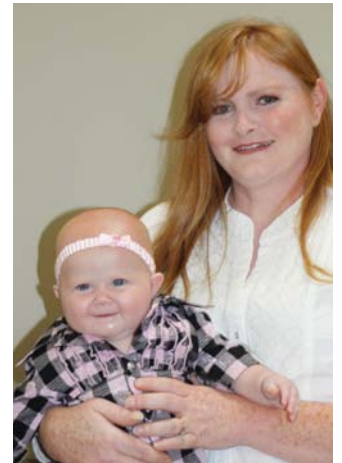
Then, as a possible solution to making the needed repairs and improvements to her home, Charlie Park, Executive Director of The Fuller Center for Housing of Webster was contacted for his assistance. "I was very concerned about their living conditions, especially for the newborn baby. I wanted to find a way to make Andrea's dream of owning her own home a reality so I asked Charlie Park for help," Mr. Gibson said. The Fuller Center of Webster is a non-profit, ministry that promotes collaborative and innovative partnerships in an unrelenting quest to provide safe housing for families living in poverty and substandard conditions. "Our assistance is need-based," Mr. Park explained.

Springhill community business owners Joyce Ann Stampley, "One and Only" Beauty Salon, and Darlene Bryan, Independent National Sales Director for Mary Kay Cosmetics, graciously donated their services to provide Andrea with a hair and beauty makeover for her picture.

Together Mr. Gibson and Mr. Park created a plan to provide an affordable, safe and healthy home for Andrea and her family. The Fuller Center's assistance with supplies, materials and volunteers were the answer to Andrea's lifelong dream to own a home for her children. "I'm very happy! I have something I can call my own and something that can be passed on to my kids," Andrea said.

Thanks to Executive Director Charlie Park of The Fuller Center for Housing of Webster, and Louis Adams of Springhill Covenant Auto Sales for being our community partners as Carter Federal continues our Mission: To improve our member's financial well being.

Living "The People Helping People" Philosophy is a column dedicated to sharing exciting success stories of our members. If you have a story you would like to submit, please contact Laurie Griffith in the Marketing Dept. at (318) 382-4378 or cfcu@carterfcu.org.



Andrea Bowden and granddaughter, Keelih

Auto Loans

Get a great low rate when you buy your next new vehicle or refinance a used vehicle. Get pre-approved for your auto loan today!

- Rates as low as 3.99% APR*
- Quick and easy loan process
- Terms up to 84 months
- No Payment for 90 days**
- GAP (Guaranteed Asset Protection) for as little as 16¢ per day***
- Credit Life Insurance for as little as 19¢ per day***
- Credit Disability Insurance for as little as \$1.04 per day***

*Annual Percentage Rate. Membership eligibility is required. Carter Federal is offering auto loan financing rates as low as 3.99% APR. Carter Federal will refinance current vehicles once during the life of the loan after a minimum of 12 payments have been made. **Interest will accrue during the 90 day deferral period. ***Pricing for GAP, Credit Life and Credit Disability coverage is based on a \$20,000 car loan for a term of 60 months.



Letter from President/CEO



As you read through this issue of Carter Federal Member News, you will discover that Carter Federal's "People Helping People" philosophy continues to motivate and inspire us as we move toward the end of our 56th year. In spite of the

current economy, Carter Federal has experienced unusual growth in 2010. In this edition we recognize that the dedication and commitment of our Board of Directors, our employees, and our community partners sets Carter Federal apart in today's financial industry trends.

Meeting the needs of our members and their communities with enthusiasm is the key to the many accomplishments you will read about in this newsletter. At Carter Federal we continue to provide training initiatives for employees to ensure that our members receive the highest quality service.

Extending loans to our members is the cornerstone on which Carter Federal is built. Our charter directs that we accommodate the financial needs of our members through safe and secure lending practices. Yes, even through times of turmoil in the financial industry as a whole, your credit union has continued to keep its lending doors wide open to serve its members.

Whether it's a personal loan to help with holiday shopping, a mortgage loan, or even a loan to start a new business, Carter Federal wants to be your lender of choice.

I hope you enjoy the new look of our newsletter and its content. I trust you will see a noticeable difference in the way we've shared important "news" about your credit union's growth, internal and external renovations, board and staff accomplishments, involvement in our communities, new staff additions, services, and programs.

James P. Gibson, CCUE/SCMS
President/CEO

Businessman of the Year Award

President/CEO James Gibson was named Businessman of the Year at the Springhill North Webster Chamber of Commerce Annual Banquet. Carter Federal has enjoyed tremendous growth under his leadership and we are pleased to know that our community also recognizes his contributions.

Thank You to Our Community Partners:

Youth Carnivals were held in Minden and Springhill with the generous support of Kevin Edwards with the Webster Parish Fire Department, Coca Cola in Minden, and Jonathan Orr with Jumpin Jack Inflatables.

Fun was had by all at the May 20th Ribbon Cutting/Grand Opening/After Hours event for Carter Federal's Operation Center. Miniature hamburgers, side items, as well as soft drinks served in 10 oz. glass bottles were served for refreshments. "What a great gathering and a wonderful way to "christen" your new offices," remarked Janet Reeves, Manager of Springhill-North Webster Chamber of Commerce.



Pictured Left (Back Row):
Leonard Blanton,
Carter Federal Board Member
William Smith,
Carter Federal Supervisory
Committee Chairman

(Front Row)
Janet Reeves, Manager of
Springhill-North Webster Chamber
of Commerce; Carol Breaux,

Springhill Mayor; James Gibson, Carter Federal President/CEO;
Vickie Kinchen, Springhill Branch Manager;
Joyce Butler, Carter Federal Chairman of the Board; Tommy Boggs,
Citizens Bank President/CEO and Springhill Chamber President

Our 3rd Annual St. Jude Fundraiser raised more than \$7,200 with the generous support of our members and local businesses. Special recognition is given to the following businesses for supporting our Hamburger Fundraiser held on August 28, 2010: LifeShare Blood Bank in Shreveport, Tiger Island at Reeves Marine in Bossier City, Coca-Cola in Minden, and the following businesses in Springhill: Wal-Mart, Sonic, McDonalds, Casseroles, Piggy Wiggly, and Brookshire's.



Pictured Left:
Aggie Johnson, Loan Clerk
Sally Conrardt-Hammond,
St. Jude Senior Event
Marketing Representative
Vickie Kinchen,
Springhill Branch Manager



Christmas Loans

Our Christmas Loan is back by popular demand! Get a great rate on a loan and use the extra money any way you want!

Borrow \$1,200 at 12.00% APR* and make 12 monthly payments of \$110**

Get a great rate on a loan and use the extra money any way you want!

*Annual Percentage Rate. Membership eligibility is required. **Make 12 consecutive payments of \$110 at 12% APR and be ready for your next loan just in time for next year's holiday season. Credit Life and Credit Disability are not automatically added to your loan. If you would like to have this additional coverage added, please contact the credit union.

Branch Renovations Underway

After 25 years the Springhill Branch has a new look! Extensive renovations began in January on the interior and exterior of the branch located at 100 W. Church Street and are expected to be complete by the end of 2010.

The renovations were divided into phases which allowed the branch to continue operations during the process. Structural changes and heavy construction phases were completed in September. The updated design of the branch features a contemporary color scheme with sleek cherry and black furnishings. Lounge area seating and a new kiosk offering members easy online access are among the items to be installed in the lobby soon.

The new look of the branch has both Carter Federal staff and members smiling. "We are thrilled with the changes to the branch. We want our members to have a great experience when they come in and the renovations are a big part of that," says Branch Manager, Vickie Kinchen.



Frankie Dragland, Theresa Tripp, and Pam Clayton

In addition to the changes at the Springhill Branch, Carter Federal plans to continue renovations in other branch locations as well. A new roof was recently added to the Shreveport Branch located at 6885 Bert Kouns, and designs for renovations to the Mansfield Branch are underway. As CEO James Gibson explains, "The renovations are part of our commitment to member service. Offering an upscale remodel in our branches is one of the ways we are creating a better member experience at Carter Federal."

Carter Federal Welcomes...



Sean Cahill, Chief Sales and Service Officer, comes to Carter Federal with over 20 years of experience in the financial industry in both Credit Unions and Banks. Most recently, Sean served as Vice President for US Bank, managing 47 branch locations in their Southwest Region footprint. Sean brings with him a wealth of knowledge on the industry, including writing a number of white papers for the sector, and speaking at several industry conferences on the topics of Talent Management and Leadership. His focus at Carter Federal will be to create a world class member and employee experience.

with his experience as a small business owner, he is equipped to serve Carter Federal's business membership.



Jill Folks, Business Development Specialist and a lifelong native of Shreveport-Bossier, comes to Carter Federal with over 16 years of professional experience in the financial industry. During her career Jill has served in various capacities in the credit union, retail banking and sales industries, earning both deposit growth and sales awards during her career. A strong advocate of working in the community, Jill serves in a volunteer capacity for many community organizations. Serving the community is important to her which is the number one reason she enjoys being a part of Carter Federal Credit Union. "It's inspiring to work for a company that truly supports its communities and the financial well-being of the members," Jill said.



Mitch Stubblefield, Business Development Manager, comes to Carter Federal from a career of business management and development, most recently serving in the capacity as Manager of the North Webster Parish Industrial District, a non-profit entity chartered and devoted to the retention and expansion of existing businesses and the recruitment of new. Mitch brings with him business relationships with key economic & business development organizations and personnel at the Parish and State level, which will serve well in Carter Federal's growth strategy for the future. A graduate of William Carey College with a degree in Business Management, he has held positions in executive leadership and



Jason Berard, Vice President of IT, has more than 20 years experience in Information Technology, a degree in Computer Science from Southeastern Louisiana University as well as an MBA from the University of New Orleans. He is an achiever and loves to reach for the sky. With the help of his IT team, he will bring in 'cutting-edge' technology to our members and work with the executive team to help increase our members' overall experience.

Congratulations to Bobby Washington



Fifth-term Cullen Mayor and Carter Federal Director Bobby Washington has taken over the reign of the Louisiana Municipal Association (LMA). As President, he will lead the LMA Executive Board and chair the LMA Executive Committee. In doing so, Washington said the association will demonstrate the value of its diverse array of services, all of which serve to ensure added value to the public service of the elected and appointed officials of member villages, towns, and cities.



UPCOMING HOLIDAY CLOSINGS

Veterans Day
Thursday, November 11, 2010

Thanksgiving Day
Thursday, November 25, 2010

Christmas Eve
Friday, December 24, 2010

Christmas Day
Saturday, December 25, 2010

New Year's Eve (close at 2:00 pm)
Friday, December 31, 2010

New Year's Day
Saturday, January 1, 2011

Annual Election of Directors

As provided in our bylaws, there will not be nominations from the floor at the annual membership meeting if there is at least one nominee for each of the three positions being voted upon. If the number of nominees and number of positions are equal, elections will be by acclamation. Mail ballots will only be sent to the membership if these conditions are not met.

A Nominating Committee comprised of *Susie Fair*, *Charlie Park* and *Bobby Washington* was appointed by the Board Chairman Joyce Butler

on July 27, 2010. The committee's primary responsibility is to nominate at least one nominee for each of the three directorships to be voted on by mail ballot if that becomes necessary. Terms of Directors Joyce Butler, Jim Hodge, and Debbie Watson will expire on March 18, 2011. The committee met on Sept. 22, 2010 and selected the three nominees to fill the positions: *Joyce Butler*, *Jim Hodge* and *Debbie Watson*. Information on the nominees will be provided in the January 2011 newsletter. A member seeking election to the Board has two opportunities, as follows:

Join Us at the Annual Meeting

Mark your calendar now to attend Carter Federal Credit Union's Annual Membership Meeting! It will be held on Friday, March 18, 2011, at 6:00 p.m. at the Springhill Civic Center, located at 101 Machen Drive. The business meeting begins at 7:00 p.m.

OPTION 1

To Apply through Nominating Committee

Nomination by the Nominating Committee requires:

- Obtaining a Director Packet
- Completing and signing the documents included in the packet
- Submittal of all Director Packet documents to the Nominating Committee on or before November 30, 2010

This does NOT assure that you will be selected as a nominee, but only that an applicant will be duly considered for nomination.

This assures the applicant will be listed on the slate of nominees if the petitioner satisfies all director qualifications.

Directorship Qualification Requirements include:

- Must be age 18 years or older and member in good standing
- Must agree to attend board, planning and training meetings (monthly board meetings)
- Must demonstrate a sound credit history
- Must have a clear criminal record

OPTION 2

To Apply by Petition

Nomination through the Petition Process requires:

- Obtaining a petition format from the credit union
- Obtaining petition signatures of at least 1% of the membership as of September 30, 2010 (at least 265 members in good standing)
- Submittal of the petition and an Agreement-to-Serve statement to the Board Secretary by November 30, 2010

- Must present a Signed Agreement-to-Serve statement
- Must present a completed Director Application form
- Must present a Signed Statement of Consent and Authorization form for the Credit Union to obtain credit and background investigation reports

Additional details on the Nominating Committee and petition process can be obtained from Administrative Assistant *Karen Phillips*, at (318) 539-4655, ext. 1105.



Mortgage Loans

Get a low interest rate Home Equity Loan and put money into your hands for any need

- Fixed Rate Mortgage
- Adjustable Rate Mortgage
- Jumbo Loans
- FHA Loans

OR Choose one of our great Mortgage Loan options to finance or refinance your home.

- Home Improvement Projects
- Educational Expenses
- Consolidate Debt, and much more!

Start the application process online at CarterFCU.org, call (800) 367-5026, option 4, or visit a Carter Federal Branch in your area.

Carter Federal Credit Union is an Equal Housing Lender.

Marketing Awards

Carter Federal Credit Union was recently honored with multiple awards for outstanding marketing and business development achievements in the credit union industry by two national organizations, including the Credit Union Executives Society (CUES) and Marketing Association of Credit Unions (MAC).

Carter Federal took home four CUES Gold Mirror Awards and two bronze MAC Awards. Each was judged on creative content, strategic planning and return on investment.

Carter Federal recognizes and appreciates the dedicated efforts of Laurie Griffith, VP of Marketing, for our success!

Two \$2,000 Scholarship Awards

The Floyd and Gladys Carter Scholarship* provides financial support for students who strive for academic excellence and contribute to the community in which they live. Carter Federal scholarship winners are students who understand the value of dedication and hard work. Please visit our website, www.CarterFCU.org, and click on the scholarship link to print an application.



Deadline to enter is Friday, Feb 18, 2011. Apply today!

*Applicant must plan to enroll full-time in an accredited college or university during the fall of 2011. Applicant or parent/guardian must be a member in good standing with a minimum two-year membership.

Protect Your Checking Account

Courtesy Pay is a service that adds a measure of protection to your personal share draft account. Courtesy Pay may cover your insufficient funds items, up to your approved limit, for one low fee per covered overdraft transaction. That means, instead of returning checks, drafts and debit transactions to the merchant because of insufficient funds, Carter Federal may pay your item, saving you additional charges from the merchant collection companies, in addition to Credit Union's insufficient funds fee. It saves you the embarrassment an inadvertent overdraft can cause. It also helps protect your credit rating.

Courtesy Pay will pay up to \$500 including fees. Call today and choose option 3 to find out more about this money saving service!

Lumberjack Festival

Carter Federal joined the entertainment for the Lumberjack Festival activities by participating in the Lumberjack Festival Parade on October 10, 2010. The Carter Federal float that was decorated with money was pulled by President/CEO Mr. James Gibson's truck and followed by another Carter Federal vehicle.



Riders included Miss Lumberjack 2010, Miss Toni Danyale Clayton, daughter of Carter Federal employee Pam Clayton, and several Carter Federal Springhill Branch employees.

Member Survey

Our latest survey revealed a nice increase in the number of members who rated Carter Federal excellent or good 84.8%, up from our spring member survey score of 81.7%. We had 550 responses to the survey. Carter Federal would like to thank you for your participation in this year's member survey.

Congratulations to Susan Sandifer whose name was randomly drawn as the winner of all participants who provided their contact information. The information you have provided will help us improve your financial well-being.



Susan Sandifer, Member, and Jason Randolph, Haughton-Brookshire's Branch Manager

Employee Recognition

The following awards were awarded in 2010 for services performed in 2009.

Center for Professional Development Certificates

61 certificates were awarded to various Carter Federal employees for their efforts in pursuing additional on-the-job training. Winners of these certificates include:

- | | |
|--------------------|------------------|
| Danielle Champlain | Linda Mitchell |
| Angela Christy | Gloria Mosley |
| Melissa Dale | Lisa Nash |
| Jackie Farrington | Randy |
| Lisi Holman | Rothenberger |
| Aggie Johnson | Kaylee Walker |
| Amanda Lee | Tamara Waters |
| Peggy Matthews | Brenda Wilkerson |

Certified Designations

Aggie Johnson earned the Fi Cep Certification

5 Years of Service

- | | |
|---------------|----------------|
| Sheronda Cook | Dean Morris |
| Melissa Dale | Karen Phillips |
| Stacey Davis | Tim Shields |
| Herb Doughty | Gloria Mosley |
| Scott Gannon | |

25 Years of Service

Sandy Bounds

30 Years of Service

Brenda Garrett

2009 Community Volunteer of the Year

– This award is presented annually to one employee who volunteers and gives selflessly to the community. This year's recipient is Jackie Farrington, Magnolia Branch Manager.

2009 President's Award – This award recognizes an individual who consistently exceeds expectations and contributes positively toward Carter Federal's goals and objectives. The winner of the 3rd Annual President's Award goes to Cindy Youngblood, Indirect Lending Manager.

AUGUST 2010 STATS

Assets	\$192,197,647
Shares	\$162,990,877
Loans	160,445,529
Members	26,490

Routing #311-175-983

BRANCH AND OFFICE LOCATIONS

BRANCH LOCATIONS

Bayou Walk - Kroger Branch

6652 Youree Dr., Shreveport, LA 71105
(318) 688-3620

Lobby Hours:

Mon - Fri: 9:00-6:00; Sat: 9:00-3:00

Haughton - Brookshire's Branch

1125 Highway 80 E., Haughton, LA 71037
(318) 949-1577

Lobby Hours:

Mon - Fri: 9:00-6:00; Sat: 9:00-3:00

Magnolia Branch

45 Hwy 79 N., Magnolia, AR 71753
(870) 234-1964

Lobby Hours:

Mon - Fri: 9:00-4:30

Drive-Thru Hours:

Mon - Fri: 8:30-5:30

Mansfield Branch

1204 Polk St., Mansfield, LA 71052
(318) 872-2711

Lobby Hours:

Mon - Fri: 9:00-4:30

Drive-Thru Hours:

Mon - Fri: 8:30-5:30

Minden Branch

918 Homer Rd., Minden, LA 71055
(318) 382-8400

Lobby Hours:

Mon - Fri: 9:00-4:30; Fri: 9:00-5:00

Drive-Thru Hours:

Mon - Fri: 8:30-5:30; Sat: 9:00-12:00

Shreveport Branch

6885 Bert Kouns, Shreveport, LA 71129
(318) 688-3620

Lobby Hours:

Mon - Fri: 9:00-4:30

Drive-Thru Hours:

Mon - Fri: 8:30-5:30; Sat: 9:00-12:00

Springhill Branch

100 W. Church St., Springhill, LA 71075
(318) 539-3502

Lobby Hours:

Mon - Fri: 9:00-4:30; Fri: 9:00-5:00

Drive-Thru Hours:

Mon - Fri: 8:30-5:30; Sat: 9:00-12:00

OFFICE LOCATION

Operations Center

133 S. Main Street, Springhill, LA 71075

24 HOUR AUDIO RESPONSE SYSTEM

(318) 382-1109

Member Services—Option 3

24-Hour Loan Line—Option 4

Lost/Stolen VISA Check or Credit Card—Option 5

Branch Locations & Hours—Option 6

Merchant Verification—Option 7

Collections—Option 8

ONLINE

Access your account information

CarterFCU.org



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration, an agency of the federal government.



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



We also have over 4,000 Branch offices at Credit Union Service Center locations in all 50 states and eight foreign countries to serve you. To find a location near you, go to www.cuservicecenters.com.

Now on Facebook and Twitter



P.O. Box 814, Springhill, LA 71075

PRSR STD
U.S. Postage
PAID
AGI
Little Rock, AR

Credit Union Service Centers

Get cash and make basic transactions at shared branches across the U.S.



With Credit Union Service Centers, it's almost like having a Carter Federal branch right around the corner! These facilities are cooperatively owned by various credit unions that accept each participating members' transactions. Some are stand-alone Service Centers, while some are actually other Credit Unions that take Carter Federal transactions.

Once you are a member, visit these shared branches for basic services such as:

- Deposits
- Transfers
- Withdrawals
- Loan Payments
- Balance Inquiries

It is free to visit any Service Center. ATM fees/surcharges may apply at some Service Center ATMs.

Visit the Resources and Tools link at CarterFCU.org to locate a branch near you.

SKIP YOUR NEXT LOAN PAYMENT!



Use your money now, and pay it back later. Skip any eligible loan one month during the holidays for just \$25 per loan*.

Loans paid monthly will be skipped 1 consecutive payment. Loans paid bi-weekly will be skipped 2 consecutive payments. Loans paid weekly will be skipped 4 consecutive payments.

*Loan must have a minimum of six months worth of payments and be in good standing to participate in the Skip-A-Pay program. There is a \$25 fee to take advantage of this offer. Carter Federal must receive your request ten days before your payment is due. Skipping the loan payment will extend the term by one month. This loan modification in no way otherwise alters the original terms and conditions of the loan contract as previously disclosed to the borrower. Interest will continue to accrue on the unpaid balance of the loan at the agreed rate. Certain restrictions apply. Credit Card, Mortgages/Real Estate, Lines of Credit, Business Loans and Term Loans are not eligible for this Skip-A-Pay offer. Membership eligibility is required.