



Member News

CARTER FEDERAL CREDIT UNION

Spring 2005

Our Mission: To improve our members' financial well-being

Online

Access your account information
www.carterfcu.org

Local Access

Telephone Numbers

24 Hour Audio Response System

(318) 382-1109

Magnolia, AR area

(870) 234-1964

Mansfield, LA area

(318) 872-2711

Minden, LA area

(318) 382-8400

Monroe, LA area

(318) 388-8858

Shreveport, LA area

(318) 688-3620

Springhill, LA area

(318) 539-3502

Access Carter Federal's Services listed below by calling your local number.

Audio Response System

Option 3

Speak to a Representative

Option 4

24-Hour Loans

Option 5

Business Loans

Ext. 1580

Branch Locations

- 100 W. Church St., Springhill
- 6885 Bert Kouns, Shreveport
- Bayou Walk Kroger
6552 Youree Dr., Shreveport
- 1204 Polk St., Mansfield
- 3210 Concordia Ave., Monroe
- 45 Hwy 79 N., Magnolia
- 918 Homer Rd., Minden



FULL-SERVICE CHECKING

Service like it used to be ... available with a Carter Federal Credit Union Checking Account.

Full-Service Checking means you get to choose from three different checking accounts.

Our Basic Checking Account comes with a free VISA Check Card, online account access and a low \$3 monthly service fee, which is waived when your daily balance stays above \$300.

Available for those 55 and older, **Carter Gold Checking** comes with the same features of our Basic Checking Account, with the added advantage of earning dividends on a daily balance of \$1,000 or more.*

The **Plus Checking** Account has the same features of our Basic Checking Account, and also earns dividends on a daily balance of \$1,000 or more. For only five dollars a month, Plus Checking also offers several bonus features, including two free boxes of checks per year, money orders and single-party traveler's checks.*

*To earn dividends, a minimum average daily balance is required. To view our current dividend rates, visit our Internet branch at www.carterfcu.org.

MORE FUEL FOR YOUR CHECKING ACCOUNT!

Staying in touch with your money is more convenient than ever with a full-service checking account from Carter Federal.

All of Carter Federal's checking accounts come with Online Account Access, ATM access, a free VISA Check Card and Direct Deposit.

With **Online Account Access**, you can access all of your account balances, apply for loans, transfer funds and make loan payments, view the status of checks, and order checks online, all with a simple click from any computer wired to the web.

With **24-hour Audio Response System**, you can access your account information or transfer funds around-the-clock. Call our 24-Hour Audio Response System anytime by calling the credit union and choosing option 3.

Carter Federal participates in a **large network** of ATMs, all with 24-hour access. All you have to do is look for Cirrus, CU24, Plus or Pulse logos.

Your Carter Federal **VISA Check Card** works just like a check. It draws money immediately from your checking account anywhere you see the VISA logo. Your Carter Federal VISA Check Card also doubles as an ATM card.

Direct Deposit allows your paycheck to be deposited directly into your Carter Federal Checking Account on payday. That means even more convenience for you ... no trip to the credit union. Start writing checks or withdrawing cash immediately.

FILL UP ON OUR GREAT CHECKING ACCOUNT FEATURES AND WE'LL FILL YOUR TANK!

Every new Carter Federal checking account comes with a \$20 gas card you can use just about anywhere.** Open an account today and enjoy a world of benefits!



To apply for a full-service Carter Federal Checking Account, call the credit union or apply online at www.carterfcu.org. Just click on the Full-Service Checking logo.

**Minimum deposit to open a new checking account is \$100. Minimum deposit to earn the \$20 gas card reward is \$250 or participating in direct deposit. Credit Union membership required. Certain restrictions apply. Hurry, offer expires May 20, 2005 or while supplies last.

www.carterfcu.org • 1-800-367-5026

Don't Lose Your Tax Refund to Sharks

It's a treat to get a tax refund from the Internal Revenue Service (IRS). But life can turn less rosy if you lose your refund to a fringe lender. A fringe lender is a loan shark or scam organization that will take your tax refund as a "down payment" on a loan. But it's a loan you'll never be able to repay because eventual interest rates can exceed 600%.

Many fringe lenders are located in check-cashing outlets, casinos, and reservations--some are even in car dealerships. They offer refund anticipation loans: If you don't have your refund check yet from the IRS, they will lend you the money now in exchange for your refund check once it arrives. While the fringe lender is waiting for your refund check, it will be charging an interest rate that could exceed 600%.

If you're in need of cash or an advance to pay bills, ask a loan representative at your credit union for help. Often, Carter Federal Credit Union provides reasonable rate loans that can help when you need it most.



Save Your Spare Change... and Buy a Home!



Empty your pockets each day and put the spare change in your home buying account. Although you won't miss having the change in your pocket, it adds up quickly.

Use the "no change" rule. That means that you don't spend any change at all. Instead, you save it. Even if something costs \$6.07, you pay \$7.00 and pocket the \$0.93, to be added to your collection.

It sounds like so little, but if you and your partner both do this, you'll end up with about \$20 a week, or \$80 a month. If you stick to it, you'll have saved enough for a down payment on a home before you know it. And since some of our home loan programs allow you to buy a home with as little as \$500 down, you'll be ready in just a few months.

Call your local Carter Federal number, ext. 5 for more information on the \$500 down and other first time homebuyer programs.

Thank you for calling Carter Federal – How Can I Help You?

Since Carter Federal implemented its new, virtual Call Center in April 2004 we have received more than 100,000 calls!

Why does Carter Federal need a Call Center? This is an easy question to answer. The Call Center was implemented primarily because the credit union receives a lot of calls. In fact, too many calls for some branches to handle along with the daily traffic in the lobby.

It was necessary to re-route incoming calls to the Call Center because the Carter Federal branches were having trouble providing the personal service to members in the lobby as well as those on the phone. By implementing the Call Center, all of our members receive the same superior service on which Carter Federal prides itself.

How does the Call Center work? Every phone number for Carter Federal goes directly to the Call Center and is answered by an agent.

Each agent is pleasant, knowledgeable, and is hand-picked from our employee pool. The Call Center agents are trained to answer any question that you may have.

We realize that some members are not embracing the Call Center. Some of the comments are: "I like speaking to someone at my branch" or "I like speaking to a certain employee". Many times, the employees at the caller's preferred branch are not available.

Rather than make you wait or leave a message for a return call, the Call Center agents are available 8:30 – 5 p.m. to assist you. In fact, that is their sole job, to wait for your call and to assist you with your financial requests.

If you give the agents a chance, they will prove to you why they are in the Call Center. You will be pleasantly surprised by their knowledge of our products and services and how these products and services can benefit you!



Annual Meeting

Please join us for our Annual Meeting at 6 p.m. on Friday, March 18 at the Springhill Civic Center, located at 101 Machen Drive.

Let This Certificate Special Begin Your “Laddering”

For a limited time only, get a 36-month share certificate at the rate of the 48-month share certificate.

And, when you take advantage of this great rate, consider laddering your investments to maximize your return.

What is Laddering and why would I want to do this?

Laddering offers a low-maintenance approach with steady returns and ready access to cash without penalties because a certificate matures every year. In almost any rate environment, the longer term maturities will carry the highest rate.



* Annual Percentage Yield. Limited time offer. Rates are subject to change without notice. In some rate environments laddering may not out-perform short-term investing. In almost any rate environment, the longer term maturities will carry the highest rate.

A recent 5-yr study showed that by laddering Carter Federal share certificates, members earned an extra \$3,435 more than those who practiced short-term investing-reinvesting in 1-yr certificates.

THIS YEAR Year 1	Buy a 1,2,3,4 and 5-year certificate.
NEXT YEAR Year 2	Your 1-year certificate matures. Reinvest as a 5-year certificate.
Year 3	Your 2-year certificate matures. Reinvest as a 5-year certificate.
Year 4	Your 3-year certificate matures. Reinvest as a 5-year certificate.
Year 5	Your 4-year certificate matures. Reinvest as a 5-year certificate.

Time for Some Reflection on Protection – GAP Coverage Can Protect Against a Financial Crash!

Few moments are prouder – or more vulnerable – than when you drive your new car off the dealer’s lot! Especially during the first year or two of your loan payments, you are at risk for a danger most people don’t think about – a “gap” in value.

If your relatively new car is stolen, or totaled in an accidental collision, your insurance company will calculate the value of your vehicle and pay you for it. Unfortunately, after you drive that car off the lot, its value may decrease 10% to 15% within the first year. So a car that cost \$20,000 can be worth only \$18,000 or \$17,000 in a very short period of time.

If your car is stolen and not recovered (nearly half are not found), or damaged beyond repair, you could owe a lot more on your loan than your insurance company is going to pay you.

Cover that exposure with GAP.

MEMBER’S CHOICE™ Guaranteed Asset Protection (GAP) has been designed to take care of this potential problem by paying the difference between the amount your insurer will pay and the amount you still owe on your loan or lease. The result: you won’t have to continue making payments on a vehicle that you don’t even have in your possession.

For a few dollars a month, you could protect against an unforeseen expense ranging from several hundred to several thousand dollars. For many drivers, GAP coverage is money well spent.

Consider the facts:

- Auto theft is an estimated \$7.8 billion industry, with a theft taking place every 27 seconds. (Insurance Information Institute, 2000)
- Nearly half of all stolen vehicles (46.9%) are not recovered yearly in the U.S. (FBI Uniform Crime Report, 2000)
- There were an estimated 6,394,000 police-reported vehicle crashes in 2000. (National Highway Traffic Safety Administration, 2000)

It’s easy to get coverage. You can sign up for GAP coverage when you apply for your loan. There’s no underwriting, no red tape. And for your convenience, the amount of the low-cost coverage can be added to your monthly loan payment.

Contact Carter Federal today for our current loan rates and terms – and ask about MEMBER’S CHOICE™ GAP coverage for your next vehicle.

JANUARY 2005 STATS

Assets	\$110,610,574
Shares	\$93,953,975
Loans	\$88,329,317
Members	18,303

HOLIDAY CLOSINGS

Memorial Day Monday, May 30, 2005
Independence Day Monday, July 4, 2005

NCUA Each account is insured up to \$100,000 by the 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

Congratulations!

Arleatha Eckles

Winner of the ATV

As we celebrated our 50th anniversary last year, members could register to win a Traxter ATV.

Congratulations to Arleatha Eckles, our grand prize winner. Arleatha has been a Carter Federal member since 1989 and loves her credit union.

Eight other lucky members won the remote control Traxter ATVs that were displayed in our lobbies. These winners include Deanna England, Christopher Gonzales, Randy Aycock, Deborah Wilson, John Brooks, Deandrea Scott, Linda Devoe and Kay Lowe.

"It really feels wonderful to do business with an institution such as Carter Federal CU... that treats its members like family and also rewards them with special incentives. I'm glad to be a member of the credit union and I truly appreciate the staff of the Mansfield Office. They really look out for all of the members. Thanks so much!"



Branch Management Team

Springhill
Vickie Kinchen, *Manager*
Shreveport Bayou Walk-Kroger
Melissa Dale, *Asst. Manager*
Shreveport
Herb Doughty, *Manager*
Cora Chavez, *Asst. Manager*
Mansfield
Scott Gannon, *Manager*
Monroe
Lynn Allen, *Asst. Manager*
Magnolia
Kay Emerson, *Manager*
Minden
Sandy Bounds, *Manager*
Call Center
Peggy Matthews, *Manager*
Business Services
Bernie Paga

Senior Management Team

Joe Thornton
CEO (interim)
Lisa Lewis, CCUE
Vice-President of Operations
Earl Hodgkins
Vice-President of Lending
Sherrell Matlock, CCUE
Vice-President of Finance
Laurie Griffith
Vice-President of Marketing

Board of Directors

Roy Spence, Jr. *Chairman*
Joyce Butler
Frankie Craig
Philip Day
Jim Hodge
Robert Hood
Kathleen Lindsey
Robert Lyons
Rachel McDonald