



ALLERT

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A VIEW FROM THE BOARD ROOM

Give Your Military Members What They Need

Gordon A. Simmons, Treasurer, DCUC Board, President/CEO, Service Credit Union, NH

*There are at least five areas of service that your military members require that your credit union can provide and make a difference — **Financial Education, Serving the Underserved, Providing Products & Services that Count, Shared Branching and Grants.** No, they are not new, but we really need to be reminded of them occasionally so that we take action.*

Financial Education

The DOD Financial Management Regulation Volume Five Chapter 34 encourages credit unions on domestic and overseas installations to provide complete financial services to include, without charge, basic financial education and counseling. The regulations note that “Financial education and counseling services refer to basic personal and family finances, such as budgeting, checkbook balancing and account reconciliation, the benefits of saving, prudent use of credit, how to start a savings program, how to shop and apply for credit, and the consequences of excessive credit.” DOD and the services are extremely interested in financial institutions on their military installations living up to the spirit of these regulations.

If your credit union is not already actively engaged in providing financial

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CEO UPDATE

BRAC 2005 — A Final Word

Roland A. “Arty” Arteaga, President/CEO, DCUC

If all goes according to schedule, in less than three weeks, the Department of Defense will forward their base closure recommendations to the Independent Commission and Congressional Defense committees, and will publish their recommendations in the Federal Register for public comment. Come Monday, May 16 many of us will be relieved; some will be disappointed; and others will be shocked. The tension and anxiety mounting over the past three years...and years of speculation and “war-gaming” will soon come to an end. The hypotheticals and second-guessing that have dominated the Internet from the onset, and have captured the interests of consultants, analysts, and community coalitions alike will become reality. BRAC will become the word “du jour” from May 16 to September 23 (the date the President approves or disapproves the list), and those of us impacted by BRAC will team with our respective leaders to strategize our next step.

Let me remind you of the timeline and the process from henceforth, and offer some quick thoughts.

No later than May 16 the Secretary of Defense will publish a list of military installations recommended for either closure or realignment in the Federal Register. **Over the next several months**, members of the non-partisan/nine member commission will visit communities and conduct public hearings. That said, do not expect the full nine-member commission to be at your doorstep. Given the short timeline, the Commission’s frontline staff will be performing the due diligence and the bulk (if not all) of the analysis. The day of the hearing, however, at least one member of the Commission should be present for the hearing. This is your opportunity to provide the Commission with any additional impact statements and/or information for final consideration. While the Commission will be open to receiving new information, any changes to the Department’s recommended list will be extremely difficult to achieve. The final litmus test...the Commission must be convinced that DoD deviated from the published criteria.

Concurrent with the Commission’s actions, the Comptroller General will also be performing his analysis. **No later than July 1** he will forward his detailed assessment (of the Secretary of Defense’s recommendations) to Congressional defense committees.

At the conclusion of the hearings and Commission visits, but **no later than September 8**, the Commission must forward their final report to the President. **By September 23**, the President must submit his approval or disapproval of the Commission’s report to Congress. If approved, “the recommendations are binding 45 ‘legislative days’ after Presidential transmission or adjournment “sine die,” unless Congress enacts joint resolution of disapproval.” If the President disapproves the Commission’s efforts, then the Commission has



Roland A. Arteaga

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DEFENSE CREDIT UNION COUNCIL, INC.

is an association of credit unions serving Department of Defense personnel, military and civilian, worldwide.

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ABNB employees, volunteers and guests cut the ribbon during the dedication ceremonies.

City and Business Leadership ABNB FCU Dedicate New Corporate Headquarters in Chesapeake

Madeline Busch, Director of Marketing

Chesapeake officially welcomed ABNB FCU to the city during dedication ceremonies attended by more than a hundred persons recently for the financial institution's new corporate headquarters and operations center in the Greenbrier Business Park.

Mayor **Dalton Edge**, who spoke on behalf of the City, was joined by a host of dignitaries including council members **Cliff Hayes**, **Joe Newman** and **Pete Burkheimer**, State Senator **Yvonne Miller**, Delegate **John Cosgrove**, City Treasurer **Barbara Carraway**, Commissioner of the Revenue **Ray Conner**, and former Mayor **William Ward**.

ABNB FCU, which had outgrown its headquarters on Wishart Road in Virginia Beach, had evaluated sites through south side Hampton Roads before choosing the Greenbrier Circle location. "We liked the fact that it was just off the interstate and was large enough to house a building and parking with room to grow," says **Carl Ratcliff**, President of ABNB. 82 of the credit union's 160 employees work in the headquarters, which houses ABNB's corporate offices as well as operations. The TAF Group of Virginia Beach provided design and construction services for the building.

ABNB FCU formed in 1996 as the result of the merger of Amphibious Base and Naval Base Federal Credit Unions, each of which began in the early 1960's. Today ABNB FCU, which has a community charter and \$320-million in assets, has 44,000 members from all walks of life. Services include checking, savings, financial counseling and mortgages as well as home equity and auto loans.

ABNB FCU currently operates eleven branches with two more opening this spring in Suffolk and Moyock, NC. "It was our rapid expansion that led to the decision to seek out larger space for our headquarters," says ABNB FCU Board Chairwoman **Mary Ann Melchers** who joined Mayor Edge and **Warren Harris**, Chesapeake Economic Development Director, as featured speakers at the dedication. "The staff has been in our new building since early January, and everyone is thrilled with it."

For the latest news, visit our Web site:
www.dcuc.org

Chief of Naval Operations Speaks at Navy FCU's 72nd Annual Meeting

Keasha K. Lee, Public Relations Assistant

Admiral **Vernon Clark**, Chief of Naval Operations, gave the keynote address at Navy FCU's 72nd Annual Meeting earlier this week. "I'd like to talk about our sailors living the lifestyle of service," said Admiral Clark at the beginning of his speech. "I thought that the right theme tonight was 'Partners in the Lifestyle of Service,' because that is what this institution is about."

The theme of Admiral Clark's speech addressed the way Navy FCU has become a partner in the lifestyle of military service—assisting servicemen and women, and their families, with their financial affairs.

"One of the reasons that people respect this organization, Navy FCU, is because it is full of people who believe in the lifestyle of service," stated Admiral Clark. "I guess I like the way you say it — 'we don't focus on customers, we focus on members,' and since I am [a member], I like that."

The Admiral went on to say that one of his top goals is to encourage his sailors to have a stake in America by owning their own home. He further thanked Navy FCU for providing the products and services that allow servicemen and women to meet their own financial goals.

In closing, Admiral Clark said, "I would like to thank this institution for what you are doing for our people, and thank you for being a part of an organization that gets it and demonstrates it, in the way you live to serve our people and live the lifestyle of service."

"It was truly an honor to have Admiral Clark speak at our Annual Meeting," said **Cutler Dawson**, President/CEO of Navy FCU. "Navy FCU is committed to meeting the needs of our servicemen and women. We want to make a difference in their lives as they have certainly made a difference in ours. Admiral Clark understands what service is, and the role we are trying to play in securing a safe financial future for all of our members."

DCUC 2005 kicks off its 42nd Annual Educational Conference in Charleston, SC from August 21-24!

NASD Investor Education Foundation

Grant Funding Available — Investor Education and Investor Protection

Sharon A. Burns, Executive Director, Association for Financial Counseling and Planning Education

The NASD Investor Education Foundation's 2005 General Grant Program is accepting grant proposals from eligible organizations for research projects and/or educational programs that address the Foundation's investor education and investor protection priorities.

- Priorities include projects that better prepare Americans for saving for or handling finances during retirement; educate consumers on ways to avoid investing pitfalls, encourage women to take control of their financial future;

and/or encourage investors to check the background of financial professionals.

- For complete information and proposal submission instructions, please visit the NASD Investor Education Foundation Web site at www.nasdfoundation.org or www.nasdfoundation.org.

The NASD Investor Education Foundation, established in 2003 by NASD, supports educational programs and research with the goal of providing investors with high-quality, easily accessible information and tools to better understand investing and the markets.

Armed Forces Financial Network Update

AFFN Expands Access for Credit Union Members Nationwide

John Broda, AFFN Executive Vice President

JAs AFFN commemorates 20 years of service to Defense Credit Unions, the network continues to expand access for cardholders. "We remain focused and committed to expanding access for AFFN/DCUC Credit Unions, which in turn, benefit service delivery to credit union members worldwide," said **John Broda**, AFFN EVP.

Adding over 8,500 new merchant Point of Sale (POS) locations in the past quarter, the good news doesn't stop here. In the coming months look for AFFN POS at such retailers as: Linens 'N Things, HyVee, Sketchers, Happy Harry's, Sheetz, Stop n Shop, Old Navy, GAP, and BON TON.

On the ATM front, AFFN is pleased to report an additional 14,004 ATMs are being added to the 118,000 network ATMs worldwide, bringing the total number of ATMs to over 132,000! These ATM locations are off-premise ATMs located in such destinations as Airports, retailers, hotels, fast food restaurants, and entertainment venues.

For information on how your credit union can join AFFN, please contact John Broda at John.Broda@AFFN.org, or (973) 257-1216.

RIA FCU Annual Meeting

Board of Directors **Bob Henderson**, **Dick Hochstetler**, and **Arun Pillutla** were all re-elected for three year terms at RIA Federal Credit Union's 70th Annual Meeting. The meeting was held on April 1, 2005 at the Vikings Club. The credit union returned \$2,229,908 in dividends to their members during the year. Other directors for 2005 include **Alfred T. Olson**, **Anthony Scoyners**, **Larry Coverstone**, **Linda Miller**, **Robert Hill**, and **Richard Burns**. RIA is a full service financial institution serving over 33,000 military and civilian members with offices located in IA, IL, and WI.

until **October 20** to submit a second and revised list. The President then has until **November 7** to approve/disapprove the revised recommendations and forward the same to Congress...if not, the BRAC process ends.

Assuming the Commission, the President, and Congress accept the DoD's recommendations, it will take some months/years for bases to close and/or realign...possibly 18 months to a few years.

As you begin to deliberate the future, I ask that you **FOCUS**. Stay *Flexible*...be *Open* to new ideas...remain *Committed* to your ideals and philosophy...be *Understanding* of BRAC's impact on our troops, your members, and your community...and above all else — continue to *Serve*. Lest we forget the Standards of Service we adopted in 1980 and our pledge to "provide financial services to our members in the finest traditions of the credit union philosophy..." and to "serve with distinction and integrity..." in the face of challenge and regardless of adversity.

My friends, as we quickly approach "R" day (release day), know from me that DCUC stands ready to assist you throughout the BRAC process. Just as we did during the four previous BRAC rounds, we again are prepared to work with you and support your needs at the Pentagon in BRAC 2005.

DoD — DID YOU KNOW THAT...

...the Servicemembers Civil Relief Act (SCRA) is alive and well! Recently, there has been some press from both within and outside of the Department of Defense, suggesting that some businesses are not complying with the provisions of SCRA. While the law is comprehensive and covers a gamut of protection, a summary of the major provisions of law are contained on our Web site (courtesy of the U.S. Army Judge Advocate General school). We also have posted the charts used by Major **Don Svendsen** (Air Force Legal Services Agency) during Defense Issues 2004. Major Svendsen did an outstanding job identifying the changes between SSCRA (Soldiers and Sailors Civil Relief Act) and SCRA last year, outlining the do's and don'ts of current law. During an upcoming staff meeting, please ask your management staff to review the provisions of SCRA and have them share the same with their staffs.

...the DoD new personnel/pay system, Defense Integrated Military Human Resource System (DIMHRS) is still on track for deployment in mid 2006. In February, we advised of a possible change in the payment of discretionary allotments (such as loans). Currently, these allotments are paid monthly; DIMHRS Peoplesoft package proposed paying (distributing) these allotments semi-monthly. While the matter continues to be discussed, the latest compromise calls for DIMHRS to maintain the status quo. As of this writing, it appears that DIMHRS will "hold" the payment (of discretionary allotments) until month end. They will not distribute half the payment at mid-month and the balance at end of month. Discussions continue in this regard and we are looking for a final decision in the very near future.

...the much anticipated report, "*Predatory Lending and the Military: The Law and Geography of Payday Loans in Military Towns*" was released this month. **Steven Graves** and **Christopher Peterson** did a superb job of addressing the age-old question, "are payday lenders targeting military personnel?" As noted in the report's introduction, based on a survey of 13, 253 Zip codes, approximately 15,000 payday lenders, and over 100 military installations, "there is irrefutable geographic evidence demonstrating payday lenders are actively and aggressively targeting U.S. Military personnel." Visit our Web site and download the full report. It truly makes for interesting reading and adds clarity to the issue at hand.

**Don't miss DCUC's 42nd Annual Conference
in Charleston, SC, August 21-24, 2005! To register, go to:**

www.dcuc.org

Naval Mid-Atlantic FCU Expands Charter

JoAnn Buckley, Marketing Manager

Naval Mid-Atlantic FCU got the go ahead from NCUA to adopt the underserved areas of Norfolk and Virginia Beach.

"We are looking forward to introducing residents of Norfolk and Virginia Beach to the reliable, family-oriented financial services we have offered our military core members for the past 50 years," NMAfcu President **Bill Merritt** said.

The credit union is headquartered in Virginia Beach and has a second branch located on Naval Base Norfolk. According to NMAfcu Marketing Manager **Joann Buckley**, the credit union is scoping out locations for a new branch to serve the area and will be looking into ATMs as well. NMAfcu offers overdraft protection, which can be used like a payday lender, she said, in addition to allowing \$5 minimum deposits, making loans down to 'D' paper, kids' and retirement programs, and others.

Resolutions to Be Presented at Annual Membership Meeting

If you have a subject about which you would like DCUC to adopt a resolution, here's your chance. If it comes within the field of interest of defense credit unions, write it out and submit it to DCUC. To be acted on by the committee and included with the Call of the Meeting, which is issued 60 days before the annual meeting, resolutions should reach the Defense Council office prior to May 19.

Proposed resolutions should be forwarded to **Beth Thompson**, Director of Administration, DCUC, 601 Pennsylvania Avenue, NW, South Building, Suite 600, Washington, DC 20004-2601. You may also e-mail proposed resolutions to bthompson@cuna.com or fax them to (202) 638-3410. If you have any questions, please call (202) 638-3950.

Service Credit Union Presents AmeriCares with Donation of \$128,000 for Tsunami Relief

Nancy Layton, Marketing Manager

Service CU, its members and employees donated over \$128,000 for the tsunami relief effort

Service CU board members **Clifford Taylor** and **Patrick Harrigan** and President/CEO **Gordon Simmons** presented the total donation of \$128,738 to **Jean Brackenbury**, AmeriCares' Director of Institutional Relations, on March 30, 2005 in a special presentation at Service Credit Union.

"Service CU is proud to be associated with AmeriCares and appreciate their terrific support for the many hundreds of thousands left homeless, especially the children," said Clifford Taylor, Service CU board member. "It is our prayer that this money will relieve in a small way the burden they are now experiencing."

"Service CU sympathizes with those who are experiencing the effects of the tragedy in southern Asia and East Africa," says Gordon Simmons, President/CEO. "In the credit union spirit of people helping people, our members, employees and citizens in the communities we serve contributed to this important effort. Together, we will all have made a difference by helping our fellow man."

"To date AmeriCares has received approximately \$40 million in donations from individuals, community groups, corporations and foundations," said Jean Brackenbury, AmeriCares' director of institutional relations. "Thanks to the generous outpouring of support, AmeriCares was able to make a significant response during the immediate aftermath of the tsunami. The funds received from Service CU will help with relief efforts focused on helping rebuild the lives of those affected by the tsunami."

The tsunami relief program at Service CU included \$64,369 in donations provided by members and employees. Service Credit Union's board of directors agreed to match all donations dollar for dollar resulting in the \$128,738 donation.



Left to right: Clifford Taylor, SCU board member; Patrick Harrigan, SCU board member; Jean Brackenbury, AmeriCares director of international foundations; Gordon Simmons, President/CEO – SCU.

THE DEFENSE CREDIT UNION COUNCIL

ALERT

Got News?

We'd love to hear from you!
Send e-mail to Beth Thompson at bthompson@cuna.com

Fort Belvoir FCU Participates in Identity Theft Presentation

Jacqueline Connor, Vice President,
Marketing and Business Development

Fort Belvoir FCU's Financial Advisor, **Kelli Jo Anthon**, participated in a presentation on Identity Theft at the Andrew McNamara Headquarters Complex. The presentation was given in an effort aid to help educate the employees of the Headquarters' Complex who had been victims of credit card compromise and some identity theft victims.

More than 100 employees attended the 10 AM presentation and the 1 PM presentation. Anthon spoke on the importance of being aware of how you give your personal financial information and who may have access to it. "Identity theft is a bigger issue than most people think. In today's world no one can be too careful with their personal information." Anthon said, "Everyone is at risk for identity theft. Being actively involved in monitoring your accounts and going through your credit report every year will greatly improve your ability to stop identity thieves from taking over your information and using it for their benefit."

Fort Belvoir FCU offers Free Financial Seminars at the Fort Belvoir Community Club on the second Thursday of the month. Topics vary and information may be found at www.ftbfcu.org.

Langley FCU On Call 24 Hours a Day

Brett T. Noll, VP.CMO

Langley FCU proudly announces its new capability to accept consumer loan applications 24 hours a day, seven days a week. Members simply call 827-EASY or 1(800) 588-EASY to process their application anytime — day or night. LFCU's Web site, www.langleyfcu.org, currently offers members the ability to complete online loan applications and the credit union hopes to introduce 24/7 instant decisioning later in the year. **Jean Yokum**, FCU President/CEO, stated, "We're focused on providing world-class service and offering 24/7 convenience will help us achieve our service goals."

Fort Bliss FCU Celebrates 50th Anniversary

Lupe Salais-Lopez, Marketing Specialist

Fort Bliss FCU celebrated its 50th Anniversary, recently. The festivities included an all-day celebration and member appreciation day at each of the credit union's six locations. Members were served cake and refreshments, and were given commemorative 50th Anniversary items.

"Fort Bliss FCU has experienced tremendous growth and change in its 50-year history. Through it all, our focus has remained the same: to serve our members," said President/CEO **Karl Murphy**. "We want our members to know how much we appreciate them."

Fort Bliss FCU began in 1955 when nine individuals, the founders of the credit union, decided to join together to form a credit society. On March 30, 1955, a charter was granted by the National Credit Union Administration (NCUA) for the purpose of "making more credit available to people of small means," and the doors of the credit union were open at Building 536 of Biggs Field.

Initially, membership was limited to those having the common bond of: Military and civilian personnel of the United States Government who work at or are attached to the Biggs Air Force Base, employees of the credit union, members of their immediate family and organizations of such persons. Throughout the years, membership has been expanded to allow Fort Bliss FCU to serve more of the underserved community.

In 1982, the credit union acquired the Doña Ana County Teachers FCU at the request of the NCUA, and in 1996, in 1996 the credit union obtained a community charter to serve Doña Ana County.

In 2001, the NCUA approved an underserved community charter for El Paso County, which opened membership to anyone who lives, works or worships in El Paso County.

Fort Bliss FCU now serves its members with four facilities in El Paso, two in Las Cruces, Online Banking, and over 100 surcharge-free ATMs for members in El Paso and Las Cruces.



Fort Bliss FCU President/CEO Karl Murphy, EVP Richard Sandenaw and EVP Brian Cedergren show off a cake announcing the credit union's 50th anniversary.

IDEAS FOR YOUR CREDIT UNION...

Service Credit Union Collects Cell Phones for Soldiers

The Pease branch office of Service Credit Union collected 60 cell phones to benefit the **Cell Phones for Soldiers** program. *Cell Phones for Soldiers* is a non-profit organization that was started by two Massachusetts teenagers. Cell phones are turned in for cash, which is used to purchase pre-paid calling cards. The calling cards are sent to the soldiers serving in the Middle East.

"As a credit union with military roots, we make every effort to assist our troops any way we're able," said **Gordon A. Simmons**, President/CEO. "Participating in *Cell Phones for Soldiers* offered our members a chance to help the men and women in the U.S. military stay in touch with loved ones back home."

"Through the generosity of our members, we collected 60 phones to be used to raise funds to purchase calling cards for our soldiers in the Middle East," said **Raylene Keefer**, manager of the Pease branch office. "Service Credit Union prides itself on helping the community and the military whenever possible."

YOU SHOULD KNOW THAT...

■ Early Bird registration for the Annual Conference ends June 17. Join us in celebrating "**A Tradition of Service... a History of Support**" — network with your peers, have some fun and save some money! Register today, on-line, at www.dcuc.org.

■ The DCUC 2005 Conference Hotel is Charleston Place Hotel, 205 Meeting Street, Charleston, SC 29401. This hotel is ideally located in the heart of the city's historic district. To make your reservations, call the hotel at (800) 831-3490 or e-mail groupres@charlestonplace.com. Our special conference rate is \$149 single/double. There is an additional charge of \$25 for a third person sharing a double room. However, children under the age of 18 may share the same room with parents at no additional charge.

■ DCUC has added some new links to the Web site. These links include **America Supports You**. America Supports You is a nationwide program launched by the Department of Defense, that recognizes citizens' support for our military men and women and communicate that support to members of our Armed Forces at home and abroad. You can visit the site and leave a message for our troops, read the messages left for and by the troops and find ways to support them. Another new link is **MyPay**, which is supported by DFAS. This site gives military personnel the opportunity to handle their deductions and pay distribution over the Internet. DCUC has also added a link called **BRAC**. Clicking on this link will take you to a new page on the DCUC Web site that has all the latest BRAC press releases posted. This link will be updated as new articles are released.

■ Nomination packets for the DCUC Hall of Honor were sent out on March 31, 2005. If you know of someone in the defense credit union world that exemplifies the best of the best qualities found in individuals throughout the credit union movement please forward your nomination to DCUC by May 27, 2005. The 2005 winners will be honored at our 42nd annual conference in Charleston on Tuesday evening, August 23.

Eglin AFB Kicks Off Air Force Saves Campaign

Capt. Mae-Li Allison, 96th Air base Wing Public Affairs

Eglin Air Force Base kicks off the first-ever Air Force Saves campaign, encouraging airmen to “build wealth, not debt,” June 14, 2005, with financial radio personality and author Dave Ramsey and other high-energy events.

Dave Ramsey will host live shows on base, to include “Super Savers” and “Dumping Debt.” These entertaining, informative shows will be aired on the base’s commander’s access channel and via teleconference around the world. In addition, the Dave Ramsey radio show — heard in one million households weekly — will be broadcast live from the base theater.

Throughout the day, more than 30 agencies, including the Defense Credit Union Council, Association of Military Banks of America and the Florida JumpStart Coalition for Personal Financial Literacy, Inc., will participate in a money expo offering more information on building wealth, not debt.

Eglin is the test base for Air Force Saves, which is a social-marketing campaign for all Air Force employees and their families designed to change social norms around saving money. It is part of a national campaign called America Saves, sponsored by the Consumer Federation of America. America Saves works through

community coalitions to persuade and encourage people to avoid debt and build wealth through saving.

According to the Defense Manpower Data Center survey of active-duty servicemembers, dated April 2004, 61 percent of the Air Force does not put money into savings each month. That number increases to 73 percent for Airman Basic through Senior Airman.

“Debt is a four-letter word people need to take out of their vocabulary and out of their lives,” said Col. **Edmond Keith**, 96th Air Base Wing commander, who has made financial awareness a top priority for Eglin.

“Fifteen years ago Airmen went to boot camp without debt,” he said. “Now they’re coming in with an average of \$7,000.”

It’s statistics like these which have Eglin leadership trying to find ways to help Airmen learn how to build wealth, not debt.

“The premise is simple: save a small fund for emergencies and then get rid of debt that’s hanging over your head,” said Capt. (Chaplain) **Sarah Shirley**. “Then you’re able to focus on saving and building wealth,” But implementing it is a different story, she said.

“People feel the weight from financial burdens and think it’s impossible to get out

from under,” said Chaplain Shirley. “But it’s not hopeless, and it’s important that they know that.”

A second problem is the use of predatory, high-interest sources such as rent to buy, tax refund anticipation loans and payday lenders, said **Marcus Beaugard**, a contractor with Erving Burton Associates. Mr. Beaugard is the financial readiness coordinator for the Office of the Under Secretary of Defense for Military Community and Family Policy.

Payday lenders usually charge over 300 percent APR, so people pay \$15 per \$100 and it goes up from there if you can’t pay, he said.

The base has worked with many other organizations to offer financial management programs, such as the Chapel’s Financial Peace University, Family Support Center classes and the Green to Green class for senior NCOs.

Beaugard says the work Eglin is doing, particularly with the Air Force Saves campaign, will be a benefit to other installations in the Air Force and DOD.

“Eglin is leading the way in financial readiness,” he said. “You are opening doors for your people by setting the stage for their financial future. They will be able to set good habits that lead to savings.”

Media interested in attending America Saves kick-off events on June 14, 2005, should contact Capt. **Mae-Li Allison** or Second Lieutenant **Kristen Duncan**, 96th Air base Wing Public Affairs, at (850) 882-3931, ext. 0.

Vectren Joins Wright-Patt CU as a Presenting Sponsor for the U.S. Space Camp & Space Academy Scholarship

Chris Gardner, Division Manager, Marketing

Wright-Patt CU announced that Vectren’s Regional Manager, Dan Berry, presented the Credit Union’s Vice President and Chief Business Development Officer, **Gary Easterling**, with a check for \$3,200 on behalf of the Vectren Foundation for the U.S. Space Camp & Space Academy Scholarship Program. The scholarship was created in 2003, and with the support of generous sponsors like the Vectren Foundation, it will continue annually to provide four children from the Wright-Patt community with once-in-a-lifetime opportunity of winning a trip to Space Camp or Space Academy in Huntsville, AL, along with round-trip airfare. Children between the ages of 9 and 14 years old, at least in the 4th grade, and who qualify under the complete set of rules may enter for a chance to win one of the four scholarships. Each entrant must submit a completed and signed entry/release form, along with a 250 to 300-word essay on an assigned topic.

“We thank the Vectren Foundation for their continued support of the scholarship,” said Easterling. The benefits of the scholarships to the students in our communities are immeasurable, and we are proud to have the Vectren Foundation as our partner in this endeavor.”

Security Service FCU Employees Judges 2005 ExxonMobil State Fair

Security Service FCU employees **Cassandra Garcia**, SSFCU education development officer and **Joe Vargas**, SSFCU student loan coordinator, were among the more than 200 judges that participated in the 2005 ExxonMobil State Science and Engineering Fair hosted by the University of Texas at San Antonio on April 1. The Fair attracted more than 800 high school and middle school student competitors from around the state. Garcia and Vargas each hold a degree in the behavioral sciences and were assigned to judge students in grades 6-8 in the junior behavioral sciences division.

Langley FCU Tackles Financial Literacy

Member Education Department Created

Brett T. Noll, VP/CMO

Responding to the growing need for financial education in Hampton Roads, Langley FCU has named **Richard Hill** as its new Director of Member Education. **Jean Yokum**, President/CEO of Langley FCU, stated, "Langley FCU has been educating the community on financial matters for many years. Now the demand has become so great, we decided to dedicate a person to the task."

Over the past year, Langley FCU has performed hundreds of financial presentations ranging from sessions geared towards young airmen at Langley Air Force Base to classroom presentations at local schools. The credit union intends to take its education role a few steps further by providing regular monthly seminars for the public and further enhancing the educational content of their popular Web site.

Mrs. Yokum noted, "Langley FCU, like many other credit unions, has always considered financial education to be part of our mission. We know from first-hand experience that bad financial choices impact job performance, lead to domestic problems, and often devastate lives. We're going to do everything we can to help people make wise financial decisions."

Proposed Rule for 1344.7 Released

The April 19, 2005 edition of the *Federal Register* published the Summary and Proposed Rule for 1344.7 — Personal Commercial Solicitation on DoD Installations. This information was faxed to all DCUC active members and is posted on Breaking News at the DCUC Web site. Comment letters must be received by DUSD by June 20, 2005. An open meeting on this topic will be held May 6, 2005 at 9:30 a.m. in Arlington, Va.

Defense Credit Unions in the News...

SAFE FCU, SC recently celebrated its 50th anniversary. They will be holding yearlong events at each branch and members can partake in refreshments, free gifts and prizes... **North Island CU**, CA was awarded the 2004 Peter Barron Stark & Associates Award for Workplace Excellence for the fourth time. The award is presented based on an employee opinion survey. "North Island CU believes that employee satisfaction drives member satisfaction" said North Island CU CEO **Michael Maslak**...

Defense Credit Union People in the News...

Aberdeen Proving Ground FCU, MD has promoted **Claudia Holman** to business development director... **Brian Cicco** has been vice president of human resources by Fairwinds CU, FL... **Evi Hancock** has been named manager of the Windcrest Service Center by Security Service FCU, TX... **Eric Sprink** has been named senior vice president of member business services by Global CU, WA... Kitsap CU, WA has appointed **Arlene Work** as training manager and **Jennifer Wiberg** real estate loan officer... **Shiela K. Jones**, Tinker FCU, OK board director has been appointed to the Oklahoma CU Political Action Committee board of trustees...

Defense Directory Updates

Check out the DCUC Web site for the latest Defense Directory changes. The Directory is updated each month with any name or address changes.



Denzel Washington Pledges Contribution to Fisher House

Actor **Denzel Washington** visited Brook Army Medical Center (BAMC), in San Antonio, Texas earlier this year. This is where soldiers that have been evacuated from Germany come to be hospitalized in the States, especially burn victims. BAMC has two Fisher Houses on base that are almost completely filled most of the time. While **Denzel Washington** was visiting BAMC, they gave him a tour of one of the Fisher Houses. **Denzel** made a pledge to contribute to Fisher House. As most of you know, Fisher House is the charity that DCUC will again sponsor at the Annual Conference. Last year's Conference attendees helped to raise more than \$20,000!

VIEW FROM THE BOARD, from page 1

education as well as basic checkbook balancing for your military members, now is the time to become involved.

Serving the Underserved

Help members to help themselves. A noble statement, but one that really bears merit. Our members cannot help themselves if we do not help them first. Many potential and current members within our fields-of-membership do not have the financial clout nor commitment to begin a savings program. They may not understand credit or do not qualify for a loan. Credit unions need to fill this void by reaching out to these individuals and help them grow their financial worth. Ensure that you offer "How To" savings seminars and mold loan policy to this market. Appropriate financial products in tandem with sound financial education can pay your credit union dividends while helping the very members who need you the most.

Provide Products and Service That Count

Introduce military loan discounts that are standard for those in a non-hostile environment and special discounts for those military members who are deployed. Offer specially designed savings, checking, and certificate programs. Encourage direct deposit and improve your ability to serve your membership. Implement e-commerce technologies that are required to build relationships. Branch offices and the old face-to-face contact are still in demand and probably will be for many years to come. But more and more members are continually shifting their business to those sources that can deliver financial services in ways and speed unheard of just a few years ago. Be sensitive to this and find ways to serve your members faster and with positive results.

Shared Branching

We all know how difficult it is to serve a mobile membership and retain members who are continuously reassigned around the globe. Not only does shared branching empower credit unions to retain membership due to the service and convenience members experience via participating in shared branching credit unions around the globe, but it also serves to reactivate dormant accounts, attract new member growth, control delinquency and increase

deposit and loan growth. Properly configured, it also provides 24/7 member account access and can serve as a business resumption plan — a real plus. One source for Shared Branching is the Financial Service Centers Cooperative (www.cuswirl.com).

Grants

Our deployed troops in Iraq suffer from a daily threat and real danger of injury or death. Many of the severely wounded are spending lengthy, heart-breaking stays in the 2nd General Hospital in Landstuhl, Germany and Walter Reed. I have learned that some of them are in need of the very basic of requirements. But, they also need their families and loved ones by their side to help them through their crisis to comfort them. Credit Unions can make a noticeable difference by providing grants to support the needs of our injured troops. Contribute funds to your charity of choice that will ensure that the essentials of life that we all take for granted are provided our troops. The Armed Forces Financial Network (AFFN) (www.affn.org and e-mail affn@affn.org), for example, has a matching grant program whereby they will match any credit union's donation for worthwhile purposes up to \$1,500 each year. Contributions made with AFFN's match have been converted directly into programs for our troops and their families, such as care and comfort, communication, entertainment, financial education as well as family and children programs. A fine source for a donation would be the Fisher House (www.fisherhouse.org). Because members of the military and their families are deployed worldwide and travel great distances for their specialized medical care, the Fisher House Foundation provides "comfort homes," built on the grounds of military and VA major medical centers. These homes enable family members to be close to a loved one at the most stressful time — during hospitalization for injury or illness. I salute all Defense Credit Unions that have already made contributions in 2004 and encourage all of us to continue this generosity in 2005.

So, give your military members what they need and feel good about it! After all, you will be making a valuable contribution to the troops that will make a real difference in their lives — and that's what credit unions are all about.

Two Directors of DCUC Board to Be Elected at Conference

Two seats on the DCUC board of directors will be filled at the annual business meeting in Charleston, SC, Tuesday, August 23.

The regular three-year term of one of the Representatives-at-large, expire this year. At this writing, the incumbent, **Gordon Simmons**, is a candidate for re-election.

The three-year term of the Representative-at-large, left vacant by the death of **Jim Bright**, expires this year and will be filled by election at this business meeting. **Frank Padak**, President/CEO of Scott CU has submitted his name for election to this position.

Any party interested in serving on the DCUC Board is invited to advise the Council so that we may publish it in the *ALERT*.

Requests for Nomination for Credit Union of the Year Award

As reported in the March *Alert* the Requests for Nominations for Credit Union of the Year Awards had been received from the Department of the Air Force (due April 25, 2005) and the Department of the Navy (due May 31, 2005). DCUC has now received the Requests for Nominations for Credit Union of the Year Award from the Department of the Army (due May 31, 2005).

If you are an active DCUC member and would like a copy of these memoranda, we will be glad to fax or mail you a copy.

Call (202) 638-3950, fax (202) 638-3410, e-mail dcuc1@cuna.com, or write: DCUC, 601 Pennsylvania Avenue, NW, South Building, Suite 600, Washington, DC 20004-2601.

DCUC'S 42nd Conference, Charleston, SC, August 21-24, 2005

Defense Credit Unions: "A Tradition of Service...a History of Support!"

Conference Highlights at a Glance

This year's Conference promises to be special in many ways. The following is a list of highlights and changes that await you in Charleston.

On Saturday, August 20, DCUC is pleased to offer you two choices for a fun-filled day. You can golf in this year's **12th Annual Vince Lascara Golf Tournament** at the renowned RiverTowne Country Club or participate in a special tour that has been designed to highlight the rich Military History in Charleston, **Greatest Generations, Greatest Ships.**

One of the highlights of the DCUC Showcase will once again be a **Silent Auction** to benefit the **Fisher House Foundation.** Join the fun and participate

to support a worthy cause! Last year, we raised over \$20,000 to help our troops injured in Afghanistan and Iraq. Our goal is to meet the challenge once again!

New This Year – Hotwash Sessions!

Simply stated, a Hotwash is actually an "After Action Review" (AAR) — Join your peers on Monday afternoon to share ideas and discuss lessons learned. Bring your experience and your questions! This is sure to be a welcome addition to our excellent program.

Thought-provoking sessions with strong speakers, including **John Molino** and The Honorable **JoAnn Johnson**, and workshops

about topics you have requested: *Business Lending, ID Theft Prevention, Military SAVES, Earned Income Credit for Military Personnel and e-environment!*

Interesting Optional and Guest Tours that will enhance your visit to Charleston, including a **Bonus** tour on Wednesday, August 24. Take a guided tour of the Citadel, the American Military Museum and the Ft. Sumter Museum with lunch before leaving this historic city.

Our Conference will conclude with

a dynamic motivational speaker named **Michael McKinley**. Mike joined us in San Diego two years ago where he used humor to make us laugh and helpful images and strategies to make us think! Back by popular demand, Mike will bring a very special approach to change and look-ing toward the future. You won't want to miss this conclusion to our very special conference!



Michael McKinley

All in all, DCUC 2005 is shaping up to be one spectacular event! Please plan to join us in Charleston for an unforgettable experience! Register today at www.d cuc.org

Bragg Mutual FCU and Armed Forces Financial Network Contribute \$3,110 to The Women's Center of Fayetteville

*Rebecca Warlick, Marketing Director,
Bragg Mutual FCU*

On Tuesday, March 29, 2005, Bragg Mutual Federal Credit Union (BMFCU) awarded The Women's Center of Fayetteville \$3,110 at BMFCU's Annual Membership Meeting. Bragg Mutual Federal Credit Union raised \$1,610 through credit union member donations. The Armed Forces Financial Network (AFFN) matched this donation up to \$1,500 for an overall sum of \$3,110 to The Women's Center of Fayetteville. Contributions by members are still being accepted and will continue to go to the Women's Center.

The grant provided by BMFCU & AFFN will support The Women's Center of Fayetteville in their mission of promoting growth, productiveness and well being through peer counseling, education, information, and advocacy programs.



Left to right: Sylvia Ray, Executive Director of The Women's Center of Fayetteville; Jean Stultz, President/CEO of Bragg Mutual Federal Credit Union; and Edwin Deaver, Chairman, Board of Directors for Bragg Mutual Federal Credit Union

The Women's Center of Fayetteville also works with other local agencies, including those on Fort Bragg, for helping women, men and families.

BMFCU was chartered by Civil Service employees of Fort Bragg, NC in 1952. They are a not-for-profit financial

institution dedicated to providing financial services to meet the needs of its membership. For decades, they have continued to uphold their social responsibility by maintaining a strong presence in the community and with civic organizations.

“ It is impossible for me to enter Charleston from any side, whether by land or by sea, and not feel that here the land is precious; here is a place worth keeping...”

—Charleston native Elizabeth O'Neill Verner



With a rich 300-year history, Charleston today is America's most beautifully preserved architectural and historical treasure. The city's past is a testament to the spirit and tenacity of its citizens. Its appeal has been described as a "living museum." From Fort Sumter to the Citadel, military history in Charleston holds center stage. It seems fitting that we should gather in this unique city to learn, share, network and explore!

Join your fellow defense credit union members as DCUC 2005 kicks off its 42nd Annual Educational Conference in Charleston, SC from August 21-24. Look for your Preliminary Program in the mail this month.

Visit www.d cuc.org today to learn about the 42nd Annual Conference being held in Charleston, SC from August 21-24. All the information you need is easily found in the Conference section on our website. Find out what tours are being offered, see where the Golf Tournament is being held on Saturday morning and review the benefits of attending by checking out the Tentative Program.

Defense Credit Unions:
*A Tradition of Service...
A History of Support!*

Early bird registration
ends June 17!

Charleston

SOUTH CAROLINA



**DEFENSE
CREDIT
UNION
COUNCIL**

DCUC's 42nd Conference • August 21 – 24, 2005 • Charleston, SC

Hanscom Federal Credit Union Sponsors Runner to Support Children's Hospital

Ray Phillips Runs Boston Marathon on Credit Unions of Massachusetts Kids at Heart Team

Patti Warden Conty, Marketing Analyst

When the shot was fired opening the 109th Boston Marathon April 18, **Ray Phillips**, board member for Hanscom Federal Credit Union, was at the starting line, ready for his sixth run as part of the 2005 Credit Unions of Massachusetts Kids at Heart marathon team. Team members and their sponsors gathered support to raise funds for Children's Hospital Boston. Phillips, one of 10 runners on the credit union team, says he was thrilled to be running a sixth time for his patient-partner, 9-year-old **Andy Martin**.

"Andy and I have become a team," Phillips said. "Sometimes I've been able to carry him on my back part of the way, which adds to the thrill of making the finish line. He and the other patient-partners at Children's are my inspiration."

The Credit Unions of Massachusetts Kids at Heart program was founded in 1996, and Hanscom FCU has sponsored a runner every year since the credit union team was formed in 2000. According to Hanscom's Board Chairman **Paul Marotta**, the effort has been well worth it.

"It's a pleasure knowing that, through our work with the Credit Unions of Massachusetts Kids at Heart program, Hanscom is contributing to the nation's foremost pediatric hospital," he said. "Not only do we have the opportunity to show credit unions' community spirit, but we help make a difference for many young patients at Children's Hospital Boston."

Marotta said sponsors of the Credit Unions of Massachusetts Kids at Heart program have raised \$1.6 million for Children's Hospital Boston over the past nine years and that they expect to meet their second million-dollar goal later this year. When that happens, funds will be used to build a state-of-the-art patient family lounge with computer hookups and a nutrition center. Hanscom FCU has raised approximately \$66,500 over the past five years from this event. It is part of their year-round campaign for Children's Hospital Boston.

Currently, 55 credit unions participate in the Credit Unions of Massachusetts Kids at Heart program. For more information about the program, please contact **Rebecca Sachs**, at (781) 994-3314, or rsachs@eascorp.org.



*Ray and Andy cross the finish line at
the end of the 2004 Boston Marathon
Picture provided by MarathonFoto*

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