



ALERT

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VIEW FROM THE BOARD

2015 *Military Saves* Campaign

Craig Chamberlin, President/CEO, Marine FCU; Board Treasurer, DCUC

For the past eight years, the Department of Defense (DoD) has partnered with the Consumer Federation of America (CFA) to encourage Military Service Members and their families to save. The *Military Saves* campaign, a component of *America Saves* and bi-product of the DoD's Financial Readiness Campaign, was first launched in 2007. This year marks the ninth year of the campaign, and the week of February 23 to February 28, 2015 has been declared *Military Saves Week 2015!* Defense Credit Unions and credit unions located in and around military communities have been very active in supporting and participating in *Military Saves Week* in years past, and I am confident, this year will be no different. If, however, you have not signed-up to participate this year, I urge you to do so.

Military Saves has evolved into one of the cornerstones of the DOD's Financial Readiness Campaign and it continues to grow each year. *Military Saves Week* is a dedicated worldwide opportunity for military installations, financial institutions, non-profits and government agencies to motivate service members and their families to reduce debt and build wealth. In 2014 approximately 627 organizations signed up to participate in this program, and I hope 2015 will surpass last year's participation rate.

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CEO UPDATE

Base Access Guidance for Nonprofit Non-Federal Entities

Roland "Arty" Arteaga, President/CEO, DCUC

Last month the Department of Defense advised of the Secretary's guidance regarding installation access and support for Nonprofit Non-Federal Entities. According to the Secretary of Defense's (SECDEF) memorandum dated 23 December 2014, "the memorandum is effective within 60 days of the signing of this document and shall remain in effect until the provisions are codified in the appropriate DoD Regulations issuances."

The SECDEF's memorandum provides Installation Commanders the authority to permit Nonprofit Non-Federal Entities, which are engaged in supporting the welfare of our troops and their families, to gain easier access to the installation. As noted in the SECDEF's directive, the guidance "serves to (1) to reemphasize the authorities and flexibilities already provided to installation commanders to establish relationships with nonprofit NFEs that assist Service members and families, (2) direct immediate implementation of additional measures to facilitate their consistent delivery across DoD installations and, (3) provide clarity to installation commanders on adjudicating requests." This is welcomed news to the many Nonprofit NFEs that provide outstanding, meaningful, and needed support to our troops and their families (such as veteran, military support, military child, and military family organizations), as the SECDEF's memo clarifies the rules of engagement for gaining access to DoD installations...and further explains the level of support provided by Installation Commanders. However, to ensure we were correctly reading the SECDEF's directive, we asked our Liaisons to clarify a few points.

Does the Secretary's guidance permit Installation Commanders the latitude to allow off-base Nonprofit Non-Federal Entities to provide financial services on base? Does the Secretary's memorandum permit Installation Commanders the flexibility to authorize off-base Nonprofit Non-Federal Entities to promote and distribute competing financial literature on base? Bottom line: will the provisions of the SECDEF's guidance, once published in appropriate DoD issuances, be consistent with existing regulations, such as the DoD Financial Management Regulation Volume 5 Chapter 34 (Procedures Governing Banks, Credit Unions, and Other Financial Institutions on DoD Installations) and DoD Instruction 1000.11 (Financial Institutions on DoD Installations)? As noted by DoD, the Secretary's guidance is meant to enhance critical relationships with Nonprofit NFEs and standardize base access procedures for Commanders, however, and as stated upfront in the SECDEF's memo, such actions will be done, "**Within the bounds of law and regulation** (emphasis added)...". With that said, and given the Department's feedback to us, the

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

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PGM Students with Interim Principal Ivy Smith; SFCU Marketing Manager Courtney Gooding; Teacher Gina Tindall; and SFCU CEO Mike Gudely. Photo courtesy Southeastern FCU

Southeastern FCU Awards \$1,000 Grant to Pine Grove Middle School STEM Project

Courtney Gooding, Marketing Manager

Southeastern FCU has awarded Pine Grove Middle School's Programming and Apps class a \$1,000 grant to support Science, Technology, Engineering and Math education. This is the first of five \$1,000 grants awarded to Southeastern's Community Partners in Education schools. The funds will help purchase additional tablet computers for PGM's sixth grade STEM classroom. The tablets are used to reinforce learning concepts in computer coding, mobile application creation, and website creation.

"I am so excited to have been awarded the Southeastern Federal Credit Union CPIE Grant for Pine Grove Middle School," says Gina Tindall, Computer Programming instructor. "The grant will be used to purchase additional Nexus Tablets for my sixth grade Programming and Apps class. This class is a brand new course that we have started at Pine Grove Middle this year. The students are learning basic programming skills as well as beginner app building. The tablets help the students emulate what they create on the computer and transfer it into mobile use. This class helps enhance STEM at our school by providing the students with hands-on capabilities to improve tomorrow's technology."

Interim Principal, Ivy Smith, commented that "As Pine Grove Middle continues to move forward with our STEM program certification, we were delighted to learn that Ms. Tindall was selected as a Southeastern FCU grant winner. The tablets purchased with this grant money will allow PGM students to learn innovative, technology-based applications. We are grateful for our partners in education as SFCU plays an active role in supporting the Lowndes County School System."

The Programming and Apps class has already proven to be a great success at Pine Grove Middle. Four sixth grade students from Ms. Tindall's class took home first place in a statewide website competition in November.

**Defense
Issues
2015**

Sunday, March 8

Grant Hyatt Hotel • Washington, D.C.

**Registration is still only \$100 and includes lunch.
Sign up online at www.dcuc.org.**

Travis CU Offers Scholarship Program

Sherry Cordonnier, Director of Corporate Relations

Great news for college bound seniors—Travis CU will award twenty, \$1,500 scholarships. Travis CU encourages all graduating seniors to apply. Each applicant must be a high school senior with a minimum GPA of 3.0 on a 4.0 scale, bound for a two- or four-year college or university and a member of Travis CU in good standing. Students who live in Travis CU's twelve-county service region and are not yet members may join the credit union and apply for a scholarship at the same time.

"In the last 11 years, we have received a tremendous response from young members who have exhibited a commitment to academic excellence and community service. We look forward to recognizing even more of our deserving young members this year," says Barry Nelson, Travis CU's president and CEO. The Travis CU Board of Directors established the scholarship program in 2004 and named it the Mary Keith Duff Memorial Scholarship Fund in honor of a long-time board member, who passed away in December 2004.

Scholarship applications are available at any branch location or students may apply online at Travis CU's website at www.traviscu.org. In addition to a completed application other requirements include: a 250-word essay, a certified high school transcript and a letter of recommendation from a teacher. Completed applications must be received no later than the close of business Monday, March 9, 2015.

"As a credit union, we are founded on the philosophy of 'people helping people,' and we stand behind the principles that promote human development and social responsibility," adds Nelson. "Offering these scholarships is just one way Travis Credit Union is assisting young members with the increasing cost of higher education and reinforcing its commitment to the financial success of our country's future leaders."

Visit www.dcuc.org for the latest credit union news!

Pentagon FCU Gives Back to the Military through Charitable Contributions

T.V. Johnson, PenFed

With donations to charitable and other organizations totaling over \$400,000 in the first five weeks of 2015, Pentagon FCU's spirit of giving remains a strong part of the organization's culture. PenFed donations exceeded \$3 million in 2014.

"Charitable giving and credit unions go hand in hand," said PenFed President and CEO, James Schenck. "The very bedrock of people helping people is what defines the culture of PenFed and the entire Credit Union movement. Who we are as an organization is forever tied to those who serve. As we continue to grow, it's our intent to continue to share that success with organizations that benefit our core field of membership—our Nation's Defenders," said Schenck.

Apart from its own PenFed Foundation, which has the primary mission of meeting the unmet needs of the military personnel and their families in the areas of financial literacy, housing and support for the wounded, PenFed CU contributes to organizations that represent the interests of military personnel, their families and veterans. In 2015, PenFed has made contributions to the National Defense University Foundation, U.S. Army Warrant Officers Association Scholarship Fund, SEGS4VETS, and DC Habitat for Humanity's (Veterans' Housing Initiatives), to name a few.

Alaska USA Members Raise Over \$66,000 in Annual Food Drive

Dan McCue, Senior Vice President, Corporate Administration

Alaska USA FCU members contributed \$66,200 to support community food banks during the annual Cash for Cans food drive, a 37 percent increase over the previous year. The credit union and the Alaska USA Foundation teamed up for the fundraiser, collecting cash donations at Alaska USA branches in three states.

Branches collected funds during the month of September, which will assist 17 food banks in Alaska, Washington, and the High Desert region of California.

"The Cash for Cans drive makes it easy for members to donate when they come into a branch," said Janell Adams, SVP, Branch Administration. "We're proud that members stepped up again this year and exceeded last year's amount. With this year's total funds, the food banks can provide more than 300,000 pounds of food to families in need."

Financial Center Named a 'Financially Healthiest Credit Union' in 2014

Annette Roy, Vice President of Membership Development

Financial Center First CU was ranked a 2014 Healthiest Credit Union by DepositAccounts.com. DepositAccounts.com evaluates the financial health of every federally-insured credit union in the United States—more than 6,600 total.

Each institution is graded on a number of factors, including capitalization, deposit growth, and loan to reserve ratios, in order to determine a comprehensive health score.

"Financial Center staff and its volunteer board of directors work hard to not only maintain—but to strengthen—our fiscal health," said Kevin Ryan, Financial Center President and CEO. "This recognition from an outside source validates our past work and our future direction."



Hanscom FCU Chairman of the Board Paul Marotta accepts a certificate of appreciation from Colonel Michael Vogel, Commander, 66th Air Base Group, HAFB, honoring the credit union for its support of the Salute to Veterans. Also pictured: Lt. Colonel David Dunklee, Deputy Commander, 66th Air Base Group; Hanscom FCU President/CEO David Sprague; Senior Airman Eric Correia; and Senior Msgt Carmen Clemsic. Photo courtesy US Air Force

Hanscom FCU Supports Salute to Veterans

Patricia Warden-Conty, Hanscom FCU

Through its charitable foundation, Hanscom FCU was a proud supporter of the Salute to Veterans hosted by 66th Air Base Group commander Col. Michael A. Vogel. The base held the ceremony to recognize and thank local veterans for their service to the nation.

The event began with a continental breakfast, followed by a ceremony honoring veterans from all branches of service. Veterans from World War II to the current campaigns in Iraq and Afghanistan attended the event.

“As a financial institution supporting those who serve in the military, we are pleased to have the opportunity to honor veterans,” stated Hanscom FCU Chairman of the Board Paul Marotta. “In fact, we have employees who are veterans from all branches of service. We also have reservists on our staff. They help remind us of how much this service means to our country.”

Local Volunteers Shave Their Heads to Support Childhood Cancer Research

Jessica Dawson, 1st Advantage FCU

1st Advantage FCU will host a signature head shaving event to benefit the St. Baldrick's Foundation. St. Baldrick's is a volunteer-driven charity dedicated to raising money for childhood cancer research. The event will take place at the 1st Advantage FCU's Kiln Creek Branch on March 14, 2015, where more than 15+ volunteers will shave their heads in solidarity with kids with cancer and raise money to Conquer Childhood Cancers!

Why all the shaved heads? Worldwide, a child is diagnosed with cancer every three minutes, and one in five children diagnosed in the U.S. will not survive. With only 4 percent of all federal cancer research funding dedicated to pediatric cancer research, St. Baldrick's Foundation volunteers, supporters and donors are needed to continue the battle against this devastating disease.

WooWoo from 94.9 The Point will be featured as the event Emcee, and a raffle will be held during the event featuring items that have been donated by many local businesses. For more information about the event or to register, visit www.1stadvantage.org/stbaldricks.

CEO UPDATE continued from page 1

provisions outlined in the SECDEF's December 23 memo—when applied and once written—shall be consistent with the existing rules, regulations and policies of the DoD Financial Management Regulation, Volume 5, Chapter 34 and DoD Instruction 1000.11.

In terms of financial education, we trust that the existing policies and procedures, as outlined in DoDI 1344.07 (Personal Commercial Solicitation on DoD Installations) will also prevail... and that “under no circumstances shall commercial agents, including representatives of loan, finance, insurance, or investment companies be used” to teach financial education and that “educators from non-government, non-commercial organizations” must be “approved by a Presidential-appointed, Senate-confirmed civilian official of the Military Department concerned...”.

The long and short of it, folks, is that local and national Nonprofit NPEs have been in and around military installations for decades; however, Commanders have been reluctant and apprehensive to accept their excellent support for fear of either a conflict of interest or ethics violation. The Secretary's Memo (which is available on our website, along with a list of Questions and Answers) is meant to establish a uniform process and provide Installation Commanders the authority to accept the assistance of well-intended and meaning Nonprofit NFEs. As the rules are re-written and new guidance is incorporated, we will continue to collaborate with DoD to make certain the final product is consistent with current DoD guidance and policy, as it pertains to financial institutions on DoD installations.

GOT NEWS?

**Send news about
your credit union
to Beth Merlo at
bmerlo@dcuc.org.**

Mid Missouri CU Donates More Than \$20,500 to Playground

Brittani Clabaugh, Community Outreach Coordinator

Mid Missouri CU has donated over \$20,500 to the new “Little Heroes” military themed, all-access playground to be built in Waynesville, MO. \$532 of the money was raised at OktoberFest in Downtown Waynesville back in October.

Recently, Mid Missouri CU’s Board of Directors approved an additional \$20,000 to sponsor a piece of equipment, Croaker the Frog, which will sit at the playground’s entrance. The donation was presented to the City of Waynesville at their December 18 City Council Meeting. “On behalf of the Waynesville Park Board as Chairman, we are extremely grateful for the generous donation of \$20,000 given by the Mid Missouri Credit Union. MMCU has always been a great organization to help better our community. MMCU is again leading the way by sponsoring Croaker the Frog with their donation,” said Waynesville Park Board Chairman, Jesse De Graftenreed.

The playground is set to begin construction in 2016 by Unlimited Play. Unlimited Play is an award winning non-profit organization that builds universally accessible playgrounds to promote health and wellness while transforming communities by providing the freedom of play for ALL children and families.

Unlimited Play was founded in 2003 by Natalie and Todd Blakemore, inspired by their son, Zachary, who was unable to play on typical playgrounds. Their mission was to build the community’s first universally accessible playground in Lake St. Louis. After opening what soon became a destination playground, the need for more playgrounds like Zachary’s quickly became obvious.

“During the December council meeting, Mid Missouri Credit Union and their donation of \$20,000 to the Little Heroes Playground provided a great jump start to fundraising,” said City of Waynesville Mayor, Luge Hardman.

Scott CU Wins Two State Awards

Adam J. Koishor, Chief Marketing Officer

Scott CU has garnered awards in two categories of the Illinois Credit Union League’s annual state-wide awards competition. The local credit union won the top prize in a category focused on social responsibility and garnered an honorable mention for youth financial education. Scott CU won the first place award in the \$500 million to \$1 billion asset categories for its effort to raise \$86,000 as the host and presenting sponsor for the ACS Mardi Gras Ball fund raiser event held at Lewis and Clark in Godfrey in March of 2014. The annual Mardi Gras Ball event featured an elegant dinner, live and silent auctions, and entertainment.

“We were extremely proud and honored to have been asked to help support this event,” said SCU Community Relations Supervisor Jennifer Hess. “It’s exciting for us to get this award and the recognition for this effort with the American Cancer Society.” “Our team of employees at Scott Credit Union is incredible,” Hess added. “About 60 of our employees worked really hard to make this event successful. We are honored to receive this state-wide award to recognize all of that hard work.”

Scott CU also received an honorable mention award for its partnership with the Edwardsville Children’s Museum to create a financial institution exhibit to help teach children about money. The exhibit, which looks like a Scott CU location, features an interactive story that asks children to choose what to do with the money that SCU mascot Scotty the Dog made at a doggy treat bake sale. They can choose to spend, share or save the money. The exhibit also features a coin identification activity, an ATM with play money, checks and a checkbook ledger, a vault where children can deposit money, and an iPad with financial education activities.

SAVE THE DATE!

**DCUC’s 52nd
Annual Conference
Las Vegas, Nevada
Bellagio Las Vegas
August 16–19, 2015**

ACU Donates \$3,000 to RallyPoint/6

Amy Tiemeyer, Military Relations Liaison

America’s CU (ACU) was awarded a second 2014 Armed Forces Financial Network (AFFN) matching grant for the year as part of AFFN’s Military Community Support Program. The combined contribution was donated to RallyPoint/6.

Since ACU’s beginning in 1954 they have been an active part of the credit union community. America’s CU has participated in the AFFN Matching Grant Program for the past three consecutive years, and collectively the organizations have contributed \$12,000 to our US Service Members and their families through this unique partnership in giving. Ken Leonard, ACU President/CEO, said, “Sincere collaboration and support is the best way to impact both our members and our growing veteran community.”

RallyPoint/6 was established a Coordinated Network unique to Washington State Service Members, Veterans and Military Families. RP/6 currently includes more than 70 partner providers from public, private and independent sectors working together through the auspices of a Community Convening Location “One-Stop-Shop” to connect resources and deliver services to veterans and military families in more efficient, effective, positive ways. RallyPoint/6 is Committed to developing a unique answer to better serving its veteran families by designing a collaborative solution while remaining mindful of the unique characteristics and needs of veterans, military families and the community of service providers.

52nd Annual Defense Credit Union Council CONFERENCE

SAVE THE DATE

Peter Leyden

DCUC is pleased to announce Mr. Peter Leyden will be the Keynote Speaker at our upcoming 52nd Annual Conference in Las Vegas.

Peter Leyden is not your typical speaker. He gives unusual big-picture talks that make sense of many of the revolutionary changes happening around us and makes a compelling—and largely positive—case about where the world is heading in the next 10 years.

Leyden has a rare background with diverse experiences that allow him to weave together major developments in critical fields like technology and science as well as key trends in economics, demographics, politics and global affairs that are reshaping our world and soon will likely impact your organization.

Technology: Leyden ran the original *Wired* magazine as managing editor and has almost 20 years of experience in Silicon Valley and so he “gets” new technologies.

Business: He is an entrepreneur who founded the new startup Reinventors, and hosts the signature Reinvent America series that looks at how to solve pressing challenges in many different fields.

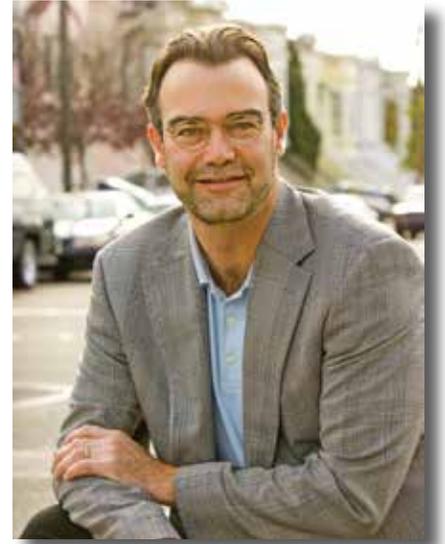
Future: He understands the big trends shaping the coming decades after working for years at Global Business Networks pioneering think tank on the future.

Politics: He directed the New Politics Institute and helped those in Washington, D.C. make the critical transition to politics on the Internet.

World: Leyden worked as a special correspondent for *Newsweek* magazine in Asia and has traveled to more than 50 countries in every major region of the world.

Ideas: He is an author with his own big ideas who has written two books on the future: *What's Next*, and *The Long Boom*.

Leyden is highly entertaining and has a can-do attitude and optimistic take on the world. Join us on Monday morning, August 17 for this outstanding presentation. Registration materials will be available shortly.



Bellagio Las Vegas

Special room rate of \$159 and
discounted resort rate of \$20

For information, visit www.dcuc.org

August 16–19, 2015

Winning the Present...Shaping the Future!

Walter Bond

Be prepared to be inspired and motivated on Wednesday, August 19 at the 52nd Annual DCUC Conference at Bellagio when Mr. Walter Bond takes the stage!

For nearly two decades, Mr. Bond has been a premier expert on Peak Performance. Walter's mastery in two different global industries has made him an authority on this subject, and for years, he has delivered his entertaining and dynamic message to companies and associations throughout the United States, Canada, Mexico, the Caribbean and Europe.

Walter's passion for personal development has been anchored by his professional basketball career. Although he was a reserve player throughout his college basketball career at the University of Minnesota, Bond enjoyed an eight-year career while spending time as a shooting guard for teams such as the Dallas Mavericks, Utah Jazz and Detroit Pistons. This is where he learned peak performance truths that he has also applied to a very successful speaking career.

Bond's college basketball career did not say NBA at all. Only hard work, dedication and commitment got him there. That drive and true-grit mentality is what he wants to share with us. And whether you are planning a new product launch, establishing sales goals, or planning a team building exercise, Walter Bond's *31 Truths to Boost Peak Performance* will aid you immensely in achieving your objectives. You won't want to miss Walter's closing session for it will be inspiring and educational!

Looking forward to seeing you in Las Vegas!



22nd Annual VADM Vincent Lascara Golf Tournament

Spanish Trails Golf Club
\$135 per person
\$50 per set



SAVE THE DATE



Fort Sill FCU partnered with the Girl Scouts of Western Oklahoma to teach three elements of financial literacy: spend, save, and give. Photo courtesy Fort Sill FCU



Fort Sill FCU Partners With Girl Scouts Western Oklahoma to Provide Financial Literacy Workshop

Leandra Smith, Business Development

The current economic challenges of the world have made one thing clear to the Girl Scouts: Financial Literacy is more important than ever. Fort Sill FCU partnered with the Girl Scouts of Western Oklahoma on Saturday, January 17, 2015 to provide an opportunity for Girl Scouts in Comanche County to learn three elements of financial literacy: spend, save, and give. Nearly 200 Girl Scouts learned about budgeting, the difference between needs and wants, and setting goals and managing money. Girl Scouts have had a presence at Fort Sill since the 1920's, and Fort Sill FCU was honored to help build a stronger financial future for the Girl Scouts of Western Oklahoma.

The \$1,000 Challenge—Credit Union Encourages Savings with Enhanced Program

Sue Thrash, Public Relations Director

Langley FCU is encouraging their members to save \$1,000 by December 31, 2015 with the newly restructured Langley Saves Program. The Langley Saves Program offers a 3-tiered savings structure designed to help members save money while earning special rates of return that are higher than they would normally earn on other savings accounts. The new program provides a high interest rate to all Langley Saves account holders with members earning more money on the lowest balances to help them get started. In fact, members will earn 2.02% APY on the first \$1,000 in the account.

“So many people are living paycheck to paycheck these days,” stated Langley VP of Marketing Randy Saltzman. “We want to help them achieve their financial goals by giving them an above-market, high rate of return on this special savings account. Through this challenge, we want to encourage adults, kids and grandkids to get back to the savings habit that used to be a staple of life years ago. It's designed to reward savers and help them build funds for their financial future.”

Langley originally launched the Langley Saves Program in April, 2006 and was the first credit union in the country at that time to introduce the ‘Saves’ program concept to its membership. Seeing that the U.S. Personal Saving Rate is very low today at just 4.90%, Langley saw the need to enhance its current program tiers and interest rates in order to encourage even more members to start building funds to fall back on if needed. Member savings will build quickly with as little as \$10 or even \$20 a week. For more information on Langley Saves Challenge or to join Langley visit <https://www.langleyfcu.org>.

Keesler FCU Returns \$3,400,000 in Bonus Dividends to Members

Sharon Keller, Vice President, Marketing

Keesler FCU paid a loan interest rebate and deposit bonus dividend of approximately \$3,400,000 to Keesler FCU members on January 26, 2015. The bonus dividend was based on dividends earned in 2014 on primary share accounts and sub-accounts. The loan interest rebate was based on the total loan interest paid in 2014.

Keesler Federal promotes the time-honored credit union philosophy that its members are at the center of all credit union decisions. Jim Hollingsworth, Chairman, states, “This is what sets us apart from other financial institutions. As a not-for-profit financial cooperative, our members share in the success in many ways, with benefits like lower loan rates or higher deposit rates. Keesler Federal had a successful 2014, and we are excited to be able to give back to our members.”

Hanscom FCU Delivers Blankets for Homeless

Patricia Warden-Conty, Hanscom FCU

Hanscom FCU recently made its annual contribution the Cooperative Credit Union Association's blanket drive for the Massachusetts Coalition for the Homeless.

Hanscom representatives delivered 31 blankets, which the Coalition will distribute to those facing painfully difficult circumstances throughout New England's winter. Since its inception in 2011, state credit unions have now donated more than 2,000 blankets to those in need throughout Massachusetts.

“The CCUA has taken a simple idea and turned it into a tremendous opportunity for credit unions across the state to do what credit unions do best—work cooperatively to make a difference,” said Hanscom FCU Chairman Paul Marotta. “We're incredibly lucky to have a partner like the Coalition, and members and staff who never fail to support them.”



Fort Campbell FCU, represented by Bruce Copeland, VP of Marketing; Gidget Kay, Branch Manager on post; Tom Kane, President/CEO; and Tom Denney, Chairman of the Board of Directors, presents a check to Betty Geren, AER Officer and COL David L. Dellinger, Garrison Commander. Photo courtesy Fort Campbell FCU

Army Emergency Relief Fund Receives Support from Fort Campbell FCU

Susan Dickinson, Membership Development Manager

Fort Campbell FCU continues to support soldiers and their families with a contribution of \$5,000 during the Army Emergency Relief Kick-Off on January 13, 2015 at the Fort Campbell Division Headquarters Atrium.

Army Emergency Relief (AER), a private, non-profit organization, was established to assist soldiers and their family members in emergency financial situations due to no fault of their own. This assistance is provided in the form of an interest-free loan, grant, or combination of the two. In 2014, AER helped many soldiers, family members and retirees in the Fort Campbell area with interest-free loans and grants.

The AER Campaign runs until May 15, 2015. During this time AER is hoping to receive \$200,000 in unsolicited, voluntary contributions from Fort Campbell soldiers and the local community. All contributions are fully tax deductible. Fort Campbell FCU is proud to have helped support this worthy organization for many years.

ABNB Donates to Two Local Non-Profits

Kelli Ragland, Vice President of Marketing

Throughout the holiday season, ABNB supported fundraising efforts to benefit two local non-profit organizations. A coat drive was held to support The Salvation Army's Hampton Roads chapter and monetary donations were collected to support The Edmarc Hospice for Children. In addition, ABNB employees adopted stuffed teddy bears, dressed them, and donated them to the Edmarc families.

During the months of October through December, ABNB employees and members donated over 250 coats for The Salvation Army, to be distributed to those in need throughout Hampton Roads. Plus, \$1,000 and over 50 teddy bears were collected for Edmarc. While this was the first year ABNB collected donations for Edmarc, it is the tenth consecutive year that they have collected coats for the Salvation Army.

"Every year we're blown away by the increasing generosity of our members and staff. We have members that come in year after year to donate coats to the annual coat drive for The Salvation Army. And now, we've seen the same excitement for supporting The Edmarc Hospice for Children." said Carl Ratcliff, ABNB CEO/President. "We're proud to be able to support these two organizations that do so much for our community in Hampton Roads."

Service CU Donates to American Heart Association through Wear Red Day

Lori Holmes, Service CU

Service CU employees once again joined forces with the American Heart Association in New Hampshire as part of National Wear Red Day on Friday, February 6 to show their support of heart disease awareness.

National Wear Red Day is a national awareness campaign for both men and women about heart disease sponsored by the national American Heart Association. Cardiovascular diseases and stroke is the number one cause of death in New Hampshire, according to statistics by the AHA.

For the seventh straight year, Service CU employees donated \$5 a piece toward the cause and participated in a dress down day at the credit union. Close to 300 employees took part in the event. Service CU matched employee donations for a \$3,000 contribution to the American Heart Association. American Heart Association volunteer advocate Gay Boutin accepted the donation.

Boutin, of Fremont N.H., spoke to Service CU employees about her experiences, recently losing her husband to cardio vascular disease and her son undergoing open heart surgery at a very young age. She finds great purpose in spreading the word about heart disease awareness.

"National Wear Red Day is a great opportunity to reach out to people in our community and alert them to the personal risk factors for heart disease. By wearing red and participating on February 6th, we showed our support for heart disease awareness." says Gordon Simmons, President/CEO of Service CU. "Service Credit Union encourages health and fitness year round with our 24/7 onsite fitness room and our walking trails outside our corporate offices."

National Wear Red Day is an annual event held on the first Friday in February. The first observance, in February 2004, was announced at the White House. On National Wear Red Day, women and men across the country wear red to unite in the national movement to give an urgent wake-up call about the risk of heart disease.

“Not All International ACHs Are Created Equal”

Rachel Smith, eZforex.com

With the buzz of international wires versus the newer method of international ACH, the tide of misconception is swiftly rising. The most common misunderstandings involve provider differences within the industry as well as real versus fictitious boundaries. Although a credit union may find itself in foreign waters with regard to international ACH, it is by no means uncharted territory. Mapping out the differences and misconceptions introduces new possibilities into a new world.

First and foremost, not all international ACH providers use the same rail system or channels to deliver payments to international beneficiaries. As a result, an assortment of services and options range from provider to provider. Many providers' assessments regarding international ACH are a consequence of their own limitations rather than NACHA rules or the Federal Reserve Bank's agreements with foreign Central Banks and foreign gateway operators.

Contrary to popular belief, traces are possible for international ACH with certain providers. Before selecting a provider, a prudent credit union should ask about trace capabilities at least during a vendor assessment, if not during preliminary discussions of the services offered.

USD payments to foreign countries are available via international ACH. Assessing the needs of your international payment senders by reviewing past history of the type of currencies sent abroad (USD vs. foreign currency) proves beneficial when choosing the provider that best fits your credit union.

The number of countries offered varies by provider for international ACH. While this service is expected to change the face of international payments on a global level, it is an emerging service not yet adopted by every country. However, oceanic strides are being made, and the horizon of a global ACH payment system is well within view. In fact, some providers are expected to open to many more countries

in 2015. During your credit union's search for a provider, foresight is a wise consideration—foresight with regard to the number of countries the provider will soon reach that are of interest to your members as well as regard to regional aspects of that reach. For example, do your members send more payments to Asia or to Latin America, to Europe or to the South Pacific (i.e. Australia, New Zealand, the Philippines, and Indonesia)? Which provider currently reaches many of those regions and countries of interest and will reach the rest in the coming year?

The limit placed on reference details sent with the international ACH, such as invoice or reference number, is not as limited as some might think. *While true that international ACHs have a reference information limit, that limit is 160 characters which is the precise length of the sentence you are reading.* Reference information rarely exceeds this limit for international ACH because the payment takes a more direct route through payment rails and does not require the “for further credit to” details of a wire transfer drifting through the indirect channels of multiple correspondent banks. In favoring one international ACH provider over another, attention to this insignificant limitation should be low on your priority list if present at all.

International ACH is not solely for low-value payments, that is, unless \$100 million is a low-value payment to your credit union. Providers who do not have trace capabilities may deliberately place limits on the value of the international ACH transactions (IATs) in order to curb their risk should a payment be lost via the provider's channels. The risk of loss is dramatically lower for IATs than for wires, which explains why providers who do not offer trace requests for transaction investigation would risk offering IATs at all. The good news is that providers who accommodate both high-value payments as well as trace requests do exist!

So what is the same across international ACH borders? In general, a credit union can count on three commonalities from U.S. providers of international ACH:

1. More Direct Payments: meaning fewer or NO intermediaries/correspondent banks and little to no manual intervention
2. Lower Fees: lower sender fees, fewer to NO intermediary fees, and fewer to NO beneficiary deductions.
3. Disclosures: of exchange rates, fees, taxes, and delivery date of funds.

In addition, your credit union should seek out certain features in a provider's offerings, such as:

- Automated pre-payment and receipt disclosures
- Automated 30-minute consumer opt-out period
- Web User Interface (for senders to submit IATs themselves)
- Reoccurring payment option
- Dual control/approval
- SWIFT/IBAN verification
- Sender/beneficiary templates or address book (for repetitive payments)

If you think international ACH is for your credit union, perhaps start by exploring the Federal Reserve's offering. Are you FedACH participants? If you are, you can take advantage of FedGlobal® ACH, an international ACH engine, for which terms are pre-negotiated with foreign central banks that include zero beneficiary deductions, competitive exchange rates, low sender fees, as well as trace capabilities and USD payments to foreign countries. In order to connect to FedGlobal® ACH, the Federal Reserve will also identify international ACH front-end technology providers who meet Dodd-Frank requirements and OFAC compliance and offer user-friendly features to simplify the process for credit unions sending payments overseas. You can find more information at https://frbsservices.org/serviceofferings/fedach/fedach_international_ach_payments.html and <https://www.ezforex.com/fedglobal/index.asp>.

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Changing of the Guard

John Broda, President & CEO, AFFN

At the 2015 Armed Forces Financial Network (AFFN) Annual Meeting, held January 9, Chairman John Mitchell, Director, Columbus Bank & Trust/Synovus Bank, and Vice Chairman Terry Tuggle, Chairman of the Board, President & CEO, Fort Hood National Bank (both representing AMBA) turned the gavel over to incoming Chairman Frank Padak and Vice Chairman Patricia Kimmel (representing DCUC).



Frank Padak

Patricia Kimmel

In accordance with AFFN by-laws, every two years, the Chairman and Vice Chairman leadership positions of the AFFN Board of Directors are rotated between the Defense Credit Union Council (DCUC) and the Association of Military Banks of America (AMBA). The AMBA and DCUC organizations nominate their candidates from their Boards of Directors to serve on the AFFN Board of Directors, and the leadership positions are then voted on and appointed for a two-year term.

Incoming Chairman Frank Padak, President & CEO, Scott CU, has served on the AFFN Board since 2009, as an Associate Director, and elected to the Board as a Director in 2010. Mr. Padak has served on the DCUC Board of Directors since 2005. He also has a distinguished service record serving organizations such as the Federal Reserve Bank of St. Louis CDIAC, CUPAC Board of Directors, Illinois Electronic Recording Commission, the Southern Illinois Chapter of Credit Unions, and numerous civic, sports, and community organizations.

Incoming Vice Chairman Patricia Kimmel, President & CEO, Belvoir FCU, has served on the AFFN Board since 2010, as an Associate Director, and elected as a Director in 2012. Ms. Kimmel has served on DCUC Board of Directors since 2008. She has also served in numerous civic, religious, community, credit union and military service orientated organizations during her career.

“AFFN has supported defense credit unions and military banks in their mission to serve those who serve, proudly and honorably for the past 30 years. I look forward to the continued success of AFFN on behalf of all AFFN Participants,” said Chairman Frank Padak.

He added, “I would like to thank both Mr. John Mitchell, Immediate Past Chairman, and Mr. Terry Tuggle, Immediate Past Vice Chairman, for their years of voluntary service to the AFFN organization.”

DEFENSE CREDIT UNION PEOPLE IN THE NEWS

BILOXI, MS—**Tiffany Talton** has been named Director of Project Management for Keesler FCU. She began with Keesler FCU as a Financial Service Representative in 2002. Talton will work with management and leaders of other business units in completing project assignments. She will communicate with team members to work through the project management life cycle by planning, executing, estimating, monitoring, and controlling. She is a recipient of the Keesler Federal’s People Helping People Employee Champion Award... ROCK ISLAND, IL—The marketing department at R.I.A. FCU has added a new name to its 2015 starting lineup. St. Ambrose University junior **Maddi Carr** will be R.I.A.’s Marketing Intern for the spring. Maddi will be a new personality on the R.I.A. FCU Facebook page, Twitter and Get it Together blog. With a young voice on board, the Credit Union hopes to establish a greater presence among students in the community. Maddi will be sharing the importance of financial literacy and benefits of joining the Credit Union family to people of all ages.

VIEW FROM THE BOARD

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In 2012 the National Financial Capability Study’s Military Report revealed that while financial readiness within the military community is improving, some groups continue to struggle, needing support to reduce debt and save money. Junior military personnel (E1-E4 and O1-O2) and their family members, including children, remain the target audience for *Military Saves*. As the youngest and least economically powerful, they are most susceptible to making poor financial choices. The *Military Saves* campaign, and in particular, *Military Saves Week 2015*, can aid in changing that direction, and credit unions that are on and off-base, can influence such a change and do so in a positive manner!

As of this writing, there are approximately 180,000 people enrolled in the *Military Saves* program. While that number is a good start point for the 2015 campaign, we should strive to encourage more of our troops to save during *Military Saves Week*. The more individuals we can get to set a goal, make a plan, and save automatically, the stronger our military! February 23 thru February 28 is a great time in the year to make that happen, particularly with income tax refunds coming. Our military should be encouraged to save all or most of their tax refund for that “rainy day,” which will inevitably come about and we’ve all experienced. Paying one’s self first is a critical component to establishing an emergency savings, and we should be educating our service members and their families to set aside a portion of their paychecks every payday.

To learn more about and participate in *Military Saves Week 2015*, I strongly recommend you visit the MilitarySaves.org website, which is the online resource for *Military Saves*. Individuals can access the website for savings information, financial tips and guidance, and credit unions can use the website for gathering information and successfully plan for their *Military Saves Week*.

This is an extremely important program for our military and their families, and I wholeheartedly encourage all credit unions to participate.

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Financial Center Announces 2015 Mentor Program Participants

Mark Moulton, Administrative Director

Financial Center First CU's mentor program designed to enhance the skill development of its future leaders is pleased to announce its 2015 class. The program, named "G2" for Generation 2, helps create well-rounded financial professionals who can assume management roles at the credit union as their careers progress. G2 pairs eight up-and-coming staffers from various departments with a Vice President or Executive mentor sponsor. This year's participants include: Maisha Anderson, Alexander Davis, Katie Parker and Melissa Poland from Retail Banking, Justin Bruce from Accounting, David McKenzie from Centralized Lending, Kristen Eiteljorge from Information Technology, and James Laslie from Insurance Services.

"G2 aligns the professional development goals of our employees with the financial goals of our credit union," said Mark Moulton, Financial Center Administrative Director and G2 program developer. "The pairing between mentors and mentees leads change management and fosters creativity among our staff."

G2 is a two-year program that began 2013 and graduated its first class of eight mentees in 2014. Any non-management staff member who desires to further his/her career at the credit union can apply for the program. G2 combines written coursework and quarterly presentations focused around communication, leadership, interpersonal relations, and performance management with practical one-on-one mentoring meetings, as well as participant think tank meetings. Participants are also required to get involved with industry networking organizations as well as volunteer organizations.



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