



# ALERT

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## NCUA

### Understanding the Protections for Service Members and Their Families

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A regulation issued by the Department of Defense implementing the Military Lending Act provides consumer credit protections for members of the military and their dependents. In 2015, DoD amended the regulation to extend the protections of the Military Lending Act to a broader range of closed-end and open-end credit products.

Previously, the regulations only governed payday loans, vehicle title loans, and tax refund anticipation loans. The revised rules apply to most consumer credit subject to the Truth in Lending Act and its implementing regulation, Regulation Z. They cover installment loans and small-dollar loans, including payday alternative loans federal credit unions make under NCUA's regulations and overdraft lines of credit with finance charges.

The revised regulation was effective Oct. 1, 2015, but compliance becomes mandatory on Oct. 3, 2016. In addition, beginning Oct. 3, 2017, credit unions will need to comply with the required provisions covering credit card accounts.

Credit excluded from coverage includes:

- Residential mortgage transactions (credit secured by an interest in a dwelling);

*continued on page 5*



DCUC sponsors Freedom Run. Photo courtesy MWR Kuwait

### DCUC Sponsors Credit Union Ten Mile Freedom Run at Camp Arifjan Kuwait

*Lizette Krajnak, DCUC*

MWR United States Support Group Kuwait hosted the Credit Union Freedom Ten Mile Run on April 3 at 0600hrs in Camp Arifjan. The race was held in conjunction with the Credit Union Cherry Blossom race in Washington, D.C. And while at race time the weather in DC was cold, Camp Arifjan was sunny with a slight cool breeze that the nearly 400 servicemembers and DoD civilians and contractors appreciated while in pursuit of their personal records.

The winners in the men's category were MAJ Joel Schuldt (58:46), CPT Jorge Renjifo (01:02:52), and CW2 G. Cooper (01:06:15) and in the women's category SFC Josefa Antanez (01:22:27), 1LT E. Collins (01:23:44), and 1LT Ashley Wilson (01:24:09). After the race all participants enjoyed the camaraderie that races foster, especially 10 mile races in Kuwait!

DCUC again proudly sponsored this year's sister race in Kuwait and the Army Morale Welfare and Recreation (MWR) Activity at Camp Arifjan coordinated and managed the Credit Union 10 Mile Freedom Run on site. "DCUC is honored to sponsor this Cherry Blossom sister race on behalf of DCUC's Overseas Subcouncil, and we are equally proud and thankful to Army MWR for hosting this event and ensuring our troops and the DoD civilians have an opportunity to share and be a part of the Cherry Blossom 10 Mile race in Washington, D.C.!" said Arty Arteaga.

DCUC pledged to donate \$5 per runner to the Children's Miracle Network and sent a \$2,000 check to the organization after the race.

## DEFENSE CREDIT UNION COUNCIL, INC.

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

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Left to right: Langley AVP Corporate Relations Gary Hunter, ForKids Director of Grants and Research Juanita Dowdy and Langley for Families Chairman Marilyn Kuhn. Photo courtesy Langley FCU

## Langley for Families Gives Big Hearted Donation to ForKids

*Sue Thrash, Public Relations Director*

Langley for Families Foundation presented a \$2,500 check to ForKids to provide regional emergency shelter for families. ForKids serves homeless families in Norfolk, Chesapeake, Suffolk, Franklin, Southampton and Isle of Wight County. Their mission is to break the cycle of homelessness and poverty for families and children.

“ForKids does great work in the community, helping homeless families and children,” stated Langley for Families Foundation Chairman Marilyn Kuhn. “We are pleased to contribute to their cause. This donation will not only help families with a place to temporarily live, but also with permanent placement in the community.”

During 2015, 95% of the families who were in a ForKids shelter program left to live in appropriate housing in the community. For more information or to donate to ForKids visit [ForKidsVA.org](http://ForKidsVA.org).

## Fort Lee FCU’s Patsy Stuard Wins CEO of the Year

*Sarah Marks, VP, Marketing & Advertising*

Patsy Stuard, Chief Executive Officer of Fort Lee FCU, was chosen as CEO of the Year by the National Association of Federal Credit Unions (NAFCU). Stuard and other winners in NAFCU’s 2016 Annual Awards Competition will be honored during NAFCU’s 49th Annual Conference and Solutions Expo in Nashville, Tennessee June 14–17, 2016.

“Patsy Stuard has been a valuable asset to Fort Lee Federal Credit Union, demonstrating exemplary leadership skills and ardent dedication that is an inspiration to her colleagues,” said Walter Dane, Board Chairman. “This award is a testament to her outstanding services on behalf of our members.”

This year’s competition honored the CEO of the Year, Federal Credit Union of the Year, Professional of the Year and Volunteer of the Year in each of two asset-size categories. Stuard was a winner among credit unions with up to \$250 million in assets. NAFCU represents 416 credit unions across the country within this category.

Annual Awards Competition winners will be celebrated during the conference’s general session and breakfast on June 16 and profiled in an upcoming issue of *The Federal Credit Union* magazine.

## PenFed Foundation Contributes \$100K to Military Officers Association of America Financial Education Effort

*T.V. Johnson, PenFed CU*

The PenFed Foundation donated \$100,000 to the Military Officers Association of America (MOAA) Military Family Initiative, which will launch a cooperative military financial education effort later this year. MOAA plans to deliver financial education content tailored to fit transition programs which prepare service members for life outside of the military. The content will be developed in cooperation with transition program coordinators at Army, Marine Corps, Navy, Air Force and Coast Guard installations. Credentialed financial educators will act as facilitators and address such topics as strategic money management, the new military retirement plan and issues of legislative interest.

President and CEO of the PenFed Foundation James Schenck said, “Our partnership with MOAA reflects the DNA of the PenFed Foundation. Serving our nation’s defenders and their families is who we are as an organization. This type of tailored financial education contributes to the financial readiness of our service members. Whether they serve for 30 years or for three years, we want them to be prepared for the future.”

MOAA’s President and CEO, retired Air Force Lt. Gen. Dana Atkins, accepted the Foundation’s contribution and expressed excitement about the partnership. “We are looking forward to working with the PenFed Foundation leadership and the military community to advance our shared goal of increasing financial and retirement planning awareness in the military community,” he said.



*Pacific Marine CU’s Director of Branch Operations, Wendy Rodriguez (right), presents Wounded Warrior Homes’ Executive Director, Mia Rosenberry (left), with a donation check of \$2,532.94 and receives a plaque for four years of fundraising efforts. Photo courtesy Pacific Marine CU*

## Pacific Marine CU Helps to Build Dreams for Injured Marines

*Jennifer Topzand, Director of Marketing*

Pacific Marine CU (PMCU) proudly presented a \$2,532 donation to the local Wounded Warrior Homes, aiding their “Help Build a Home” campaign. The donation was the result of a month-long campaign that took place at each of PMCU’s eleven branch locations. Employees and members participated by making monetary donations and signing donation cards that were displayed throughout each branch. Wounded Warrior Homes provides long term (up to 30 months) transitional housing for post 9/11 combat veteran who are symptomatic of Traumatic Brain Injury and Post Traumatic Stress, who because of lack of resources for sustenance are potential victims of homelessness.

Through the financial support of the “Help Build a Home” campaign, Wounded Warrior Homes can expand their capacity to provide affordable housing, hands-on resources, and a defined path for each member to transition from active-duty military service to independent living. This is the fourth annual fundraiser PMCU has held in support of the Wounded Warrior Home organization, with a total donation contribution of \$24,362.

## Andrews FCU Encourages Youth to Get Financially Fit

*Scott Bolden, Andrews FCU*

Financial literacy is a crucial life skill for young people, but it’s one that too few are learning. In April, Andrews FCU focused on helping youth become more financially fit. For the entire month, Andrews Federal hosted events that helped local youth strengthen their money skills and pump up their savings.

“Youth fitness has become a national priority, with an emphasis on exercise and proper nutrition,” said Andrews Federal CEO Jim Hayes. “But with all the hurdles facing young people in the future, historic levels of student debt, we believe financial fitness is just as important.”

The theme of the month-long event was Credit Union Strong.

“Member education and concern for the community are part of the foundational principles of our business structure,” Hayes said. “Passing along basic money skills to the next generation so that these kids might have a brighter future embodies both those principles—and that’s what we believe it means to be credit union strong.”

## Pen Air FCU Donates Easter Baskets to Children

*Patty Veal, Director of Public Relations*

Pen Air FCU made Easter a little happier for underprivileged children at Loving Hearts Child Care Center located in Pensacola by donating over 60 baskets custom created by Pen Air staff.

Pen Air employees donated time and money in creating and collecting the baskets, which were delivered to the children for Easter. Baskets were made according to specific age needs as was requested from the care center.

Pen Air president/CEO, Stu Ramsey, remarked, “Our employees are incredibly generous with their time and resources. It is wonderful to know that local children will be able to have a better Easter because of the Pen Air team.”



Left to right: SFC Carlos Ortiz, (Recruiter for the National Guard) presents Priscilla Palmer, Security Service branch manager, with a plaque of appreciation for their support and commitment to military members and the members of the National Guard during the Military Saves Campaign. Photo courtesy of Security Service FCU

## Security Service FCU Completes 2016 Military Saves Campaign

Clarissa Rodriguez, AVP, Corporate Communications

Security Service FCU completed its *Military Saves* campaign with 1,084 new participants. In conjunction with the Department of Defense and its financial readiness campaign, Security Service participated in *Military Saves Week* to promote greater savings habits to build wealth and reduce debt by providing money saving tips, financial awareness, and encouragement to service men and women.

“Security Service Federal Credit Union is here to help our military members and their families realize financial freedom by educating them on ways they can save for the future,” said Mike Martinez, senior vice president of Military Affairs for Security Service. “*Military Saves Week* provided a number of service men and women with the opportunity to assess their current financial savings status and generate a plan to take hold of their finances.”

*Military Saves* advocates the importance of setting financial goals and encourages financial readiness for a lifetime of success. Security Service has participated in the *Military Saves* program for a number of years and has assisted countless families in their effort to successfully manage their finances.

“Providing comprehensive service-related topics for our Military members is vital to us,” added Martinez. “Savings is one aspect and we want to make sure that service men and women have access to quality resources for themselves and their families.”

*Military Saves* is part of a nationwide campaign, *America Saves*, sponsored by the Consumer Federation of America, the Department of Defense, the NASD Investor Education Foundation, and a nationwide network of Defense Credit Unions and Military Banks.

## Andrews FCU Sponsors Freedom Run

Scott Bolden, Andrews FCU

Andrews FCU sponsored the 5th Annual German Credit Union Freedom Ten Mile Run at the Wiesbaden Army Garrison. More than 230 registered runners participated in one of three events: a 10 mile run, a 5K run/walk or a ½ mile kids’ run.

“It is an honor to sponsor the 5th Annual Freedom Run,” said Jim Hayes, Andrews Federal President & CEO. “We take pride in supporting our troops and their families overseas.”

In addition to sponsoring the event, Andrews Federal staff joined volunteers from the MWR and the Air Force 485th Intelligence Squadron in lending their support. All race participants received a Freedom Run t-shirt, racer bibs and tote backpacks courtesy of Andrews FCU. Additionally, kids t-shirts were provided by the Wiesbaden Community Spouses Club.

## RBFCU’s O’Connor Wins NAFCU’s 2016 CEO of the Year Award

Inez Maldonado, RBFCU Marketing Communication Specialist

Christopher O’Connor of Randolph-Brooks FCU was chosen as CEO of the Year by the National Association of Federal Credit Union (NAFCU). O’Connor and the other winners in NAFCU’s 2016 Annual Awards Competition will be honored during NAFCU’s 49th Annual Conference and Solutions Expo in Nashville, Tennessee June 14–17, 2016.

“O’Connor has been a valuable asset to RBFCU, demonstrating exemplary leadership skills and ardent dedication that is an inspiration to his colleagues,” said RBFCU Board Chair, Sandra Reeh. “This award is a testament to his outstanding services on behalf of our members.”

O’Connor joined RBFCU in 1989 and holds a wealth of experience across a variety of departments, including internal audit, mortgage, consumer lending and branch operations. He later transitioned to his current role as president and CEO in 2012.

This year’s competition honored the CEO of the Year, Federal Credit Union of the Year, Professional of the Year and Volunteer of the Year in each of the two asset-size categories: \$250 million or less, and more than \$250 million. O’Connor was a winner among the credit unions with more than \$250 million in assets.

Annual Awards Competition winners will be celebrated during the conference’s general session and breakfast on June 16 and profiled in an upcoming issue of *The Federal Credit Union* magazine.

**GOT NEWS?**

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- Transactions to finance the purchase of a motor vehicle or personal property secured by the purchased vehicle or property; and
- Transactions exempt for the purposes of Regulation Z—other than a transaction exempt under 12 CFR 1026.29, which address state-specific exemptions—or otherwise not subject to the disclosure requirements under Regulation Z.

Although the amendments slightly alter the categories of consumers covered, the regulations still protect active-duty service members and their dependents. Just like before, it applies to transactions entered into while the service member is on active duty. The regulation permits your credit union to use its own method of determining whether a member is a covered borrower. In addition, the revisions provide a new safe harbor when you use one of two methods to determine whether an applicant is a covered borrower:

- Checking the applicant's status using DoD's Defense Manpower Data Center database, which can be done at no charge; or
- Verifying the status of a consumer using information contained in a consumer report from a nationwide credit reporting agency.

The 36-percent cap on the military annual percentage rate, or MAPR, remains. MAPR captures application fees and most participation fees, even though they are excluded from the calculation of annual percentage rate under Regulation Z. However, federal credit unions can exclude from the MAPR one application fee during a rolling-12 month period for payday alternative loans made in compliance with NCUA's regulation. All credit unions can exclude certain *bona fide*, reasonable fees related to credit card accounts.

Credit unions must also provide three disclosures to a covered borrower before or at the time the borrower becomes obligated on the transaction or establishes an account for consumer credit:

- A statement of the MAPR—the regulation contains a model statement of MAPR;
- All disclosures required by Regulation Z, in accordance with Regulation Z; and
- A clear description of the payment obligation, which can be a payment schedule for a closed-end transaction or an account-opening disclosure for open-end credit.

In addition to providing the disclosures in writing, credit unions must orally provide the statement of MAPR and description of the payment obligation. This can be done in person or through a toll-free telephone number provided to the borrower.

As under the previous regulation, it is unlawful for covered consumer contracts to require service members or the dependents to:

- Waive their right to legal recourse,
- Submit disputes to arbitration, or
- Establish an allotment to repay the obligation (except military-welfare societies and service-relief societies may establish allotments).

The revised regulation also contains other requirements and restrictions. For additional information, review NCUA's Regulatory Alert, 16-RA-04, "Guidance on Regulatory Changes Affecting Military Members" for guidance on the amended regulation.

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## DEFENSE CREDIT UNION PEOPLE IN THE NEWS

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ALEXANDRIA, VA—PenFed CU President and CEO James Schenck announced that **Steve Bosack** will join the PenFed team as his Special Advisor, effective May 23. Bosack is currently serving out his second term at the National Credit Union Administration as Chief of Staff to Chairman Debbie Matz. "I envision Steve playing similar roles for me as he did for Chairman Matz," said Schenck. "Steve's knowledge of administration, regulations, and communications will be an asset to PenFed CU. What's more, Steve's charitable development experience will benefit the PenFed Foundation in the work we do for our nation's military, veterans and their families." Bosack was instrumental in raising millions of dollars in aid for credit union employees and members who lost their homes to Hurricane Katrina and other natural disasters.



Visit [www.d cuc.org](http://www.d cuc.org) for all of your conference needs and questions.

## Links to Freedom Receives \$3,000 from Belvoir Federal and AFFN

*Amy McConnell, MBA, CMP, Marketing & Public Relations Manager*

**B**elvoir FCU awarded Links to Freedom with a matching grant check of \$3,000 on behalf of the credit union and the Armed Forces Financial Network (AFFN). Over the past two decades, AFFN has proudly supported AFFN participating Association of Military Banks of America (AMBA) Banks and Defense Credit Union Council (DCUC) Credit Unions in their mission to support the troops, their families, and the U.S. Military and Defense Communities worldwide.

LT Colonel Rob Koon, President and CEO of Links to Freedom, stated, "Links to Freedom could not provide our rehabilitative and adaptive golf program for wounded, ill, and injured troops and their families without the amazing support of Belvoir FCU (soon to be Pentagon Federal). Belvoir Federal continues to be a great partner helping Links to Freedom serve those that have sacrificed much for our country, and together, we are helping link hundreds of lives to the freedom rehabilitative and adaptive golf provides."

"We were honored to support Links to Freedom in their efforts to help the wounded warriors. Belvoir Federal has always supported the efforts of our community on Fort Belvoir, and we will continue to do so as we partner with PenFed CU in the coming days," stated Sharon Leake, Belvoir Federal's Installation Liaison and Membership Development Officer.



# 53rd Annual DCUC Conference Boston, Massachusetts

**DCUC is pleased to announce that Brigadier General (Ret.) Jack Hammond will join us on Monday, August 15 to welcome us to Boston for our 53rd Annual Conference.**

**D**uring his distinguished, 30-year military career in the United States Army, Brigadier General (ret.) Jack Hammond has commanded troops at the Platoon, Troop, Battalion and Brigade level both at home and abroad. In 2011, Hammond became the first Massachusetts officer to achieve the rank of General in a combat theater since World War II.

After a brief deployment to Afghanistan in 2002, General Hammond deployed to Iraq in 2003 with the invasion force and simultaneously commanded two Battalions: Task Force Patriot in Balad performing stability and security operations, and Task Force Enforcer, in Fallujah conducting counter-insurgent operations. In Kabul Afghanistan 2011-2012, General Hammond commanded Task Force Yankee as the senior U.S. Commander for Kabul Province, and was responsible for a multi-national security force of 3,000 personnel, providing security and support for 11 U.S. installations, and 10,000 coalition members conducting counterinsurgency operations, humanitarian assistance and area support missions.

General Hammond is the recipient of numerous military awards including: the Distinguished Service Medal, the Legion of Merit with Oak Leaf Cluster, Bronze Star Medal, Army Commendation Medal for Valor with Oak Leaf Cluster, French Medal of National Defense, and Bulgarian Medal of Mission Support.

General Hammond serves as the Executive Director of Home Base.



## Three Directors of the DCUC Board to be Elected at Annual Meeting

Three seats on the DCUC Board of Directors will be filled at the annual business meeting at The Fairmont Copley Plaza in Boston, MA, Tuesday, August 16, 2016. The regular three-year terms of two Representatives-at-Large and the Marine Corps Representative. At this writing, Denise Floyd, Bill Birnie, and Stu Ramsey will seek re-election for this respective positions. Any party interested in serving on the DCUC Board is invited to advise the Council so that we may publish it in the *ALERT*.

## Call for Resolutions to be presented at Annual Meeting

If you have a resolution that you would like DCUC to adopt, here's your chance. Submit a written resolution to DCUC prior to June 6, 2016, to be acted on by the Resolutions Committee and included with the Call of the Annual Meeting, which is issued 60 days before the DCUC Annual Meeting. Proposed resolutions should be forwarded to Beth Merlo, Director for Administration, DCUC, 601 Pennsylvania Ave., NW, South Bldg., Suite 600, Washington, D.C. 20004. You may also email proposed resolutions to [bmerlo@dcuc.org](mailto:bmerlo@dcuc.org) or fax them to 202-638-3410. If you have questions, please call 202-638-3950.





## August 14–17, 2016

# Power of the Past...Force of the Future

**Since 2009, Home Base has helped thousands of veterans and families. This is the story of one of those families.**

**W**hat if you couldn't remember the day your life changed forever? Ten years ago, Brett Casavant and his Marine Corps team were riding in a truck in Iraq. As they drove around a sharp bend, an explosion suddenly rocked their vehicle. They were severely injured, but thankfully survived. Because of Brett's head injuries, he doesn't remember that day—but he's been living with the consequences ever since. A traumatic brain injury, post-traumatic stress disorder (PTSD), and migraines are just three of the "invisible wounds of war" that Brett has been battling. But just like when he was in the Marine Corps, he doesn't have to fight alone.

In the process of looking for specialized treatment for his PTSD, Brett found Home Base, a Red Sox Foundation and Massachusetts General Hospital Program.

"My family is the best part of my life. And because of my injuries, things just started falling apart," says Brett. "The Home Base helped me put the pieces back together. It's the best thing out there for veterans."

As a Machine Gunner and Combat Instructor in the infantry, Brett was deployed twice to Iraq and served from 2002 to 2008. But fighting to protect our country has left its mark on his body—and his mind.

To help him manage his PTSD, Brett participated in a cognitive therapy program at Home Base. His doctor also referred him to other Mass General specialties such as physical therapy for headaches and the speech and language department for memory exercises. For Brett, it was the holistic care he needed to get back on his feet.

The number of Americans affected by these invisible wounds of war is staggering. Since 9/11, 2.6 million American servicemen and women have been deployed—and one in three will experience a brain injury, PTSD, or other related challenges.

With your support, Home Base is helping these brave men and women treat their symptoms and get their lives back. Today, Brett is working at a job he enjoys and treasuring the time he spends with his wife Kristin and his two children, 6-year-old Cameron and 3-year-old Avery.

"Thank you very much. The Home Base saved my marriage and preserved my family life."



Photo courtesy Home Base





Frontier Community CU president Mike Augustine presents a \$9,493.03 check to United Way of Leavenworth County executive director Tim Anderson for funds raised through the credit union's United Way Skip-A-Pay offer. Photo courtesy Frontier Community CU

## Frontier Community CU Donates \$9,493 to The United Way Of Leavenworth County

Michael J. Augustine, President, Frontier Community CU

In March, Frontier Community CU presented a check for \$9,493.03 to the United Way of Leavenworth County. The funds for the annual donation were raised through the credit union's United Way Skip-A-Pay program. Each year, members who have borrowed money from the credit union are allowed to skip their October, November, December or January loan payments for a fee, which is donated to the United Way.

"We're certainly not the only lender in the area to offer a Skip-A-Pay program," says Mike Augustine, Frontier Community CU president. "Most collect the fees and apply the money to the bottom line. As a member-owned, not-for-profit financial institution, we strongly feel the funds should be distributed back into the communities we serve to improve people's lives."

United Way agencies work with schools, government, businesses, organized labor, financial institutions, community development corporations, voluntary and neighborhood associations, the faith community and others to improve the lives of local residents.

"Because of the unique conditions in diverse communities, the issues addressed by United Way are determined locally," says Tim Anderson, United Way of Leavenworth County's executive director. "This aligns perfectly with the credit union's mission of helping the community."

See pages 6–7 for details about DCUC's 53rd Annual Conference.

## Alaska USA Foundation Gives \$10,000 to the Children's Miracle Network

Dan McCue, SVP, Corporate Administration

Alaska USA Foundation has donated \$10,000 to the Children's Miracle Network. Alaska USA's donation will support research and training, equipment purchases, and uncompensated care in Children's Miracle Network hospitals. These hospitals facilitate 32 million patient visits for 10 million kids every year.

"Every day Children's Miracle Network hospitals treat 16,000 children in emergency rooms, which can create a great deal of financial hardship for many families," said Dan McCue, Executive Director, Alaska USA Foundation. "This donation will help provide these children with much needed medical care."

## Tinker FCU Hosts 16th Annual Miracle Car Show

Nancy Entz, VP/Marketing

Tinker FCU (TFCU) hosted its 16th annual Miracle Car Show Saturday, April 30, to benefit Children's Miracle Network Hospitals.

The day's events, which took place at TFCU's corporate offices, 4140 W. Interstate 40 (just east of I-40 and Meridian), from 9:00 a.m. – 2:00 p.m., included activities for all ages.

Admission was free to the public. The day's activities also included door prizes, music, concessions, crafts, a 50/50 raffle and a Miracle Champion presented the Miracle Kid's Award at the awards presentation.

"This is a great community event that helps support Oklahoma kids, and it's a lot of fun," said Starla Shatswell, TFCU's car show coordinator. "We encourage everyone to join us for the day's events."

## Security Service FCU Awards \$52,500 in Scholarships

Clarissa Rodriguez, AVP, Corporate Communications

Security Service FCU is helping 21 high school seniors get a head start on their college tuition. The credit union awarded \$52,500 in scholarships to outstanding seniors in Texas, Colorado and Utah.

“Each student selected this year has exhibited strong leadership skills and integrity in their scholastic and personal lives,” said Jim Laffoon, president and chief executive officer of Security Service FCU. “Investing in the futures of our youth is an important part of our commitment to the communities we serve and I would like to congratulate our 2016 scholarship recipients and wish them great success in the future.”

Each recipient received a \$2,500 scholarship along with an iPad mini to help with their classwork as they head off to college. The scholarships, which can be used to pay for tuition, books, lab fees and other related educational expenses, help students attain their educational objectives and professional goals.

Since launching the scholarship program 26 years ago, the credit union has given out more than \$362,500 to 326 college-bound students who are chosen based on outstanding academic achievement, character, leadership qualities and community involvement. This year’s group of award winners included AP Scholars, valedictorians, National Merit Scholars, school leaders, and Service League members. They have been accepted to colleges all over the country, including Harvard, Rice University, the University of Texas at Austin, Texas A&M and Ohio State.



L to r: Cheryl Suzuki, Director; Christine Mendes, Director; Carol Ebia, Vice Chair; Pastor Kelekona Bishaw; Ray Romero, Chairman; Gerard Auyong, President & CEO; Abigail Nishida, CFO; Sharon Miyazawa, Secretary; Duke Hiyama, Director; and Larry Dameron, Director. Photo courtesy Hickam FCU

## Hickam FCU Breaks Ground on New Branch and Corporate Headquarters

Brian Sawai, Director of Marketing

On March 30, 2016, Hickam FCU broke ground on its new 32,000 square foot full-service branch facility and corporate headquarters. The new two-story building will sit on the corner of Kuala and Kaakepa Streets in a busy, retail commercial area of Pearl City, Hawaii and is being constructed by New Ground, an architectural design and build firm that has over 100 years experience in crafting financial, corporate, retail, and healthcare building solutions.

The architectural design features will include floor-to-ceiling glass windows, “green” terraces, and an inviting outdoor plaza that will have the credit union stand out from the surrounding community. The interiors will include the latest trends in functional workspace design for an open-air office floor plan and a 2,700 square foot technology-driven retail branch with self-service, in-lobby tellers; a technology bar; and digital information stations. Additionally, the credit union has included in its building design, a convenient drive-through teller station that will service the well-trafficked area.

## Financial Center FCU Named ‘Top Workplace’ in Indianapolis for Fifth Consecutive Year

Dusty Simmons, Marketing/PR

Financial Center First CU was recently ranked 18th among midsize companies as a Top Workplace in Central Indiana. The award is given by the Indianapolis Star who contracts with Workplace Dynamics to conduct an annual survey of more than 800 Central Indiana companies to measure satisfaction among workers. Financial Center has been named a Top Workplace for five consecutive years and was the only credit union to receive the designation this year.

Over the last several years, Financial Center has worked to build its culture and employee benefits around programs and ideas that create a work/family balance, an open-door policy that facilitates idea sharing, and opportunities for professional growth.

“Being recognized as a Top Workplace is a testament to the culture we’re continuously building at Financial Center,” said Jo Kiel, Financial Center’s Chief Operating Officer. “Recognition at this level helps us retain quality employees and ensure that our members receive the highest level of service and care that any Central Indiana financial institution has to offer.”



The DCUC Conference Preliminary Program is available at [www.dcuc.org](http://www.dcuc.org).



## Eglin FCU Presents \$1,000 in Gift Cards to Fisher House of the Emerald Coast

Eglin FCU President Jerry Williams presents \$1,000 in gift cards to Fisher House of the Emerald Coast house manager Ron Gribble, Board Administrative Director Mia Hughes, and Board President Teresa Halverson. The Armed Forces Financial Network partners with federal credit unions to provide the gift cards as a way of saying "Thank You" for the service and sacrifices made by military families. Jerry remarked, "EFCU strives to make a difference in the lives of our US Service members and their families and appreciates AFFN's support with the gift cards." In addition to the gift cards, EFCU provides no-surcharge access with the AFFN ATM network at its base locations for military personnel. Photo courtesy Eglin FCU

## Service CU Celebrates Manchester Branch Opening

Lori Holmes, Service CU

The Manchester In-store Branch of Service CU recently celebrated its move from its former location to its new nearby home at 725 Gold Street at a ribbon cutting ceremony. The move and Grand Opening coincided with the Manchester Walmart relocation.

Among those attending were Manchester Mayor Ted Gatsas, New Hampshire Banking Deputy Commissioner Ingrid White and Cooperative Credit Union Association President/CEO Paul Gentile along with several other city and credit union officials.

With the new facility, the branch offers more room, an additional teller station and an Interactive Teller Machine with live video capabilities. The same branch staff, led by Branch Manager Stephanie Sawicki, will continue to provide the same exceptional member service in the new branch as they did on Keller Street.

## Air Force FCU Awards Scholarships to High School Seniors

Danny Sanchez, Air Force FCU

Air Force FCU presented three scholarships to graduating high school seniors at the Air Force FCU Annual Meeting on Saturday, March 19, 2016. The awards were part of the Air Force FCU annual scholarship program.

The three memorial scholarships were given to the students, each in the amount of \$2,000. The memorial scholarships were for the George H. Einfeldt Memorial Scholarship, which went to Corina LeAnn Valdez, Southwest High School, San Antonio, TX; Makayla R. Medrano, Antonian High School, San Antonio, TX received the MSgt Warren D. Vail, Sr. Memorial Scholarship; and Xiomara Michelle Alejandro from John Jay High School in San Antonio, TX was the recipient of the CMSgt James C. Kemple Memorial Scholarship.

The credit union understands the financial burden often borne by many members in order to send their children to college. Air Force FCU established the scholarship program in an effort to provide assistance, while rewarding deserving high school seniors for their academic achievements, character, family support and community service.



Left to right: Bob Glenn, President/CEO; Corina LeAnn Valdez, Makayla Medrano and Sam Farace, Chairman of the Board. Photo courtesy Air Force FCU

## Navy Federal Survey Reveals Opportunities in Financial Education for Military Millennials

Emily Bigham, Corporate Communications

The Navy Federal *Military Millennials and Their Money* survey, conducted by Forrester Consulting, reveals a slight gap in how servicemen and women feel about their financial wellbeing and how they manage their money. According to the survey,[1] military millennials feel on track to meet their five-year monetary goals, but they express a growing need for financial literacy to meet those goals. The differences between military millennials' financial beliefs and habits create an opportunity for education and assistance.

### MakingCents: Financial Literacy in the Digital Age

For the general population and military millennials alike, doing their own research for financial information is a top choice. This puts an emphasis on digital resources as an avenue for educational content to be consumed by young borrowers. When military millennials were asked further about financial research and decision-making:

- 73 percent like to do research on their own before making financial decisions,
- 58 percent rely on financial advice from professionals, and
- 56 percent trust digital finance advice.

That's why Navy Federal has created a new website called MakingCents. MakingCents takes its users on a step-by-step journey through their selected financial "track"—buying a car, or home, or opening a first credit card. Delivered in everyday "real person" language, the site seeks to take the complexities and jargon out of the process, and educate consumers looking to improve their personal finances and their ability to manage credit. Once an account has been activated, users can continue to use the site to explore topics, monitor their progress and even save and share related articles. Members and non-members can use the site.

### The Increasing Importance of Financial Education for Young Servicemembers and Other Millennials

Above all, *Military Millennials and Their Money* found young servicemembers are satisfied and confident with their financial situation, their ability to save, and their preparedness for a financial emergency. The key factor in concluding financial education is ever more significant for financial success is the decline in financial literacy from 2014 to 2015 among both military millennials and the general population. The study also found that of the military millennials surveyed:

- 57 percent rely on their primary financial institution for their financial education,
- 21 percent have missed a credit card payment in the past year, and
- 16 percent have missed at least one mortgage payment in the past two years.

[1] A commissioned survey conducted by Forrester Consulting on behalf of Navy FCU, October 2015

## Scott CU Board Chair Betty Renth Honored

Adam Koishor, Chief Marketing Officer

A simple request from a co-worker has turned into a lifetime of helping people for Scott CU Chairman of the Board Betty Renth. Renth was honored recently for her 60 years of volunteer service on the Board of Directors of Scott CU. Renth was presented with a lifetime achievement award recently to mark her years of service as a leader.

"Our Chairman Betty Renth has served on our Board of Directors since 1955 and has been a driving force in SCU's growth and developments for 60 years," said Scott CU President and CEO Frank Padak. "That is 60 years of dedication and volunteerism that has made Scott Credit Union what it is today."

Renth has been SCU Chairman of the Board since 1971 and has received national and state recognition for her dedication

## Miramar FCU Teaches Financial Planning to CSUSM Veterans

Lindsay Anthony, Olive PR Solutions,  
on behalf of Miramar FCU

Miramar FCU partnered with San Diego Financial Literacy Center to teach two financial planning courses to Cal State University San Marcos students. The students, all transitioning veterans, learned invaluable financial planning information, including: ways to stretch a dollar, financing graduate school and how to purchase one's first home. The classes took place on April 11 and April 18 during the regularly scheduled course. There were twenty enrolled students.

"We're really looking forward to having Miramar Federal Credit Union's Chief Military Officer, Kevin Cortes, come in and chat with our students. Since Mr. Cortes is a veteran himself, he understands the sacrifices and hardships our servicemen and women go through every day," said Patricia Reily, Ed.D., Veteran Services Director at CSUSM. "We hope that the students gain invaluable insights into the often complex realm of finances and walk away with a better understanding of how to navigate their future."

This is just one of the many ways Miramar FCU is making an effort to make San Diego's veteran community more financially savvy. In a world where it's often considered taboo to discuss finances, planning and budgets, the credit union wishes to educate people on smart ways to get ahead.

and service. In 1997, Betty was awarded the Spirit of Service Award and named Volunteer of the Year by the Illinois Credit Union System. She was inducted into the Illinois Credit Union Hall of Fame in 2002. In 2006, Betty was inducted into the Defense Credit Union Council Hall of Honor.

Renth said that her family was always dedicated to helping people financially. "It just fit with my background and job working in the personnel office," Renth added. "I could embrace the credit union industry's 'People Helping People' philosophy."

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## Fort Lee FCU Supports Richard Bland Equine Center

Fort Lee FCU was pleased to present a donation of \$1,000 to the Equine Center at Richard Bland College of William & Mary. The donation will assist participating students with the equine program expenses. The credit union is honored to partner with Richard Bland and continues to support all levels of education. Photo courtesy Fort Lee FCU