

Funds Availability

The Federal Reserve Bank recently announced that the Federal Reserve Bank of Cleveland will become the single processing office for paper checks during the first quarter of 2010. For this reason, we are amending our Funds Availability Notice to read as follows:

In some cases, we will not make all of the funds that you deposit by check available to you on the same day we receive your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day. The first \$100 of your deposits, however, will be made available on the first business day.

Funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$5000 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

Holiday Closings

January 1, 2010 • News Years Day
 January 18, 2010 • Martin Luther King Birthday
 February 22, 2010 • Washington's Birthday

Important Notice

Beginning February 1, 2010, the credit check fee will increase from \$3.00 per applicant to \$4.00 per applicant.

Hampton V. A. Federal Credit Union

P. O. Box 37
 Hampton, VA 23669
 (757) 723-8842 (voice)
 (757) 723-5493 (fax)
 (757) 723-8922 (audio response)

Hours of Operation

Monday – Friday 8:30 a.m. – 1:30 p.m.
 and 2:30 p.m. – 4:00 p.m.
 Closed daily from 1:30 p.m. – 2:30 p.m.
www.hvafcu.org

Scorecard

(As of October 31, 2009)

Assets	\$8,196,350
Shares	\$6,537,218
Loans	\$4,202,187
Members	2,100

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NEWS REVIEW

Hampton V. A. Federal Credit Union

Winter 2009



I am pleased to announce that, in the summer of 2010, Hampton V. A. Federal will move its credit card portfolio to Fiserv! Why make the move? The last three years has seen unprecedented data breaches as hackers have broken security protocols and compromised millions of cardholders at the retail level. Although there has been no reported compromise at a financial institution, we became concerned about safety and decided to review our contracts. During our evaluation process, Fiserv's program stood out as the best defense against hackers.

Hampton V. A. Federal currently uses Fiserv to manage our debit card transactions, so we were familiar with their product and have been impressed with their quick response to card compromise alerts. Moving our credit card database will mean we will need to reissue Visa cards to existing cardholders. We will send you future communication regarding when it is time to switch to the new cards.

Platinum Visa cardholders who have accumulated points need to make a decision. You may use your points before March 2010 under the old Scorecard reward program, or you may wait and allow your points to switch to the new program. Since the U-Choose reward program is with a different company, we cannot guarantee the same gifts will be available. We can only say there will be gifts you can purchase with points. We'll send you more information about the U-Choose reward program as the information becomes available to us. In the meantime, keep an eye on your newsletter. We'll send other correspondence directly to individuals who own a Visa card issued by the credit union. We're certain that once the move is complete, you'll be as delighted as you were when the credit union switched our ATM cards to the Fiserv debit platform.

Wanda F. Bach
 Manager



Mark your calendar now for your credit union's 74th Annual Meeting on Tuesday, April 20, 2010. The meeting will begin promptly at 5:00 p.m. at the American Legion Hall Post 48, 221 Mellen Street in Hampton.

We will talk about the financial status of the credit union and goals for the upcoming year. We will also hold elections for the 2010 Board of Directors. This important distinction makes your credit union different from banks and other for-profit financial institutions. Our Board of Directors are democratically elected by our members. Board members volunteer their time to help guide our primary mission of providing a wide range of not-for-profit financial services. We return the income made from our services to our members in the form of better interest rates on savings and lower interest rates and fees on loans. Plan now to be a part of this important occasion

Shopping for New Wheels?



**HAVE WE GOTTA
LOAN FOR YOU!**
Get a better deal at your CU

If wondering if your old car will start is just too much to bear, maybe it's time to shop for a new vehicle with a loan from your credit union.

We can help narrow the choices, based on your budget; then pre-approve you for a loan. You get the best overall deal when you take advantage of our Member Buyer Program at the dealership and finance at the credit union. With your pre-approved loan document in hand, you can bargain from a position of authority. Apply any dealer or manufacturer cash back incentives directly to the purchase price for the best overall value. Save more when you purchase your GAP insurance directly from us!

Our low rates make this season the best time to trade in your clunker for new, and improved, wheels. Before you finance, be sure to ask for a sweet deal from your credit union.

Avoid Instant Tax Refunds

Your credit union wants you to be aware of the growing trend by large income tax preparing firms to offer you "instant" money for your state and federal income tax refunds. They offer to cut you a check "on the spot" in exchange for authorizing the state and federal government to route your refund directly into their bank account.

The only "catch" is that this service usually comes with a hefty service charge, sometimes as much as 10 to 20 percent of the refund. It may not sound like much, but this fee is outrageously high when you convert it to an annual percent rate (APR). Think about it: A 10% "service charge" of \$100 on a \$1,000 tax refund in exchange for forgoing a one-month wait for your money works out to an APR of 133%. And, what's worse, they are loaning you your own money!

With today's electronic filing of federal and most state income taxes, the wait time for your refund has been dramatically reduced (in some cases, you may get your refund check in a week to 10 days). Is it really worth it to pay an exorbitant service charge so you can get your money instantly? Your credit union doesn't think so. Sit tight for a couple of weeks and use that extra money to your benefit.

Coal Delivery Day

Down in the basement of my grandparents' house, occupying a great deal of space, sat an enormous coal fired furnace. Looking at it for the first time it appeared as a giant octopus with its tentacles reaching out in every direction. Many a time, while playing in the basement on rainy days, I would pretend it was a fire eating dragon that must be killed. Adjacent to the furnace sat the coal storage room with a trap door to the outside. Attached to this door was a chute which slanted inward. This contraption allowed for coal delivery directly into the basement. The coal storage room could hold about two tons of coal. This amount of coal, when available, would last about half of a normal Chicago winter.

Coal delivery was done by manual labor, usually by one person. That very special person was Mr. Riser. Wearing heavy denim pants, jacket and cap, with thick leather gloves, covered in coal dust, he was an imposing figure of a man. The coal was delivered in heavy looking canvas bags, each filled with fifty to sixty pounds of coal. Mr. Riser had become bent over from carrying all this coal for many years. The flatbed truck he drove was loaded with many canvas bags of coal, which were stacked in a pyramid formation. Carefully and resolutely, each bag was carried to the trap door chute connected to the basement. The coal slid down the chute with great noise, raising clouds of sooty dust in the basement. Finally, when the last bag had been delivered, my grandfather would pay Mr. Riser, muttering all the time about the high cost of coal!

It was at this juncture, that my grandfather would follow an old tradition with Mr. Riser. Being a Scotsman, my grandfather had a fondness for scotch whiskey. Now mind you, he only had a small shot every day at four o'clock. But, coal delivery day was a special event. So, with all the coal in the bin, Mr. Riser and grandpa saluted one another with a shot of scotch. My grandfather stated that the shot of whiskey made the price of coal seem cheaper! After the tradition was observed, Mr. Riser would collect all the canvas bags and drive away. Grandpa would clean up the basement, still muttering under his breath about the price of the coal, but feeling warm inside from the scotch.

Trying to stay warm,

Larry Biermann

YOUR ELECTRONIC FUNDS TRANSFER (REG E) NOTICE

Some transactions to your account may be accomplished electronically. In the event an error occurs or you have a question about this type of transaction, you should be aware of the following:

In Case of Errors or Questions About Your Electronic Transfers Call us at **757-723-8842** or

Write us at the address listed in this newsletter, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the **FIRST** statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days (20 business days for new accounts) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days for new accounts or point-of-sale or foreign-initiated transfers) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days for new accounts) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.



We Do Business in Accordance With the
Federal Fair Housing Law and the Equal
Credit Opportunity Act

Word to the Wise



AARP warns that older Americans are falling victim to scam artists that are preying on people desperate to keep their homes. Stay away from any so-called mortgage rescue company that asks for upfront fees or who guarantee they can stop a foreclosure,

Non profit organizations, such as NeighborWorksAmerican, (www.nw.org) have teamed together to launch a public campaign to warn homeowners:

- Don't do business with companies that approach you.
- Never send a mortgage payment to any company other than your lender.

Need help? Call the homeownership Preservation Foundation's HOPE Hotline, 1-888-995-4673 or go to www.hopenow.com.