RICHMOND FIRE CREDIT UNION

THE Fire WIRE

THE RICHMOND FIRE DEPARTMENT CREDIT UNION INC

January 2012

IN THIS ISSUE

- Our Board of Directors
- Doing it Electronically
- Technology
- How to use it
- The President's Corner
- Q and A
- Complaints
- Richmond Fire Dep't 5 K race
- Telephone
- Rates

Have a safe and wonderful New Year!

Let us serve you electronically!

Our annual meeting (82nd) will be held on Friday, April 20, 2012 starting at 6:00 p.m. at 2500 West Broad Street (Science Museum of Virginia). Please make plans to be there!

Our Board of Directors and other Volunteers

The Board of Directors' nomination committee accepted the resumes of the three (3) incumbents: Russell "Russ" G. Acors III, James "Jim" Chambers Jr., and Linn "Mac" M. Rowh Jr. They will serve for another three (3) years. Our thanks to all three (3) for their continuing commitment!

2011 Board of Directors

David D. Pulliam Sr. Chairperson

William E. Bridgers Vice Chairperson

James A Chambers Jr.

Treasurer

James E. Verlander Sr. Secretary

Russell G. Acors III

Joseph W. Elrod Sr.

Lawrence E. Glidewell Jr.

Linn M Rowh Jr.

Don A. Salotti

2011 Supervisory Committee

Melody Spivey, Chairperson

Robert S. Baumgardner Jr.

Jeffrey G. Currie

Joseph A. Mary

Kent O. Taylor

Brian Turnage

John "Mike" Williams

2011 Credit Committee

David Ross, Chairperson

R. Brian Acors

Ludenilo D. Castro

Stacey Harris

Sylvester I. Henderson

Michael Murrin

Lloyd Satterwhite

Without these folks and their dedication your credit union would not be as good as it is. Our heart felt thanks is always extended to them..

Doing it electronically and updating your database

Please make sure that we have your email address to us. We do not sell or release information to any third party. This will help by reducing the cost and increasing the dividends paid to you our RFDCUI's members/ owners. Do we have your current information: address, email, telephone numbers, and beneficiary? Do you have a smart phone and would you like to be able to access your account on it? See further information on page # 2.

CREDIT UNION HOURS MONDAY – FRIDAY 8:00 a.m. TO 2:00 p.m.

Visit the CREDIT UNION SERVICE CENTERS for after hours service. For locations go to WWW.CUServicecenter.com

HOLIDAY CLOSINGS : New Year Day—January 2, 2012, Martin Luther King Jr.'s Day – January 16, 2012, and Presidents' Day, February 20, 2012.

"OUR GOAL IS TO BE YOUR FINANCIAL PARTNER"

Reminder: Please check your statement carefully. Ensure your Social Security number and account number is correct . Make sure deposits and withdrawal transactions are accurate. Always be on the lookout for potential fraud. Contact us immediately if you see any irregularities to your account.

Check out our HOME EQUITY LOAN RATES. Fixed or Variable rates. Consolidate your debts, Complete that home improvement project. Contact us today!

THE PRESIDENT'S CORNER

Wallace L. Garland
President/CEO

On the third Wednesday of each month beginning July 2011, the Credit Union will be opening 1 hour later at 9:00 AM, for staff training.

Take advantage of our secured loan discounts i.e.:

Automobiles, Motorcycles & Boats

Visa Cash Advance at 13.80% A.P.R.

Welcome to our newly revised newsletter. There will be more exciting changes coming to your credit union soon including a newly revised and more user friendly website. We hope that you find this format appealing. As Always: THANKS!

Email us at Memberservices@rfdcreditunion.com THANKS!

2011 was a good year for many of our members/owners and for RFDCUI as well.

If you have internet access, you can now do your loan request online. Our staff will follow-up with your request. With our internet banking, we now offer various electronic alerts to your cellphone or email account. Please visit your online account.

Please remember that we write our checks on M & T Bank. They have branches locally, statewide and nationally.

Scholarship Offerings

The Richmond Chapter of Credit Unions, of which we are a member, is offering two (2) $1,500.00 scholarships. See our staff for more information.

The "Beat the Heat" Scholarship info for 2011 will be posted here soon. See RFDCUI website under our links page for details and applications.

Technology Feature

What do you do if you have a smart phone (i-Phone or Android) and you want to view or conduct transactions on your RFDCUI account.

We presently do not have an app for this. But that will not prevent you from doing what you want to do.

What do you do: Go to Google on your phone, type in rfdcreditunion.com, in the upper right hand corner, type in your user identification number and your password.

This will take you to your internet banking information with us. With your access code you can make payments to your loan with us and transfer money between your sub-accounts or another account.

If you have signed up for bill pay, you could use our bill pay service as well. This is an inexpensive way of using this feature without the credit union bearing the cost of developing an expensive application.

How to use it:

You have heard about the Credit Union Service Centers and you want to use one of them. It gives our members extended hours for withdrawal or deposit services. A lot of area credit unions offer this opportunity to our membership.

You will need to tell the teller at the CUSC your name, what credit union your account is with, your account number and provide a non-expired government picture. The teller will then process your request and have you sign a receipt for your transaction. You walk away with a smile.

Some Area Credit Union Service Centers

5001 Nine Mile Road 23223 (804) 236-1970

9401 West Broad Street 23228 (804) 266-0193

6737 Public Safety Way 23832 (804) 748-1417

110 Wagner Road 23805 (804) 748-3081

6110 Mechanicsville Tnpk 23111 (804) 359-8754

Q & A Corner

If you have a question about a credit union function, please email it to us and we will answer it. Who knows, it could end up here as well.

What is the maximum amount of transfers from my saving to my checking per month?

The Federal Reserve Bank's Regulation D in effect allows for a maximum of six (6). Call our staff for assistance.

Do you choose "Credit" or "Debit" at the Check-out Counter?

By choosing "credit" when checking out at the store or business, RFDCUI will receive more income from your transaction. Another reason to choose credit is that it offers more fraud protection than a P.I.N. based transaction. Now that you know, please choose "CREDIT" Thanks!

Have you considered opening a Educational, Traditional or Roth IRA account at RFDCUI? Call or email us for the details.

If you have an IRA (Educational, Traditional and/or Roth), dividends earned on them are listed at the bottom of your statement. IRA dividends are **not** a part of your total annual dividends paid. This meets the requirements of the federal government.

Q & A continues

Has your other financial institutions let you down?

RFDCUI's Visa Credit Card Program has a fixed rate of 10.80% A.P.R. and no annual fees! Cash advances at 13.80% with associated fees.

Contact us to receive an application.

Have you checked your credit report lately?

Get an annual credit report from any of the big three (Equifax, Transunion, or Experian) Free by going to www.annualcreditreport.com.

Complaint

Complaints happen because we are humans dealing with humans with machines added in. A complainant should follow this routine, if the complaint is with a staff person, the member should speak with or write to the president. The president will discuss it with the member and hopefully at this point the complaint can be resolved.

However if the member is not happy with the outcome they are advised to forward the complaint to the Supervisory Committee. This committee will investigate the complaint and reply to the member and the Board of Directors. If the member is still not happy they can then take their complaint to the Board of Directors. The Board will review the previous finding and will reply to the member.

The final step, the member can file their complaint with the State Corporation Commission's Bureau of Financial Institutions. They will investigate, review and send their findings to the member.

By this time, we hope that the issue is resolve before this next option. The member can obtain legal counsel.

Keep up with your account on the web

Fire 5K Walk/Run

The Richmond Fire Department 5K Walk/Run will be held on June 16, 2012. The course and other information have not been decide on yet. Please keep checking our website for the latest.

CALLING ALL:

RICHMOND FIRE, **HANOVER FIRE**, & **RICHMOND AMBULANCE AUTHORITY** personnel; come in, bring or send your family members to us and sign them up to be a member of the RICHMOND FIRE CREDIT UNION. The **only** Firefighters credit union in the area. Be a part of our team!

Have you applied for your Richmond Fire Credit Union VISA Credit Card yet?

Transfer balances from your higher interest rate credit cards !

- No balance transfer fee!
- 10.80% A.P.R.!
- No annual Fee!

Telephone System

Our telephone number is (804) 354-0673. Each employee has their own extension and email address.

CBridgers@rfdcreditunion.com x 105

WGarland@rfdcreditunion.com x 101

GGrooms@rfdcreditunion.com x 102

LNewcomb@rfdcreditunion.com x 103

JSpencer@rfdcreditunion.com x 106

MJWest@rfdcreditunion.com x 104

General Mailbox is

Memberservices@rfdcreditunion.com

Email addresses for the Board of Directors are:

pulliadd@comcast.net

VaFireLtRt1@gmail.com

James.Verlander@richmondgov.com

jimchambers@verizon.net

RGAcors@co.hanover.va.us

Joe.Elrod@Comcast.Net

Lawrence.Glidewell@richmondgov.com

Seaox17@gmail.com

comboman2099@yahoo.com

THE RICHMOND FIRE DEPARTMENT CREDIT UNION INC

900 HERMITAGE ROAD
RICHMOND VIRGINA 23220

Phone: 804-354-0673
Fax: 804-354-0684
E-mail: memberservices@rfdcreditunion.com

Back in the late 1920's, the Richmond Fire Department Credit Union Inc. was founded because of the need to borrow money to purchase a sewing machine. Three (3) members of the City of Richmond, Fire Department pooled their monies together for the purchase and thought that this should be available to all the members of the department.

On May 11, 1929, a charter was formed and we were incorporated with the Commonwealth of Virginia's State Corporation Commission. Forward the clock 82 years later and we have grown into a 1400 plus members with over $15,000,000.00 in assets financial institution serving members all over the United States and the world.

CREDIT UNION STAFF

Wallace L. Garland-Pres/CEO
Glenn E. Grooms - Vice Pres
Lynda C. Newcomb - Sr. Ops
Mary Jane West - Ops
Christina M. Bridgers - Ops
June P. Spencer - Teller

"OUR GOAL IS TO BE YOUR FINANCIAL PARTNER"

RFDCUI's vital statistics as of 11/30/2011:

Members:	1,466
Loans to Members:	$9,144,366
Total Shares:	$13,807,835
Assets:	$15,820,255

EQUAL HOUSING OPPORTUNITY

Your savings federally insured to at least $250,000 and backed by the full faith and credit of the United States Government
NCUA
National Credit Union Administration, a U.S. Government Agency

Find us on Face book!

We are a participating member of the Credit Union Service Center network

OUR RATES AND SERVICES

Current Loan Rates

Signature.....8.35 - 19.10%
New/Used Vehicles..4.25 - 14.60%
VISA Credit Card..... 10.80%
Overdraft Protection…….12.00%
Fixed Home Equity.. 5.75 - 6.25%
*HELOC variable. 5.00 - 15.00% (tied to Wall Street Prime)

Current Dividend Rates

As of December 31, 2011
**APY
Regular Share Savings and Club Share Saving*..... 0.33%**

Checking Accounts..... 0.00%
Money Market Checking *$2,000-$9,999.99*..... 0.10% *Minimum balance required to earn dividends is $2,000.00*

IRA Savings*.....1.17%...1.18%**
(Traditional, Roth & Coverdell)

We offer IRA Share Certificates, ROTH IRAs and Education IRAs

Savings and IRA Certificates

APR
6 Months - $500 min.....0.66%
12 Months - $500 min..... 1.05%
36 Months - $500 min..... 1.71%
60 Months - $500 min..... 2.19%

APY
6 Months..... 0.66%
12 Months.....0.85%
36 Months..... 1.60%
60 Months..... 2.00%

There is no minimum balance required to avoid service charges.

**Home Equity Line-of-Credit*
***APY = Annual Percentage Yield*
Rates subject to change.

Fee Schedule

Copy of share drafts	$10
Copy of statement /Mo	$3
Stop payment - Share Drafts and ACH	$25
All Non Sufficient Fund Items (NSF)	$35
Wire Transfer Fee	$12
Dormant Account Fee per month	$1
Accounts below par value after six (6) Mo.	$1/Mo
Recording Home Equity Loan Certificate of Satisfaction (court cost / attorney fee)	
Non-member notary service	$5
Verification of Deposit	$15
Three months delinquent on Visa Card, interest rate goes to 18.90% A.P.R.	
Express / Overnight mail	$5 + Postage
Collection Info processing (incoming, outgoing or foreign)	$10
G.A.P. Insurance Minimum	$165
Loan skip a Payment	$20 per loan
Single service fee [account with less than $100 (excluding children)	$3/Mo
Subsequent action loan fee	$20.00/loan
ATM fee- exceeding two (2) usages per month,	$1.50

We're on the Web!

WWW.RFDCreditunion.Com

IT IS WINTER TIME.

GET SOME QUICK CASH WITH OUR HOLIDAY LOAN SPECIAL. COME SEE US OR CALL US!

7.50% APR ***(with 600 credit score)***