



# Member Newsletter

## Fall 2008

[www.ucfcu.org](http://www.ucfcu.org)

Main Office (931) 484-9433

[www.ucfcu.org](http://www.ucfcu.org)

Clarkrange Office (931) 863-9433

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### Mortgage/Home/Land Loans Being Refinanced By Members

If the increase in fuel, food, and everyday living expenses has your family in a financial squeeze, check with your credit union about possible ways to increase your available disposable income. While it is a good thing to pay off debts as quickly as possible, sometimes a member must consider other options so there is enough money left over for the everyday cost of living expenses. Some members have to consider consolidating debts to lower monthly loan payments.

A number of members have moved their mortgage/home/land loan to the credit union to get relief on their monthly payments. Also, several members have moved their mortgage/home/land loan to the credit union in order to consolidate all debts into one monthly payment.

Call 931-484-9433, ext. 29 if you have questions about consolidating your debts.

### Why an Upper Cumberland FCU Credit Card Is a Better Deal

Check your wallet or purse. Are you carrying a credit card issued by some financial institution other than your credit union? That's like throwing money down the drain for most credit union members!

In these tough financial times, every dollar counts. Interest rates alone can add up to several hundred dollars per year in savings and your credit union credit card rate is based on your credit score. In fact, most credit union members are only paying 8.9% APR because of their credit score (FICO scores of 730 or higher). Interest rates vary from 8.9% APR to 16.9% APR and credit card line-of-credit amounts may be approved up to 25% of your annual income (\$15,000 maximum card limit). The maximum card limit is also based on several factors such as maximum amount of other outstanding debts/payments and length of employment. Call the credit union at 931-484-9433, ext 29 to apply for your own credit card or apply online at [www.ucfcu.org/ASP/loan.asp](http://www.ucfcu.org/ASP/loan.asp) for a very quick response.

### FREE Visa Gift Card Rewards!

**Gift cards are being earned by members that move a loan balance from another lender to Upper Cumberland FCU!**

**Earn a gift card worth 1% of the loan balance transferred (up to \$250). Call the loan staff at 931-484-9433, ext. 29 for all the details on how to qualify for your own Visa Gift Card Reward!**

## Make Saving Money and Repaying Loans Easy

Saving money can be hard to do. Your credit union can help you make it easier with Direct Deposit or Payroll Deduction. With direct deposit or payroll deduction your paycheck is automatically deposited into your credit union account (regular savings, checking, Christmas club, Individual Retirement Account). Direct Deposit or Payroll Deduction allows you to earn dividends on your funds immediately when deposited to dividend bearing accounts. If you're not working on payday, your paycheck still arrives at the credit union on the day you are paid. Direct deposit or payroll deduction also saves time – no more waiting in line over your lunch break to deposit your paycheck.

You can also use direct deposit and payroll deduction to help schedule repaying your credit union loan payments. In fact, if you move a loan balance to the credit union and sign up to repay the loan by payroll deduction or electronic transfer you can get a ½% discount on the loan rate! To learn more, talk with a member service representative at the credit union.

### Protect your Social Security Number

Never give your SSN (social security number), account numbers, passwords, mother's maiden name, birth date, PIN (personal identification number), or personal information over the phone unless you initiated the call.

- Ask, "Why do you need this information?"
- Don't put your SSN on your driver's license.
- Don't carry your Social Security Card in your wallet or pocketbook unless you need this information that same day (then store in a safe place).
- Never use the last four digits of your SSN as a PIN number. Memorize your PIN's!
- Don't let store clerks write your SSN on checks as identification.
- Don't have your SSN preprinted on checks.

### Saving Is The Key To A Secure Future

Even when the economy is booming, it can be difficult to save. When it's in the doldrums, you may think it's impossible to save. These tough times make it even more important to save money. Having funds to fall back on in an emergency or to make a special purchase is a key way to avoid taking on more debt. Saving for future purchases can help you avoid running up high interest credit card bills. Here are some time-tested ways to save:

- Use payroll deduction or automatic transfers to place money in savings (what you don't see, you don't miss).
- Add money to special accounts for a specific purpose. For example, designate a savings account at the credit union for your vacation fund, property taxes, holiday expenses, or the next down payment on a vehicle.
- When you pay off a loan, continue making the payment to your savings account OR pay the same amount on another outstanding loan to continue lowering your debt level.

## Time for a Financial Checkup

Your credit union urges you to do a financial checkup. Just as you would have an annual physical examination with your doctor, you should pick a time of year to do an annual physical exam of your finances. This is a good time, since the cost of living has increased quite a bit due to higher fuel cost, food cost, etc. Here's a list of essentials to consider:

- Review your financial goals. Have you made progress or fallen short? If so, figure out why, and revise your goals to get back on track. Don't have any goals? Now would be a good time to set goals for increased savings and less debt.
- Evaluate changes in your personal situation. Things such as job change, divorce, adding a baby to your family, retiring, buying a house, getting married, or moving may cause you to rethink your budget, spending, savings, and investments. Your credit union is providing all members a free download of budget software directly from our web site at the [www.ucfcu.org](http://www.ucfcu.org) home page.
- Review your homeowner's, renter's, health, and auto insurance policies to ensure the correct amount of protection.
- Prepare for the unexpected. How are you set for disability if you were to become sick or injured for a prolonged period? Review your will, and if applicable, your estate plan. Have any changes taken place that requires updating? If you do not have a will, have you reviewed all your savings, checking, retirement accounts, to be sure you have listed someone as a joint owner with right of survivorship or listed someone as the beneficiary on these accounts?
- Evaluate debt. How are you doing on controlling and paying down debt? In particular, has credit card debt increased this year? If so, is it time to consider a consolidation loan and getting rid of one or more credit cards?
- How is your credit score? If you haven't ordered your free annual copies of your credit report, now's a good time.
- Prepare to reduce income taxes. Check with a tax professional for all possible tax deductions.
- Review your retirement plans. Are you contributing enough to your various retirement accounts to live the kind of life you want?

If your financial health is in good shape, congratulations! If it can use a little work, at least you know where to concentrate your efforts. Definitely make plans to see your credit union about the many savings options, individual retirement accounts, consolidation loans, home loans, and much more.

## Overdraft Protection, Line-of-Credit, and “Paid 4 You” Options

Save yourself the embarrassment and cost of accidentally overdrawing your checking account or savings account with overdraft protection from your credit union. At a cost that's very low, you can have the peace of mind that your checks/electronic items will be honored even if you make an occasional mistake in calculating how much money you have in your account. We have several options for setting up overdraft protection such as automatically deducting the overdrawn amount from your share savings account, wish account, or tapping into a pre-approved line-of-credit. The last option available is called “Paid 4 You” and the details are listed below.

- Keep additional cash in your primary share account or a club account (Wish Account). If the credit union computer transfers funds to cover a Non Sufficient Funds (NSF) check/item, the fee is only \$2.00 per NSF. The credit union recommends this method as the most economical form of overdraft protection.
- The second best option for overdraft protection is to apply for a credit union Line-Of-Credit. The Line-Of-Credit can be programmed at your request to transfer funds into your checking to cover a NSF item. Again, if the credit union computer system transfers funds from the Line-Of-Credit to cover a NSF item, the fee is \$2.00 PLUS any interest that accrues on the loan balance until the loan is repaid by you.
- If none of the above methods helps your situation, you may be eligible for “Paid 4 You”. “Paid 4 You” allows an account to overdraw without bouncing the check/item up to \$600 and the fee per “Paid 4 You” item is \$30.00.

This optional “Paid 4 You” benefit is only available for accounts in good standing that have been open for at least three months and for members who regularly make deposits to their account each month. Any overdrawn check should be repaid to the credit union within 15 days or this benefit is automatically deactivated for the member. Also, if a member is over 15 days delinquent on a credit union loan payment this service is also automatically deactivated until the loan is up-to-date.

The credit union encourages each member to keep their checkbook in balance in order to avoid ANY FEES related to an overdrawn check/item. However, if you make a mistake in your checkbook or account balancing, we are proud to offer options that can keep your overdrawn item from bouncing to another business which may result in even more charges from the merchant.

If you need help in learning how to balance your account please call (931) 484-9433, extension 28 or extension 57. An appointment can be set up to discuss your situation for taking more control of your finances by using “Gabby” the telephone teller or E-Branch home banking.

## Ways to save money, fuel, time and reduce the number of trips to your credit union:

- Use our FREE Direct Deposit service for your paychecks and/or retirement checks.
- Use our Debit card for purchases while you are shopping instead of writing a paper check.
- To reduce trips to the ATM machine when you want cash in your pocket, swipe the card and request additional cash when making a purchase with your debit card.
- Use our FREE E-Branch home banking service for transactions such as balance inquiries, transfer of funds between member accounts, viewing account history, and viewing copies of checks.
- Use our FREE E-Pay service for paying bills electronically to quit buying postage stamps.
- Use our FREE “Gabby” telephone teller for balance inquiries, transfer funds, account history, transfer loan payments.

By using these services you are helping the earth by using fewer resources such as paper and fuel. Your credit union staff is ready to help you get started with the many ways to save time, money, fuel, and to GO GREEN. Call the main office at 931-484-9433 and dial extension 28 or extension 57 or toll free number at 1-866-243-9433. The Clarkrange staff can be reached at 931-863-9433 for further information. Upon request, the staff will gladly sit down with you and walk you through using E-Branch, E-Pay, Gabby, and any other service that we offer.

## Wanted: More Credit Union Members

Do your friends and family a favor. Invite them to join the credit union! They'll thank you for the chance to take advantage of the benefits of belonging to a credit union. When they join, you will have done yourself a good turn as well.

As a non-profit financial cooperative, we only exist to serve our valued members/owners. A broader base of members means we can continuously work to improve our products and services. We can be more efficient and pass those savings onto you (offer better rates). So, do your part and pass the word. Let your friends and family know one of the best ways to achieve financial security – membership in Upper Cumberland Federal Credit Union. If you have friends or family that live, work, or worship in Bledsoe, Cumberland, or Fentress County they are eligible to apply for credit union membership.

## What We Have to Offer at Upper Cumberland FCU

### Savings/Investment/Budget Options

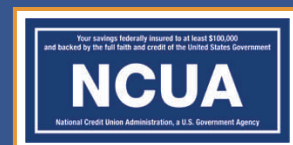
- Share Savings Accounts
- Christmas and/or Wish Account Savings
- Children Savings Accounts
- Term Share Certificates (3 month to 36 month term)
- Individual Retirement Accounts (payroll deduction options available)
- Individual Retirement Accounts (from rollover of 401k)
- FREE Checking Account Option

### Additional Services/Benefits

- Debit Card Option
- Direct Deposit or Payroll Deduction
- Automated Telephone Service (Gabby)
- Home Banking (E-Branch)
- Bill Payment (E-Pay)
- FREE Budget Software
- Drive-Thru open until 6:00 pm on Friday
- Saturday Hours

### Financing Choices

- Home (House or Double Wide Mobile Home)
- Home (Single Wide Mobile Home)
- Land or Building Lot
- Fixed Rate Home Equity
- Adjustable Home Equity Line-Of-Credit
- Consolidation Loans
- New & Used Vehicles
- New & Used Boats
- New & Used Motorcycles
- New & Used Recreational Vehicles/Campers
- Farm Tractor/Farm Equipment
- Personal/Unsecured Loan
- Share Secured Loan to Build Credit Record
- MasterCard Credit Card



## Get Online, Not In Line!

Life's too short to spend so much of it in line. We can't help you at the grocery store, at the gas station, or with airport security, but we can help you at the credit union. When you sign up for online services from the credit union, you can do many of the same transactions from the comfort of your computer. A few clicks and keystrokes can not only save you the time and trouble of a trip to the credit union but also shrinks your fuel cost. Going online also means you can do your finances at 6 a.m. or 10 p.m. or anytime 24/7. You're on YOUR schedule, not ours. To find out how easy it is to sign up for online services, check out our web site or call us at 931-484-9433, ext. 28 or ext 57.

## America's Credit Unions: Secure, Strong With Federal Insurance, serving as consumers' safe harbors

### Credit unions as a whole are healthy, with strong balance sheets.

- Credit unions are well capitalized. Their overall capital-to-asset ratio stands at a very solid 11.1% (compared to 10% for banks). In dollars, that's a capital cushion of \$90 billion.
- Credit union mortgage delinquencies at the end of the first quarter stood at only 0.7%. First mortgage charge-offs were a miniscule 0.06%.
- More broadly, credit union loan delinquencies have edged up, but still are at a very low 1.0%.

### Credit unions have steered clear of the subprime mess. We're still lending responsibly.

- In the first four months of 2008, mortgages at credit unions grew faster than all other loans. This at a time when mortgage losses have forced other lenders to scale back or close their doors entirely.
- Why? For one thing, credit unions operate more conservatively and tend to hold more of their mortgage loans (about 70% in fact) in portfolio rather than sell them to Fannie and Freddie on the secondary market.
- Secondly, credit unions are member-owned and not-for-profit cooperatives. We exist to serve our members, not profit from them. Unlike the banks and brokers, we're not out to force loans on our members just to make a quick buck.
- Today 56% of credit unions offer first mortgages, and 90% of the nation's 90 million credit union members belong to one of the credit unions that offer first mortgage loans.
- To the extent credit unions have been impacted by the subprime debacle, it's primarily as "collateral damage"—members having trouble making payments on other loans because of subprime mortgage they've gotten elsewhere, or because some members are losing their jobs in today's down economy.
- But credit unions went into this with very strong balance sheets, and will still be in very strong shape when it's over.

### Credit unions are a safe harbor for consumer savings.

- Savings at credit unions so far this year have grown nearly 7%. In today's economy, consumers are increasing their savings in response to concerns about their economic future.
- More people seeking to put their money in a stable source offering good rates are turning to credit unions.
- As not for profit cooperatives, credit unions typically offer higher savings rates than banks. For a daily rate comparison, go to this link: <http://www.creditunion.coop/ratedex.php>
- Consumers saved \$10.9 billion last year by using credit unions rather than banks. The savings come in the form of lower fees, higher savings rates and lower loan rates. That works out to about \$126 per credit union member or \$239 per household.

### Federal insurance covers credit unions, too.

- All credit unions in this state are federally insured by a fund that, like the FDIC, is backed by the full faith and credit of the U.S. government.
- As the FDIC does for banks, the National Credit Union Share Insurance Fund (NCUSIF) insures a person's savings up to at least \$100,000 -- with higher total coverage available if the member has a combination of individual, joint, trust, payable-on-death and other types of accounts; there is also separate insurance coverage of up to \$250,000 for individual retirement accounts.
- The NCUSIF is administered by the National Credit Union Administration (NCUA), an agency of the federal government. To determine insurance coverage, see the NCUA's insurance estimator at: <http://webapps.ncua.gov/ins/>
- The NCUA recently reported that the NCUSIF at mid-year remained strong, with an equity-to-insured deposits ratio estimated at 1.24% as of June 30 and projected to rise to 1.28% by year end.
- For more information on federal share insurance, see the NCUA brochure "Your Insured Funds," available at the link here: [http://www.ncua.gov/Publications/brochures/insured\\_funds/funds.pdf](http://www.ncua.gov/Publications/brochures/insured_funds/funds.pdf)

### Now More Choices for ATM Transactions (Cumberland, Putnam, White, and Overton County)

Upper Cumberland Federal Credit Union has contracted to offer credit union members surcharge free ATM transactions at the Bank of Putnam County/Cumberland County Bank owned ATM's. Members will not be surcharged at these ATM machines and will not pay a foreign ATM transaction fee for the first two transactions each month. For every foreign ATM transaction after the first (2) transactions there will be a \$2.00 fee posted to your credit union statement.

Example: If you use a Bank of Putnam County/Cumberland County Bank ATM machine no more than twice per month you will not be charged a surcharge fee at the ATM and you will not be charged a foreign ATM transaction fee on your credit union statement. But, if you used these ATM machines 3 times in one month you would be charged \$2 for the 3<sup>rd</sup> ATM transaction and the fee would be posted to your credit union statement.

**Please review Foreign ATM Transaction definition at the bottom of this page.**

### The following are the Bank of Putnam County ATM locations available to members:

**Jefferson Office**  
140 S. Jefferson Avenue  
Cookeville, TN 38501

**Baxter Office**  
404 Main Street  
Baxter, TN 38544

**Mall Office**  
400 Dubois Road  
Cookeville, TN 38501

**Monterey Office**  
100 Commercial Ave.  
Monterey, TN 38574

**Tenth Street Office**  
1108 E. Tenth Street  
Cookeville, TN 38501

**Willow Office**  
237 S. Willow Avenue  
Cookeville, TN 38501

**Cookeville Regional  
Medical Center**  
142 W 5th Street  
Cookeville, TN

**Bank of Overton County**  
1477 W. Main Street  
Livingston, TN 38570

**Bank of White County**  
576 W. Bockman Way  
Sparta, TN 38583

### The following are the Cumberland County Bank ATM locations available:

**Main Office**  
225 West Avenue  
Crossville, TN 38555

**Square Office**  
178 Elmore Road  
Crossville, TN 38555

**Lake Tansi Office**  
2271 Dunbar Road  
Crossville, TN 38555

**Fairfield Glade Office**  
6731 Peavine Road  
Fairfield Glade, TN 38558

**Uplands Retirement Village**  
86 Church Street  
Pleasant Hill, TN 38578

**Cumberland Medical Center**  
421 South Main Street  
Crossville, TN 38555

Foreign ATM Transaction - ATM transactions processed at any ATM Machine not located at the Upper Cumberland FCU offices (Crossville or Clarkrange).

Foreign ATM transaction fee - \$2 per transaction effective September 5, 2008. This fee is only charged after the member has used a foreign ATM machine more than **two (2) times** during the same month. Please note there are no foreign transaction fees when using a credit union owned ATM machine (Crossville and Clarkrange branch).

**PRIVACY NOTICE DISCLOSURE**

Upper Cumberland Federal Credit Union, your member owned financial institution, is committed to providing you with competitive products and services to meet your financial needs and help you reach your goals. We are equally committed to protecting the privacy of our members. Under federal law, we are required to give you this privacy notice. It describes our credit union's privacy policy and practices concerning the personal information we collect and disclose about our members. It also includes information about the parties who receive personal and sometimes nonpublic information from us as we conduct the business of the credit union.

If after reading this notice you have questions, please contact us at:

(931) 484-9433  
1-866-243-9433

or write to:

President/CEO  
Upper Cumberland Federal Credit Union  
627 Livingston Rd. , PO Box 529  
Crossville, TN 38557-0529

**Information We Collect About You**

We collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications and other forms
- Information about your transactions with us
- Information we receive from a consumer reporting agency
- Information obtained when verifying the information you provide on an application or other forms; this may be obtained from your current or past employers, or from other institutions where you conduct financial transactions

We may disclose all of the information we collect, as described above, as permitted by law.

**Parties Who Receive Information From Us**

We may disclose nonpublic personal information about you to the following types of third parties:

- **Financial service providers**, such as insurance companies, and mortgage service companies.
- **Non-financial companies**, such as consumer reporting agencies, data processors, check/share draft printers, financial statement publishers/printers, plastic card processors, direct marketers, and government agencies.

**Disclosure of Information to Parties That Provide Services to Us**

In order for us to conduct the business of the credit union, we may disclose all of the information we collect, as described above, to other financial institutions with whom we have joint marketing agreements, to other companies that perform marketing services on our behalf, or to nonaffiliated third parties for the purposes of processing and servicing transactions that you request or authorize, so that we may provide members competitive products and services.

We may also disclose nonpublic personal information about you under circumstances as permitted or required by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union, follow your instructions as you authorize, or protect the security of our financial records.

To protect our members' privacy, we only work with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not permit these companies to sell the information we provide to other third parties.

**Disclosure of Information About Former Members**

If you terminate your membership with Upper Cumberland Federal Credit Union, we will not share information we have collected about you, except as may be permitted or required by law.

**How We Protect Your Information**

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, or procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

**What Members Can Do to Help**

Upper Cumberland Federal Credit Union is committed to protecting the privacy of its members. Members can help by following these simple guidelines:

- Protect your account numbers, plastic card numbers, PINs (personal identification numbers) or passwords. Never keep your PIN with your card, which can provide free access to your accounts if your card is lost or stolen.
- Use caution when disclosing your account numbers, social security numbers, etc. to other persons. If someone calls you explaining the call is on behalf of the credit union and asks for your account number, you should beware. Official credit union staff will have access to your information and will not need to ask for it.
- Keep your information with us current. If your address or phone number changes, please let us know. It is important that we have current information on how to reach you. If we detect potentially fraudulent or unauthorized activity or use of an account, we will attempt to contact you immediately.

Let us know if you have questions. Please do not hesitate to call us -- we are here to serve you!

## New Hours Effective September 2, 2008:

### Crossville branch drive-thru hours

7:00 am - 4:30 pm (Monday thru Thursday)

7:00 am - 6:00 pm (Friday)

7:00 am - 1:00 pm (Saturday)

### Clarkrange branch drive-thru hours

7:30 am - 5:00 pm (Mon, Tues, Thurs)

7:30 - 6:00 pm (Friday)

7:30 am to NOON (Saturday)

Closed on Wednesday at Clarkrange

Members are adjusting to the high cost of fuel in a variety of ways. Some members are now working 10 hour work schedules to save on fuel cost. This means the member has adjusted how and when they conduct credit union business. Many members can no longer reach the credit union during regular business hours so the hours have been adjusted for the convenience of the member. Notice that the new hours allow members to transact business until 6:00 pm on Friday's at both locations. The Crossville drive-thru will also be open (2) more hours on Saturday. The Clarkrange branch drive-thru will also open 30 minutes earlier on Saturday but will be closed on Wednesday.

## 2008 Holiday Schedule

September 1st: Closed

October 13<sup>th</sup>: Closed

November 11<sup>th</sup>: Closed

November 27<sup>th</sup>: Closed

December 24<sup>th</sup>: Closed at Crossville  
and Clarkrange office at NOON

December 25<sup>th</sup>: Closed

January 1<sup>st</sup>: Closed



**CU SERVICE CENTERS.**

*The Member-Friendly Financial Network*

## The Benefits of Shared Branching

Call 1-800-919-2872

or visit <http://www.cuservicecenter.com>  
to learn more about the benefits of Shared  
Branching. Information Booklets are also  
available at the credit union.



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Cookeville, TN