

# CAMC Federal Credit Union

Annual Meeting March 17, 2011

*Your Credit Union  
can help reach your  
pot of gold!*

- 💰 Auto
- 💰 Home
- 💰 Personal Loans
- 💰 Education
- 💰 Dream Vacation
- 💰 Home Remodel
- 💰 Recreational Vehicle
- 💰 Wedding
- 💰 Retirement
- 💰 Service Excellence



3400 MacCorkle Ave. SE  
Charleston, WV 25304  
(304) 388-5700  
[www.camfcu.org](http://www.camfcu.org)

Annual Report 2010



# Welcome to the Thirty-fourth Annual Meeting of **CAMC Federal Credit Union**

## **Our Mission:**

Striving to build savings and credit relationships which create value to every member, every day.

## **Our Vision:**

Our vision for the future is to work in partnership with our members to ensure convenient and competitive products are available in conjunction with the highest level of service... improving the quality of life of our members while operating under the principles of safety and soundness.

## **Our Goal:**

Our goal is to open relationships, not just accounts, by being our member's first and best choice in the products and services we provide.

## **Our Philosophy:**

Our success is built on the foundation of shared values...  
Quality Service and Relationships;  
Responsibility and Integrity;  
Mutual Trust and Respect.



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Charleston, WV 25304  
(304) 388-5700  
Fax: (304) 388-5730

## **24-hours account access 7 days a week with:**

- NetBranch (CU-Online), our internet banking service.
- Key-24, our automated phone service at (304) 388-5724.
- Funds access with our VISA check card and check writing privileges.
- Internet bill payment available.
- Credit Cards featuring rewards
- Night depository service at the credit union office.

**For more information on CU products  
and services, visit our website:**

<http://www.camcfcu.org>

*ESTABLISHED IN 1977 AS A NOT FOR PROFIT, MEMBER OWNED FINANCIAL INSTITUTION*



**Administration**

Nick Arvon, *CEO*

**Accounting Dept.**

Beth DeMaria, *Accounting Supervisor*

Kelli Adkins, *Accountant*

Carrie Casto

Joanna Stutler

**Loan Dept.**

David Dorsey, *Loan Supervisor*

Michele Hannah, *Loan Officer*

**Member Service Dept.**

Kim Sedlock, *Member Services Supervisor*

Cyndi Morris, *Member Services Assistant*

Julie Lewis

Amber Moore

Regina Perry

Terry Shivley

Karen Slater

Kim Walls

Stephanie Haynes

Samantha Lilly

**Elected Board of Directors**

YEAR TERM

**Officers**

EXPIRES

Lisa Gerencir, Chair .....2011

*(Director since 1999)*

F. C. Gall, Vice Chair ..... 2012

*(Director since 1992)*

Dan Roy, Treasurer.....2011

*(Director since 2000)*

Candy Douglass, Secretary..... 2012

*(Director since 2006)*

**Directors**

Cindy Burkholder .....2013

*(Director since 1999)*

Lynn Brookshire.....2013

*(Director since 2000)*

Alan Shearer .....2012

*(Director since (1987)*

**Appointed Supervisory Committee**

Sonja Putnam, *Chair*

Fran Hartman

Drema Foster

We would like to extend a special thanks to all the staff, volunteers and members who contribute to the Credit Union in so many ways. Without your efforts, our success would not be possible.



# CREDIT UNION SPECIAL ACHIEVEMENTS

## *Credit Union Staff Service Recognition*

### **10 + Years of Service**

Nick Arvon  
Kim Sedlock  
Kim Walls  
Cyndi Morris  
Terry Shivley

### **5-9 Years of Service**

Michele Hannah  
Karen Slater  
Regina Perry  
Kelli Adkins  
Carrie Casto

## *Credit Union Staff Special Recognition*

### **Team Work Recognition**

Amber Moore

### **Member Service Recognition**

Regina Perry

### **Loan Cross Sell Recognition**

Michele Hannah

### **Ancillary Cross Sell Recognition**

Julie Lewis

# MEETING AGENDA



- I. Welcome and Introductions
- II. Determination of a Quorum
- III. Reading of Minutes
- IV. Chairman's Report
- V. Treasurer's Report
- VI. CEO's Report
- VII. Old Business
- VIII. New Business
- IX. Report of Nominating Committee
- X. Election of Officials
- XI. Adjournment of Business Meeting
- XII. Drawing of Door Prizes
- XIII. Refreshments and Fellowship



**OFFICIAL MINUTES OF THE Thirty-Third ANNUAL MEMBERSHIP MEETING MARCH  
18, 2010**

The Thirty-third Annual Membership Meeting of the CAMC Federal Credit Union was held on Thursday, March 18, 2010 in the WVU Auditorium on the Memorial Campus.

Cindy Burkholder, the Chairman of the CAMC Federal Credit Union Board of Directors, called the meeting to order at 7:00 pm. She welcomed everyone and expressed appreciation for their attendance and participation at this year's meeting. She explained that 15 members must be present to constitute a quorum or legal meeting. Lisa Gerencir, Secretary of the CAMC Federal Credit Union Board of Directors, announced that there were 96 members present at the meeting constituting the necessary quorum. The chairman appointed Beth DeMaria as Acting Secretary and Lisa Gerencir as Parliamentarian for the meeting. Alan Shearer moved to dispense with the reading of the minutes. A second was received. A motion was then made and seconded to accept the minutes as presented in the 2009 Annual Report. Call for vote...motion carried.

Cindy proceeded with the Chairman's Report, pointing out that 2009 showed a positive trend of success, as the Credit Union maintained a strong financial position, with asset growth, competitive interest rates and a strong commitment of service to our members. She highlighted the fact that federal examiners have brought trainees to our credit union in order for them to learn about our model organization. Cindy went on to recognize Credit Union staff for its professional service. Her report ended with a thank you

for the hard work and dedication of the Board of Directors, the Supervisory Committee, CEO Nick Arvon and especially for the continued loyal support of all the members. A motion was made and seconded to accept the report. Call for vote...motion carried.

In Dan Roy's absence, CEO Nick Arvon presented the Treasurer's Report. Referring to page 9 in the Annual Report, he explained, that despite the year's challenges and volatility for both the financial industry and consumers, the Credit Union has remained an industry leader among its peers, remaining in the top 5% nationally in key ratios. Its continued growth, despite being a closed membership organization, is the result of a dedicated, service-oriented staff and loyal members that continue to utilize its loan and deposit services. He also pointed out that the highlighted information shown in the Annual Report depicts the Credit Union's financial information as reported in the Call Report to the NCUA. He ended the reports with a request for questions. No questions were asked. A motion was made and seconded to accept the Treasurer's Report. Call for vote... motion carried.

Nick remained at the podium to present the CEO's Report. He urged everyone to read his report but did highlight that the Credit Union has faced the year's financial challenges head-on, is still growing, and is well positioned to capitalize on any opportunities these challenges may present to better serve our membership. He added that, in spite of nationwide lending is at a low, David Dorsey and Michele Hannah have increased the Credit Union's loan activity

## MINUTES – Continued

by \$1.7 million. Nick also mentioned that some new loan services, as well as AD&D and Life Insurance options would be available soon. He reminded members that they are the Credit Union and are responsible for its continued success. He praised members for being loyal ambassadors of the Credit Union and urged them to continue to do so in order that they and new members can continue to benefit from the services offered. Nick also recognized the dedicated service of Credit Union Staff, with special mention of this year's special achievement awards: Team Work – Amber Moore; Member Service – Karen Slater; Loan Cross Sell – Michele Hannah; and Ancillary Cross Sell – Julie Lewis. Special thanks were offered to Kim Sedlock and Cyndi Morris for organizing this Annual Meeting. He concluded his report by expressing gratitude for a great volunteer Board of Directors, a committed staff, and loyal members, along with an offer for anyone to feel free to come see him any time. A motion was made and seconded to accept the CEO Report. Call for vote...motion carried.

Sonja Putnam, Chairman of the Supervisory Committee, presented her report. This committee represents the membership of the Credit Union and insures all members are treated fairly. She reported that the Committee worked with the WV League Services Corporation auditors to fulfill the annual audit requirements. The audit determined that CU records accurately reflect daily operations and that proper policies and procedures are being followed. A motion was made and seconded to accept the report. Call for vote...motion carried.

Cindy asked if any old business needed to be discussed. Nothing was brought forward. She then asked for any new business. Again, no members responded.

The meeting continued with the Nominating Committee Report from Alan Shearer, as he explained that this committee is responsible for identifying qualified members willing and able to serve as a board member for the two positions expiring in 2010. The Committee recommended current members Cindy Burkholder and Lynn Brookshire based on their qualifications as outlined in the report. Alan asked the membership to review the ballot in the Annual Report and asked if there were any nominees from the floor. After asking three times and receiving no additional nominations from the floor, he asked for a motion to close the floor. Motion was made and seconded. Call for vote...motion carried. He then asked for a motion to accept the nominees by process of acclamation. Motion was made and seconded. Call for vote... motion carried.

The meeting was adjourned at 7:20 pm. Immediately following the business meeting, David Dorsey, Beth DeMaria, Kim Sedlock and Cyndi Morris conducted a drawing of door prizes. Two parking spaces were given away for each hospital campus (\$100 cash prize was substituted for off site locations). 36 other cash prizes ranged in amounts from \$25.00 to \$100.00, totaling \$1250.00. Refreshments were served.



# CHAIRMAN'S REPORT

On behalf of the Credit Union Board of Directors, staff and committee members, I welcome you to our 2011 Annual Membership Meeting.

In addition to the brief overview that will be presented tonight, the information provided in our annual report will give you a detailed look into our 2010 operations.

As you will observe, 2010 continued our positive trend of successful outcomes. We maintained our strong financial position, while continuing to offer competitive interest rates and a strong commitment of service to our members. We experienced continued growth in assets and continue to make enhancements to the products and services we provide. In addition, during our periodic Federal Examination, we continued to receive the highest accolades and continue to be a model Credit Union. This is something we can all be very proud of.

The staff and leadership of the Credit Union continually provide the utmost level of service to all of their members. This is evident in our continued growth and very minimal losses to the Credit Union. The Credit Union leadership has done a tremendous job continuing to grow the Credit Union in a financial market that is seeing major challenges. We have some exciting new products to offer this year and look forward to rolling them out to the membership.

I would also like to personally thank the members of the Board of Directors and the Supervisory Committee for their hard work and dedication. And finally, would like to acknowledge you, the members, for your continued support of the Credit Union. Without your loyalty and dedication, the Credit Union could not exist.

Enjoy the evening!!

Lisa Gerencir  
*Chairman, Board of Directors*  
*CAMC Federal Credit Union*

# TREASURER'S REPORT



Highlighted below is a summary of our Credit Union's key financial performance over the past five years. I'm pleased to report that the Credit Union's financial performance during this period has remained a leader within its industry. More specifically, our key ratios measuring management of the Credit Union's assets and liabilities ranked in the top 10% nationally among our peers for 2010 in performance related to results of operations, asset quality and reserves to absorb the impact of unexpected events in uncertain times. Outstanding job to our CU staff!

As for the Credit Union's financial position at December 31, 2010, average assets totaled \$49.8 million compared to \$55.2 million in 2009. Average assets for 2009 included our participation in a guaranteed loan and investment program for \$10 million to provide corporate credit union liquidity during the financial crisis which was repaid in January 2010. Average assets have grown nearly 30% over the past five years! Thus, we continue our trend of consistent, controlled growth in a very competitive market for core deposit relationships. While demand for quality loans continues to be a challenge, our Credit Union successfully increased average loans outstanding by over \$1 million during the past year. If you haven't taken advantage of a loan through your Credit Union, I encourage you to contact our staff today to learn more about how they would welcome an opportunity to earn your business.

In a final note, this success would not have been possible without you.... our members, who utilize our loan and deposit services... and the efforts of our Credit Union staff! We appreciate your support and on behalf of all the management, staff, and officials, I thank you for making a difference in helping our Credit Union remain a leader within its industry. Our Statement of Financial Condition as of December 31, 2010 and Statement of Income and Expenses for the year ended December 31, 2010 are presented after this report. Should you have any questions, please do not hesitate to ask.

	2010	2009	2008	2007	2006
<b>YEAR TO DATE</b>					
Net Interest Income	\$ 1,380,027	\$ 1,511,732	\$ 1,566,107	\$ 1,506,774	\$ 1,367,999
Provision for Loan Losses	0	0	0	72,000	72,000
Non-Interest Income	625,923	516,810	601,510	529,370	514,862
Non-Interest Expense	1,309,051	1,251,841	1,208,711	1,169,576	1,139,119
NCUSIF Stabilization Expense	50,867	0	0	0	0
Net Income	646,032	776,701	958,906	846,938	671,739
<b>ANNUAL AVERAGE BALANCES</b>					
Total Average Assets	\$ 49,792,597	\$ 55,237,506	\$ 42,166,729	\$ 39,901,924	\$ 38,410,751
Total Average Investment	26,105,617	32,729,278	21,390,623	19,422,747	18,590,270
Total Average Loans	21,684,996	20,555,385	18,850,015	18,560,717	17,850,915
Total Average Member Deposits	37,869,570	34,482,611	32,079,952	30,711,810	29,963,281
Total Average Net Worth	11,490,660	10,745,037	9,903,636	8,985,532	8,250,722
<b>KEY RATIOS</b>					
GAAP Net Interest Margin - YTD	2.89%	2.84%	3.88%	3.96%	3.75%
Avg. Loan to Avg. Deposit -YTD	57.26%	59.61%	58.76%	60.44%	59.58%
Avg. Net Worth to Avg. Total Assets	23.08%	19.18%	23.49%	22.52%	21.48%

Respectfully submitted,

Mr. Dan Roy  
*Treasurer, Board of Directors*  
 CAMC Federal Credit Union



# Care About You

## FINANCIAL STATEMENTS

CAMC Federal Credit Union  
Statement of Financial Condition  
Year Ended December 31, 2010

### ASSETS

Cash and Operating Accounts .....	\$	729,647
Short-term Investments .....	\$	5,510,292
Investments .....	\$	23,011,641
Loans to Members.....	\$	22,011,357
Allowance for Loan Losses.....	\$	(371,139)
Premises and Equipment (Net).....	\$	836,303
Other Assets .....	\$	<u>648,282</u>
<b>TOTAL ASSETS .....</b>	<b>\$</b>	<b><u>52,376,383</u></b>

### LIABILITIES AND MEMBERS' EQUITY

#### Liabilities:

Member Deposits.....	\$	40,417,076
Accounts Payable and Accrued Liabilities.....	\$	<u>141,190</u>
<b>Total Liabilities .....</b>	<b>\$</b>	<b><u>40,558,266</u></b>

#### Members' Equity:

Undivided Earnings.....	\$	11,075,863
Regular Reserve.....	\$	<u>742,254</u>
<b>Total Members' Equity .....</b>	<b>\$</b>	<b><u>11,818,117</u></b>

<b>TOTAL LIABILITIES AND MEMBERS' EQUITY .....</b>	<b>\$</b>	<b><u>52,376,383</u></b>
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### STATISTICAL INFORMATION

Number of Members as of 12/31/10 .....	5,791
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CAMC Federal Credit Union  
 Statement of Income and Expenses  
 For the Year Ended December 31, 2010

	<b>YTD Actual</b>
<b>INTEREST INCOME</b>	
Loans .....	\$ 1,393,628
Investments .....	\$ 325,495
<b>TOTAL INTEREST INCOME</b> .....	<b>\$ 1,719,123</b>
<b>INTEREST AND DIVIDENDS EXPENSE</b>	
Dividends to Members .....	\$ 338,011
Interest Expense on Borrowings .....	\$ 1,085
<b>TOTAL INTEREST EXPENSE AND DIVIDEND EXPENSE</b> .....	<b>\$ 339,096</b>
<b>NET INTEREST INCOME</b> .....	<b>\$ 1,380,027</b>
Provision for Loan Losses .....	—
<b>NET INTEREST INCOME AFTER PROVISION</b> .....	<b>\$ 1,380,027</b>
<b>NON-INTEREST INCOME</b>	
Fee Income .....	\$ 414,484
Other Operating Income .....	\$ 211,439
<b>TOTAL NON-INTEREST INCOME</b> .....	<b>\$ 625,923</b>
<b>NON-INTEREST EXPENSE</b>	
Compensation and Benefits .....	\$ 712,499
Office Occupancy Expenses .....	\$ 68,560
Professional Outside Services .....	\$ 242,611
Office Operations .....	\$ 159,866
Member Insurance .....	\$ 45,677
Other Non-Interest Expense .....	\$ 79,838
<b>TOTAL NON-INTEREST EXPENSE</b> .....	<b>\$ 1,309,051</b>
<b>NET INCOME BEFORE EXTRAORDINARY ITEMS</b> .....	<b>\$ 696,899</b>
<b>EXTRAORDINARY ITEMS</b>	
NCUSIF Stabilization Expense .....	\$ 50,867
<b>NET INCOME</b> .....	<b>\$ 646,032</b>



On behalf of all your Credit Union staff and myself, I thank you for the opportunity for CAMC Federal Credit Union to be your financial partner. Your deposits are our foundation and your loans are our lifeline as we strive to not just open accounts, but to build relationships which create value for every member, every day.

As we begin 2011, what an exciting but challenging year we have just experienced..... historic low interest rates, uncertain economic times and significant changes within the financial services regulatory and operating environment are just an example. Despite the challenges facing our Credit Union, our industry, our sponsor (CAMC) and indeed our nation, it is with great pride and satisfaction that I report to you another successful year and that our Credit Union remains strong! Member confidence allowed our member deposit base to grow by over 9% during the past year. Members also allowed us to earn their loan business with net loans increasing nearly \$1 million. These successes provided resources to your Credit Union staff which enabled us to again achieve top 25 percentile performance rankings among our peers in almost every key category measured by our regulators in our last quarterly filing. Even more exciting is the fact that member confidence and business has allowed us to grow our average assets by nearly \$12 million or over 30% during the past five years!

Thank you again for serving as Credit Union ambassadors. Your business is greatly appreciated. It's this cooperative spirit that will enable this credit union to continue meeting its challenges with great success. If you have any questions or comments, please don't hesitate to let us know.

Together, We Make a Difference!

Nick Arvon, CEO

The Supervisory Committee of CAMC Federal Credit Union consists of three members appointed by the Board of Directors. The term of each committee member is for one year expiring at the first regular meeting of the board following each annual meeting or until the appointment and qualification of successors. Its function and responsibilities are set forth in the rules governing Federal Credit Unions and is responsible to the members to protect their interests. Accordingly, the primary objectives and responsibilities of the Supervisory Committee are:

- 1) To verify that the Credit Union's management practices and procedures are sufficient to safeguard members' assets against material error, carelessness, conflict of interest and fraud.
- 2) To confirm that the internal controls are established and effectively maintained to achieve the Credit Union's operating and financial reporting objectives.
- 3) To validate the financial condition of the Credit Union by ensuring the accounting records are promptly recorded, financial reports are timely prepared and results of operations are accurately reflected in the financial statements.

To accomplish these objectives, an independent firm specializing in credit union examinations, West Virginia League Services Corporation, was engaged to perform an annual comprehensive examination of the Credit Union's operations as required by NCUA regulations. The Supervisory Committee also periodically performs a verification of member account balances as required by law, corresponds with members whose memberships have been closed, and conducts other periodic procedures as deemed necessary throughout the year. The results of these examinations are presented to the Board of Directors to document the accounting records and reports are being effectively maintained within the Credit Union and practices are being administered in accordance with existing rules and regulations.

In addition to the independent annual examination and procedures highlighted above, your Credit Union is periodically examined by Federal Examiners from the National Credit Union Administration (NCUA). The NCUA examination is risk-focused covering the examiner's analysis of the major areas determined to be the greatest risk to the Credit Union's operations. The most recent examination of CAMC Federal Credit Union by the NCUA found that the overall condition of the Credit Union was operating in a safe and sound manner as of the examination date.

The members of the Supervisory Committee sincerely appreciate the support and assistance provided by the Board of Directors, and the Credit Union management and staff throughout the year.

Respectfully Submitted,

Ms. Sonja Putnam, Chair

Ms. Drema Foster

Ms. Fran Hartman, Member

*Supervisory Committee, CAMC Federal Credit Union*



# NOMINATING COMMITTEE REPORT

CAMC Federal Credit Union is a member-owned financial cooperative. All qualified persons interested in serving in a voluntary capacity as an elected official are encouraged to seek election. Elections for the 2011 Annual Meeting will be held for two board positions, each to serve for a term of three years, with all terms commencing immediately following the March 17, 2011 Annual Meeting.

On November 23, 2010, the Board of Directors appointed the Nominating Committee of CAMC Federal Credit Union to seek nominations. On December 29, 2010, the Nominating Committee reported to the Board of Directors two individuals they determined to be qualified, eligible and willing to serve and seek election to the Board of Directors at our March 17, 2011 Annual Meeting for our vacancies. Accordingly, the individuals nominated to fill the terms expiring below are as follows:

*(Term expiring in 2014)*

**Ms. Lisa Gerencir:**

Ms. Lisa Gerencir began her career with CAMC in 1983. Lisa is a Compensation Associate in Human Resources. Lisa was appointed to serve on the Supervisory Committee from 1989 to 1999 and has served on the Board of Directors since January 1999. She has been a Credit Union member since 1984.

*(Term expiring in 2014)*

**Mr. Dan Roy:**

Mr. Dan Roy spent nine years as an accountant with Strategic Health Services before moving to CAMC Financial Services in 1994. He was appointed to the Credit Union Supervisory Committee in 1989-2000 and has served on the Board of Directors since August 2000. Dan has been a Credit Union member since 1985.

In addition to the nominations of the Nominating Committee, the bylaws permit eligible members to apply for nomination by a petition of the membership made from the floor at the Annual Meeting. All qualified, eligible members seeking nomination must be at least 18 years of age, a member in good standing and be willing to fulfill the obligations of the office until their full term expires.

*Respectfully Submitted,*

Mr. F. Chris Gall, Jr., Vice Chair

Mr. Alan Shearer

Ms. Cindy Burkholder

*Nominating Committee*

*CAMC Federal Credit Union*

# WE CARE ABOUT SERVICES TO MEMBERS



## MEMBERSHIP ELIGIBILITY

Membership eligibility for CAMC Federal Credit Union is available to individuals (and organizations of such individuals) associated with Charleston Area Medical Center (CAMC) and other designated companies who meet at least one of the common bond characteristics identified below as further outlined within the Credit Union's charter/bylaws, as amended.

- Employees (full-time, part-time, temporary or per diem)
- Medical staff and their office employees
- Contract employees who work at CAMC
- Technicians
- Volunteers
- Spouses of persons who died while within the field of membership
- Persons retired as pensioners or annuitants from member employer groups.

As an added benefit, once a member, your immediate family members or household members may also be eligible to join. Immediate family include: spouse, child, stepchild, parent, sister, brother, grandparent, grandchild, foster-parent, stepbrother, stepsister, stepparent, son-in-law, daughter-in-law or parent-in-law. Household members are defined as any person living in and participating in the maintenance of the household. *Also, once a member, you can remain a member for life even if your eligibility status changes after becoming a member.*

## DEPOSIT SERVICES

### Checking

- Share Draft Checking
- Premier Checking
- No Annual Fee Overdraft Protection Plan

### Share Certificates

- 6,12,18,24,30 & 36 month
- Periodic Certificate Specials

### Individual Retirement Accounts

- Traditional IRAs
- Educational Savings Acct.
- Roth IRAs
- Rollover IRAs (all types)

### Deposit Insurance

Your savings federally insured to at least \$250,000 and IRAs insured to \$250,000 by NCUA (National Credit Union Administration) and backed by the full faith and credit of the United States Government.

### Savings

- Prime Savings
- Split Rate (Money Market Savings)
- Kids Starter Savings

### Special Savings

- Christmas Account
- Vacation Account
- Back-to-School Account

### 24-Hour Account Access Services

- Internet Banking (*CU-Online*)
- Visa Check Card & Credit Card
- Automated Telephone Service (*Key-24*)
- 24-Hour Night Depository Service at CU
- E-Statements & E-Alerts

## LOAN SERVICES

- New & Pre-Owned Vehicle
- New & Pre-Owned Boat, RV & Travel Trailer
- New & Pre-Owned Motorcycle, ATV & Jet Ski
- Mobile Home
- CD Secured
- Personal Line of Credit



- Home Mortgage & WHDF Loans
- Home Equity Line of Credit
- Home Equity Loan
- Credit Cards — VISA and American Express
- Personal/Signature Loan
- Vacation/Holiday Loans

## INSURANCE SERVICES

Members can purchase the following optional, low cost insurance services through their Credit Union. Certain restrictions may apply.

- Credit Life Insurance with a Total and Permanent Disability Benefit up to \$50,000.
- Credit Disability Insurance covering most temporary disability events with a 14 day non-retro pay.
- Mechanical Breakdown Insurance (Extended Warranty Service) on New and Pre-Owned Vehicles.
- GAP Insurance covering the difference between settlement amount and outstanding loan balance.

Insurance is underwritten by CUNA Mutual Insurance Society.

## MEMBER SERVICES

- Direct Deposit
- Safe Deposit Boxes
- Vacation Discounts
- Coin Counter
- Travelers Cheques
- Notary Services
- Consumer Reports
- Wire Transfers
- Certified Checks
- Counter Checks
- VISA Cash Advances
- State Quarter Program

# We Care About You

## SUMMARY OF SERVICES

In 1977, we opened our doors to serving CAMC employees. We continually strive to provide the highest level of financial products and services to meet the needs of our members, while maintaining our strong financial position. It is with that goal in mind, that we continue to enhance our services when cost effective to meet our member needs. Watch your newsletter, CAMnet, CU-Online messaging and statement messages for updates on new or existing products and services.

### **Checking Account Benefits**

*Share Draft Checking* - Checking at it's best with *NO* Minimum Balance requirements, *NO* per check charges and *NO* monthly service charges for active accounts, plus a dividend is paid monthly on the daily balances of \$2,500 or more.

*Premier Checking* - offers you the same great benefits as our regular share draft checking but with a tiered interest rate which allows you to earn the most for your money. A dividend is paid monthly on daily balances of \$2,500 or more.

*Check Image Retrieval* - Retrieval of your cancelled checks via the internet on CU-Online - expanded capability for up to 6 months.

**Direct Deposit** - You can have your paycheck automatically deposited into whichever Credit Union account you designate: checking, savings, or a portion to both. Direct deposit saves you time and provides you immediate access to your money. Direct Deposit may also be available with the Credit Union for those outside the CAMC system (if your employer offers this

service.) Retirement, Social Security, or any government check are also eligible for direct deposit.

**Electronic Bill Pay** - You can have your insurance premiums, utilities, etc., conveniently auto debited from your checking account each month. Contact your service provider for more info. You may also enroll in online bill pay service, currently with *NO* cost, with an approved CAMC FCU credit card through our credit card provider. Electronic bill payment and presentment directly from NetBranch is expected to be available in late 2011.

**Share Certificates** - 6, 12, 18, 24, 30 & 36 month terms. Periodic specials with varying terms and restrictions are available .

### **Individual Retirement Accounts (IRAs)**

Traditional, Education, Roth and Rollover IRAs invested in IRA savings or 12, 18, 24 & 30 month terms. Periodic IRA specials with varying terms and restrictions are also available.

### **Home Loan Products**

*Home Equity* - adjustable rate Line of Credit with an 8 year draw based on a 15 year initial amortization period. Fixed rate Home Equity Loans are also available.

*Home Mortgages* - fixed rate mortgages or balloons payments available.

Special low rate financing for first time homeowners and home purchasing in certain area is now available through our relationship with the West Virginia Housing Development Fund Loan Program.

## SUMMARY OF SERVICES – Continued

**VISA Check Card** - Our check card looks like a regular VISA, but it acts like a check or ATM card, all of this with NO ANNUAL FEE. When you use it, your purchases are automatically deducted from your checking account. In addition to paying VISA to allow card holders access to use of all merchants accepting VISA check cards, your Credit Union pays to participate in the STAR and Cirrus ATM Network to provide you 24-Hour access to use your check card at ATM machines locally and nationwide. You are not charged by us to use an ATM machine, which is not owned and operated by the Credit Union, although the owner of the ATM machine may charge a fee. Your CU has ATM's for usage by cardholders at NO charge located at:

- CAMC Memorial Hospital
- CAMC General Hospital
- CAMC Women and Children's Hospital
- CAMC Teays Valley Hospital
- On-site at the Credit Union
  - Surcharge Free ATM Access to over 50 ATMs in the Charleston metro area and over 4,000 nationwide (check our website link for ATMs nearest you).

**Credit Cards** - We are pleased to offer members credit cards with WorldPoints Rewards, FREE online bill pay and more.

**Safe Deposit Box** - It keeps all your important papers in one place so they're easy to access. You have access to your safe deposit box Monday through Friday from 8:30 a.m. to 4:00 p.m. The sizes and nonrefundable annual fees are as follows:

- 3 x 5 = \$20
- 3 x 10 = \$30
- 5 x 10 = \$50

**New and Used Auto Guide** - Allows you to determine the value of a new or used auto prior to selling or purchasing. It is available for use in the office at no cost.

**Travelers Cheques** - \$2.00 per \$100. We also have cheques for two.

### **Vacation Discounts/Club Cards**

Discounted tickets for Kings Island available at your Credit Union.

### **CREDIT UNION HOURS**

Lobby hours are Monday through Friday 8:30 a.m. to 4 p.m. Loan services and other transactions requiring lobby assistance, before 8:30 a.m. and after 4 p.m. are by appointment only. Your CU is closed on all Federal Holidays.

As always, you have 24-hour access to your CU accounts via our NetBranch internet banking service (***CU-Online***), Automated Telephone Service (***Key-24***), a night depository and ATM at the CU office, and ATM's located at each CAMC hospital.

Our drive-thru facility are open Monday through Friday from 7:15 a.m. to 5:45 p.m. Our drive-thru services are primarily for withdrawal, deposit and loan payment transactions or member pick-up of certain items requested in advance by phone such as a copy of your statement, counter checks, official check, etc.

## SUMMARY OF SERVICES – Continued

### **24-HOUR TELEPHONE SERVICE**

By using your touch tone telephone, you may access your Credit Union accounts 24-hours a day, 7 days a week at NO COST. Use *Key-24* for inquiries on your savings, checking, or loan accounts; review the last five transactions posted to your account; make transfers from one account to another; authorize withdrawals by mail. AN EXTRA PLUS: You can request an advance on your Line of Credit loan (if you have at least \$250 available) via *Key-24* or *CU-Online* and have it deposited to your checking account with no waiting!

### **24-HOUR NIGHT DEPOSITORY**

A night depository is available at your Credit Union for 24-hour deposit service. Night depository is located at the side of the Credit Union building next to ATM machine.

### **24-HOUR ACCESS ONLINE**

*CU-Online* provides access to your CU accounts online 24 hours a day/7 days a week. You can view up-to-the minute account information as well as the latest Credit Union news, products and services. Simply visit our web site at:  
<http://www.camcfcu.org>.

## **FINANCIAL EDUCATION**

Because it is our belief that educated members make informed decisions, we continue our service initiative of providing resources to educate and inform. For years, we have renewed our goal of financial literacy as a priority, essential in this day and age of scams and identity theft. A sample of various financial resources we have made available to members include:

- Home & Family Finance
- Money Mix
- Anytime Adviser
- Dollars & Sense newsletter
- Castnet messaging
- CU "*Tip of the Week*" - Camnet
- CU web site - "*News & Events*"
- CU-Online messaging
- Printed resource guides at CU
- Statement Messaging

We encourage everyone to utilize these resources to help in their financial decision making process.

*We Care About You*



**CAMC Federal  
Credit Union**

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