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Nevada Federal - Make resolutions that pay you back!

MemberMAG

1st Quarter
Jan 2011

Volume 2
Issue 1

quarterly financial information for members of NEVADA FEDERAL CREDIT UNION

2011

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nevadafederal.org



President's Message

Happy New Year!

This is the time of year when we look back on 2010 and look forward to 2011.

Your credit union achieved much in 2010. For example, almost \$160 million in mortgage loans were extended to members, helping many Nevadans buy a home. Almost 13,000 new members joined, a strong testimony to the local support your credit union enjoys.

Most importantly, our financial condition was much stronger at year-end than at the beginning of the year. Our "rainy day savings account", capital, was nearly 10% of total assets at year-end, placing us well above industry averages and among the strongest financial institutions in the nation. As such, we are very well prepared to address any future economic downturn.

Looking forward, we are cautiously optimistic that the local economy will begin to recover... albeit a gradual recovery. Whatever this year holds, we will continue to serve your financial needs, with a full range of modern, economical services, convenient branches, ATMs and a highly service-oriented staff.

We would also like to thank our volunteer Board of Directors and Supervisory Committee members. They devote many hours of their time and talent without compensation. We would also like to thank our staff, for their tireless efforts to serve you. Most importantly, we would like to thank you, the members, for your loyalty and ongoing participation in the cooperative.

Sincerely,

A handwritten signature in black ink that reads 'Bradley W. Beal'.

Bradley W. Beal
President / CEO

P.O. Box 15400 • Las Vegas, NV 89114-5400
Las Vegas (702) 457-1000 • Reno/Sparks (775) 827-3880 • Pahrump (775) 751-9880 • Toll Free (800) 388-3000
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*APR = Annual Percentage Rate. Other terms and conditions may apply, ask for details. Rates are accurate at time of publication and are quoted "as low as." All rates subject to change. You must qualify for the lowest rate.



Discounts Available Online Through the Invest in America program.

We are here to help our members save with respected U.S. companies at a time when members need it most. To learn more about the Invest in America program, visit nevadafederal.org/membership.

Annual Billing Rights Notice for Member with a NFCU Credit Card

Your Billing Rights

Keep This Notice for Future Use. This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

Notify Us in Case of Errors or Questions About Your Bill

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at the address listed on your bill. Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to pay your credit card bill automatically from your savings or checking account, you can stop the payment on any amount you think is wrong. To stop the payment your letter must reach us three business days before the automatic payment is scheduled to occur.

Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question.

If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount. If we did not make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must also tell anyone we report you to that the matter has been settled

between us when it finally is.

If we don't follow these rules we cannot collect the first \$50 of the questioned amount even if your bill was correct.

Special Rule for Credit Card Purchases

If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services.

There are two limitations on this right:

1. You must have made the purchase in your home state or, if not within your home state within 100 miles of your current mailing address; and
2. The purchase price must have been more than \$50.

These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

In Case of Errors or Questions About Your Electronic Transfers

Call us at (702) 457-1000 in Las Vegas, (775) 827-3880 in Reno, (775) 751-9880 in Pahrump, or (800) 388-3000 toll free or write us at Nevada Federal Credit Union, Credit Card Department, P.O. Box 15400, Las Vegas, NV 89114-5400 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.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. We will tell you the results of our investigation within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days 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.

If we decide that there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.



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Mission Statement

Member Magazine is produced quarterly by Nevada Federal as a service to our members. The goals of this magazine are to inform you about our products, provide financial education and present topics important to you.

For address corrections, please speak with a Financial Service Representative at one of the phone numbers shown on the opposite page. To find a local branch in your area, go to nevadafederal.org/locations.

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WHAT'S YOUR STYLE?

Design Your Own Visa® Credit Card

Now available!



You can now create your own custom credit card design with your own unique personality. Choose loved ones, pets or a memorable vacation – it's all up to you. The service is **free for the first two cards** on your account and then only \$10 for each additional card.

To design your own card, simply upload a personal image from your computer or select from our library of images. It's all done through your SilverLink Online Banking account at nevadafederal.org.

If you don't already have a low-rate Nevada Federal Visa® credit card, apply online or at any branch location. For more information, call us at **(702) 457-1000** in Las Vegas, **(775) 827-3880** in Reno or **(775) 751-9880** in Pahrump.

Get Creative! Design Your Own Card Today!



Certain terms and conditions apply to our design your own card service. Custom images must meet Visa® USA and other standards set forth by the credit union. A list of unacceptable images is listed on our website in the design your own card section. The first two cards on your account are free and each additional card design is \$10 per card. Custom image cards can be ordered only once every 30 days. Joint account custom image cards must be ordered within 24 hours of the primary card order.

Q: Can you tell us a little about your position with LVFR?

A: I have been in fire service for 41 years, working in Cleveland, Atlanta and now with Las Vegas Fire & Rescue. I am the public information officer for the department and also in charge of all public education programs and the Citizens Fire Academy.

Q: What is the most rewarding aspect of your job?

A: I still get to respond to emergencies and help people, especially after they have suffered a fire or other disaster. It is very rewarding. I also enjoy teaching people how to be safe.

Q: What community service(s) are you involved with?

A: For a number of years I have been involved with the Boy Scouts, Fire Explorers, American Red Cross, American Heart Association and the Lion's Club.

Q: What are some of the most common fire safety tips that people fail to remember?

A: Never leave food cooking unattended on the stove, never leave candles burning unattended, keep all flammable objects at least 36 inches away from any source of heat, use caution when using extension cords and never store flammable liquids in the home. Matches and lighters should be treated the same as a gun if you have children in the home. Have them locked in a place where children can never get to them.

Q: What do you think are some of Las Vegas' biggest fire safety issues?

A: We have a problem with children playing with matches or lighters. Because we have a large senior citizen population, smoking while using medical oxygen is also an issue here in Las Vegas.

Q: What's the biggest cause of house fires in Southern Nevada?

A: Kitchen fires and fires that start in the garage are the leading cause of fires and fire related injuries.

Q: If you could offer one fire safety tip reminder to the community for the upcoming year what would it be?

A: Have an emergency plan both at home and work, have all family members or co-workers sit down and talk about what to do according to the plan and practice it at least a couple times a year.

MEMBERprofile



Personal Stats:

Name: Timothy R. Szymanski

Title: Public Education & Information Officer, Las Vegas Fire and Rescue

NFCU Member since: 1997

Las Vegas Resident since: 1996

Family: Wife Ellen of 43 years, 2 sons and 3 grandsons.

Favorite thing about NFCU: Their personal touch. The staff is always fast, efficient and friendly.

Q: Tell us a little about your member experience with NFCU.

A: When I first moved to Nevada in 1996, someone suggested NFCU and when I called to ask about joining, they came to my office and signed me up. I also appreciate the community involvement of NFCU with our fire department award and employee recognition programs and for assisting the Las Vegas Fire & Rescue Foundation which provides \$20 Visa® gift cards to people during or after emergencies. NFCU provides the card services for the foundation.

We've got you covered!

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If payday is approaching and money is tight, our *Courtesy Cash* program has got you covered!

In the event that you overdraw your account because of a bill that was paid early, a debit card transaction that cleared or an ATM cash withdrawal that took your account negative, it's **OK with us**. Our *Courtesy Cash* program is available to cover you up to an amount based on your eligibility. You then have up to *eight days* to bring your account to a positive status.

There is a nominal \$35 fee for each time you access your *Courtesy Cash* service (\$37.50 for New Start Checking). That's less than half the cost of the cheapest payday lender in town for them to advance you a similar amount!

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(800) 388-3000

Start the New Year off right with a complimentary financial consultation.



As a member of the credit union, you are entitled to a complimentary financial review of your current assets and financial portfolio. Our Investment Group is available to offer you a wide variety of products and services through our broker dealer, CUSO Financial Services L.P., which include:

IRAs – An Individual Retirement Account (IRA) offers the benefit of flexibility and tax privileges upon withdrawal if you wait until retirement age. You can even roll over your old 401k from a previous employer into an IRA and keep money growing tax deferred. We offer Roth IRAs, traditional IRAs, educational IRAs and more. Our team will help you determine which type of IRA is best for you.

Wealth Transfer and Estate Planning – Planning your estate now removes any doubts as to what your wishes are for the future. You can decide how your finances, assets and loved ones will be cared for when you are no longer available to make the tough decisions in life.

401k/457 Plans/Thrift Savings Plan Rollover Strategies – Allow us to help you determine how much to invest in your 401k and other employee retirement plans or help you transfer an existing plan with a previous employer into your own personal investment plan.

Life Insurance – We'll help you determine how much life insurance you need to provide a comfortable lifestyle and income for your family in the event you can no longer provide for them.

Call (702) 641-4323 for your complimentary consultation.

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January 2011 Member Magazine

2011

Make New Year's Resolutions That Pay You Back

- Get Approved For My Dream Home
- Find the Perfect Nevada Neighborhood
- Save Money on My Insurance
- Receive a Tax Return
- Secure My Family's Future

Get Approved for My Dream Home

Nevada Federal Mortgage Services

If you're in the market to buy a home, be sure to contact one of our Real Estate Loan Officers for low rates on your mortgage. If you're renting, your monthly payment on a new home could be even less than your rental payment. Now that's a savings hard to pass up. Call (702) 382-4094.

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Visit Nevada Federal's Insurance Group for a free quote on your car and home owner's insurance. Our average annual member savings on car insurance is over \$1,000. That's a lot of extra cash to help build your savings. Call (702) 641-4346 to obtain a quote today.

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File your tax return with us. Use Turbo Tax Federal Free Edition and pay \$0. Prepare, print and e-file for FREE. Plus, you can choose to have your return deposited directly into your checking account. Simply go to nevadafederal.org and click on the Turbo Tax link.

Secure My Family's Future

Nevada Federal Investment Group**

With all of these great savings and extra cash in your pocket, it's time to get your finances in order. Visit our Investment Group and put your investments to work. Our team of financial advisors will help you find a savings plan that's right for you and your lifestyle. Call (702) 641-4331 today to set up a free consultation.

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