



# Secure Your Future

Come in and meet with  
Senior Financial Consultant, David Moore  
423-416-5200 or 423-378-2812

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## MEMBER CONNECTION

Winter 2012 | Appalachian Community FCU

Building Financial Relationships One Member at a Time

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

## State of the Credit Union By Ronald Scott, President and CEO



Building Financial Relationships  
One Member at a Time  
Message from The President:

One thing that sets Appalachian Community Federal Credit Union apart from many other companies is that we don't report to Wall Street. We focus on our members. When I talk with them, they want to know how we are using our financial resources to serve them. What are we doing to help Appalachian families manage their finances and move forward in a still-slaggy economy? Is ACFCU keeping service levels high and rates competitive? How well are we fulfilling our unique mission of serving this area?



businesses are key to a community's success? At Appalachian Community Federal Credit Union, we are equipped and determined to support small businesses in the eight counties that we serve. With Business Banking checking accounts, loans, lines of credit, merchant services, and much more, we can meet your needs in this area. With our unique size and flexibility, we can work with our members for common goals, not one sided qualifications. I encourage our small business members to check us out for financial and lending needs as well as considerable savings.

As we celebrate 80 years of serving both the historic paper industry in Kingsport and the people in the Appalachian communities, we recognize the support and participation of our members that made these recent advancements possible. Thank you for taking this journey with us as your credit union prepares to serve your family and communities for another 80 years.

Sincerely,

Ronald E. Scott  
President and  
Chief Executive Officer

We continue to offer innovative and competitive products and services, along with mobile apps and other tools to make it easier to manage your finances and to work toward your personal goals. We have invested in state of the art technology to ensure Appalachian Community Federal Credit Union can serve it's members anywhere in the United States. This enables us to serve the needs of our rural areas as well as the TriCities. We look forward to expanding our Communication Center in 2013 to further this mission.

In 2012, we also turned our attention to small businesses. How many years have we heard in recent times that small

## Celebrating 80 Years of Service! with 8% APR\*

on New Purchases, Cash Advances and  
Balance Transfers. Until December 30, 2012  
for the life of the balance



### VISA® Platinum Choice Card



... the perfect card for all occasions

\*Annual Percentage Rate is based on credit qualifications. 8%, 12% and 15% is a promotional rate based on current rate and is valid from September 30, 2012 to December 30, 2012. Offer applies to existing and new cardholders. Promotional rate applies to balance transfers, purchases and cash advances between September 30, 2012 and December 30, 2012 for the life of the balance. All rates and terms are subject to change.



### Sam's Membership Day

ACFCU members will receive a \$10 or \$25 gift  
card to Walmart or Sam's Club with any new  
Sam's membership or renewal.

November 28, 10 a.m.-5 p.m.  
Stone Drive, Kingsport Branch

November 29, 10 a.m.- 5 p.m.  
Center Street, Kingsport Branch

December 11, 10 a.m.- 5 p.m.  
Market Street, Johnson City Branch

December 13, 10 a.m.- 5 p.m.  
Rogersville Branch

December 18, 10 a.m.- 5 p.m.  
Resource Center, Gray Branch

### Board of Directors Openings and Nominations

Attend the 2013 Annual Meeting of the membership of Appalachian Community Federal Credit Union on Thursday, March 7, 2013, from 5:30 p.m. to 7 p.m. at 1500 Stone Drive, Kingsport, Tennessee. Refreshments and giveaways will be part of the Annual Meeting. All of the ACFCU branches will have Open House on March 7, 2013 from 9 a.m. to 5 p.m.

The Nominating Committee consisting of Mr. Joe Boggs, Mr. C. Wesley Snapp and Mr. Jeff Street, were appointed to recommend members to fill the vacancies that will exist on the Board of Directors on the Annual Meeting date. The committee is responsible for identifying qualifications and performing background checks that meet Federal requirements. The committee has submitted the names of incumbents Mr. Alex Castro and Mr. Royden Russell to serve a three-year term.

Individuals wishing to be nominated or to nominate someone for the Board of Directors may do so by submitting their names to the Nominating Committee. The Nominating Committee must receive nominations no later than Tuesday, December 31, 2012. If the number of nominations is equal to the number of open positions, those individuals nominated by the committee will be deemed to have been elected by acclamation and will be reported as notices in each branch and an electronic notification. There will be no nominations accepted from the floor.



Federally insured by NCUA

**GRAY OFFICE:**  
5034 Bobby Hicks Hwy, Ste 2  
Gray, TN 37615

**STONE DRIVE OFFICE:**  
1500 East Stone Drive  
Kingsport, TN 37662

**ROGERSVILLE OFFICE:**  
1206 West Main Street  
Rogersville, TN 37857

**CENTER STREET OFFICE:**  
460 West Center Street  
Kingsport, TN 37662

**JOHNSON CITY OFFICE:**  
1000 West Market Street  
Johnson City, TN 37604

**NORTON OFFICE:**  
1400 Park Avenue NW  
Norton, VA 24273

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

1-800-378-3778

### HOLIDAY CLOSINGS

November 22 & 23, 2012 in observance of Thanksgiving  
December 24 & 25, 2012 in observance of Christmas  
December 31, 2012 & January 1, 2013 in observance of the New Year holiday



## Tips for Avoiding Fraud This Holiday Season



### Don't Give Out Your Personal Information

Never respond to phone calls, emails and texts that are claiming to be ACFCU or another financial institution asking about your accounts or asking for personal information. This is a type of identity fraud where thieves are trying to get your personal information such as social security numbers, date of birth, address, credit or debit card numbers or even passwords for your accounts.

Appalachian Community Federal Credit Union will

never send you an unsolicited message requesting this type of information. If you ever receive this type of message or phone call, contact ACFCU immediately.

### Lighten the Wallet

It is not a good idea to carry your Social Security card, birth certificates or even passports with you. Also leave unused credit cards at home in a secure location. Never carry pin numbers or account passwords with you.

### Inventory Your Credit Cards

Routinely scan or make copies of the fronts and backs of the credit cards that you carry in your wallet. Keep the copies in a secured location at home. If your wallet or purse is stolen or lost you will need to respond quickly.

### Keeping Receipts

It is a great idea to keep receipts during the holidays for returns, but it is also important to keep them to review your monthly checking account statements and credit card statements for accuracy. If a charge appears incorrect you will have your receipts to dispute the transactions.

### Trust Your Instincts

They are usually right. If you feel that your account information has been compromised by a merchant, online vendor, restaurant or ATM contact your account holders or the credit union immediately.

### Monitor Account Balances

Monitor your account balances and transactions a little closer at the holidays, especially checking accounts, debit card transactions and your credit union credit card. Remember to use the ACFCU account alerts and the MYACFCU online banking for monitoring and balances.

*Have a very Merry Christmas by avoiding fraud and thieves this year. When in doubt call us!*

*'Tis the season for Holiday Gift Giving!  
with a little help from us and a Double Nickel Special!*



To Celebrate Our 80th Year

Low As **5.50% APR\***  
for up to 12 months for qualifying members

\*APR is Annual Percentage Rate. Limited time offer. Rate effective as of November 1, 2012 to December 31, 2012. Loan subject to credit approval. Certain restrictions apply.

## Appalachian Community Insurance Agency



### A New Home for the Holidays

**Appalachian**  
Community Federal Credit Union  
HOME LOAN CENTER  
**423-230-2600**



**Penny Pavitt**  
Home Loan Center Originator  
NMLS# 779477  
(main) 423-378-3778  
(direct) 423-378-2824  
(fax) 423-387-5080  
ppavitt@myacfcu.org



**Regina Harvey**  
Home Loan Originator  
NMLS# 261773  
(main) 423-378-3778 ext. 4409  
(cell) 423-426-1711  
(direct) 423-230-2606  
(efax) 423-230-2606  
rharvey@myacfcu.org



**Ronnie Doss**  
Home Loan Originator  
NMLS# 272671  
(main) 423-378-3778 ext. 1223  
(direct) 423-230-2605  
(cell) 423-416-1768  
rdoss@myacfcu.org



**Louise Means**  
Home Loan Originator  
NMLS# 649433  
(main) 800-378-3778 ext. 4410  
(direct) 423-230-2609  
(cell) 423-470-2311  
(e-fax) 423-230-2609  
lmeans@myacfcu.org



**Rachael Carroll**  
AVP of Real Estate Lending  
NMLS# 103095  
(main) 423-378-3778 ext. 6108  
(cell) 423-340-1280  
(direct) 423-378-2806  
(fax) 423-378-2806  
rcarroll@myacfcu.org

Appalachian Community Insurance Agency offers cost effective solutions to cover your family's insurance needs. We start each and every personal policy with a detailed review of your coverage needs before making recommendations. As an independent agency, we represent a number of financially strong companies to ensure we offer the best protection to fit your needs. Our goal is to assist in minimizing the burden of financial loss through the most cost effective placement of coverage.

Products that are offered through Appalachian Community Insurance Agency:

- Homeowner
- Watercraft
- Flood
- Earthquake
- Bonds
- Automobile
- Motorcycle
- Recreational Vehicle
- General Liability
- Workers Compensation

**Appalachian**  
Community Insurance Agency

Call Today for a Free  
no obligation quote!

### Trish D. Terry Protection Specialist

Trish has over 18 years experience as a licensed property and casualty Insurance Agent.



423-230-2620 or  
423-975-2242 (ACIA)  
or 1-800-378-3778 ext.1263  
Cell: 423-426-0587  
tterry@myacia.org



\*Disclaimer: Appalachian Community Insurance Agency (ACIA) is an independent agency offering personal and commercial insurance. Offices are located in certain branches of Appalachian Community Federal Credit Union. ACIA insurance products are not sold by or products of Appalachian Community Federal Credit Union and are not insured by any federal agency. Acceptance of insurance products through ACIA will not affect or influence a member's loan decision, rate or terms with Appalachian Community Federal Credit Union. ACIA is a solely owned subsidiary of Appalachian Community Federal Credit Union.