

InTouch

InTouch with your credit union, InTouch with your accounts.

FALL 2010

Member Spotlight:
**Terry
Thompson**

Centris
FEDERAL CREDIT UNION



President's Message

I am proud to share with you that Centris recently opened our first in-school branch in partnership with the Omaha Public School District and Conestoga Elementary School. Conestoga is a magnet school that is focused on economics and mathematics. Our in-school branch is for the education of the students and encourages them to learn to save. The branch is run by a group of students with guidance from a member of the faculty and with the support of several Centris employees. This program is one way that Centris is providing financial education to our community so that we can improve people's lives.

We are also continuing to work on improving our branch offices to better serve our members. Our branch in Bellevue is currently being remodeled. We are removing the video teller windows inside the branch and installing a more traditional teller counter. We previously completed the same remodel in three other branches that used the video teller windows. The Bellevue remodel will be completed by the time you receive this newsletter. Our intent is to make your visit to all of our offices a more pleasant and enjoyable experience. We are also

developing plans for 2011 that will include additional remodel projects for some of our other branch offices.

I am also proud to report that our branch office in Grand Island, NE was recently voted the Best Credit Union in Grand Island. This is the second consecutive year our branch was voted **#1**. A sincere thank you to all of you who voted for Centris!

Recently, the President signed, and Congress passed a new bill intended to promote job creation. This jobs bill included an additional \$30 billion of taxpayer money for community banks to lend to small businesses. The credit union industry had been lobbying hard for an amendment to increase our business lending cap from 12.25% of assets to 25%. Many credit unions are at their business lending cap and cannot make additional loans to small businesses. This amendment would have allowed credit unions to lend in a responsible and safe manner an additional \$10 billion dollars to small businesses without any taxpayer assistance. Our amendment was strongly opposed by the community bankers associations. Unfortunately, our amendment was defeated and was not part of the bill that was passed. This is disappointing in that credit unions can and want to do more to help promote job creation and growth in the country, but is not allowed to do so. Please consider writing to your senators and representatives and ask them to pass the Credit Union Member Business Lending Proposal.

You may have also heard that the National Credit Union Administration (NCUA) finalized their plans for the restructure of the corporate credit union system. These plans included an extension of time for natural person credit unions, such as Centris, to pay

in and fund the corporate credit union stabilization costs. This extension to 2021 will reduce the amount of the annual assessment we are paying to the insurance fund. This stabilization program does not require any taxpayer assistance to complete as it is being funded entirely by the credit union industry consistent with our cooperative structure. Centris' assessment for 2010 will be approximately \$850,000. Even with the stabilization assessment, Centris will report positive net earnings for 2010 that are in line with our budget for the year.

Thank you for your continued support and membership. We look forward to the opportunity to assisting you in achieving your financial needs and goals in the future. If you have any questions or comments that you would like to share with me, please call me or send an e-mail to kparks@centrisfcu.org. Thank you for your membership and the opportunity to serve you.

Kevin Parks
President / CEO



Centris Opens Student Branch

Centris recently celebrated the opening of its newest branch inside Conestoga Magnet School located at 21st and Burdette Street. This elementary school branch is a first for

a credit union in the state of Nebraska and a ribbon cutting ceremony was held during a school assembly on Tuesday, September 28th in order to commemorate the milestone.

The branch is designed to introduce the economic concept of saving money at an early age as well as increase parental involvement in children's lives through banking activity. It will be open every Tuesday throughout the school year for savings deposits only. In order to participate, all students must obtain parental permission and incentives are provided as they reach various savings goals.

In addition to Centris executive staff, special attendees to the ceremony included Ed Cochran, Executive Director of the North Omaha Development Project and Centris' own Rafferty T. Bear.

Check Us Out On Facebook

See what Centris is up to in your community! Not only do we post pictures of fun events, but we also announce exclusive contests, giveaways, and more... "Like" us today!

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Anthony Bumgarner
Financial Advisor
Centris Investment Services
(402) 697-6726
Anthony.bumgarner@cunamutual.com

Working With A Financial Advisor

Would you trust your medical diagnosis to a casual acquaintance? How about cutting your own hair? For many things it makes sense to pay a professional who has the expertise to deliver the best results. A professional financial advisor can make all the difference when you are looking to outline a sound, and achievable, financial plan. Follow these six steps to establish a good relationship with a professional financial advisor.

Choosing Your Financial Advisor

One of the best ways to find a financial advisor is through a referral. Begin with a trusted source - inquire at your credit union/personal banking center about financial advisors who are located at, or near, your local branch.

Set Up A Consultation Ask a great variety of questions to evaluate if your financial objectives are well matched to the financial advisor's areas of expertise.

Discuss Your Goals and Obligations Your financial advisor will need information about you and your financial situation, philosophy and risk tolerance. Be candid about your income, debts, future obligations, and current assets.

Ask Plenty of Questions If you don't understand something, make sure to ask. And keep asking until the answer is clear to you.

Meet or Speak Regularly To keep your financial plan moving in the right direction, your advisor needs to know when important changes take place in your life. Keep your financial advisor in the loop.

Listen Professional advisors can draw from years of experience and help you maintain a long-term perspective on your investment plan. Take the time to listen to what your financial advisor has the say.

Working with a financial professional can be one of the smartest things you can do to ensure you reach your personal and financial goals. Following these fundamental guidelines can go a long way in helping you get the most out the working relationship with your financial advisor.

Anthony Bumgarner is a Financial Advisor with Centris Investment Services located at Centris Federal Credit Union. If you have any questions, or would like to provide feedback, regarding the information presented in this article, you may contact him at (402) 697-6726 or Anthony.bumgarner@cunamutual.com.

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Thanksgiving: A Time To Help Feed Families

This is one of our favorite times of year at Centris. One of the highlights is when we can gather with family and friends to share a traditional Thanksgiving meal. Due to challenging economic conditions, many families in our community will have difficulty affording it this year; Centris is asking for your help.

From now until **November 15**, you have the opportunity to fill the holiday season with hope by providing a Thanksgiving meal for local families in need. Centris has teamed up with Together Inc., an Omaha metro-area agency working to meet the needs of hundreds of families struggling with the basic necessities of life.

For every **\$15** raised, each family will receive all the basic food items to prepare a traditional Thanksgiving holiday meal. Centris in turn, will donate **\$10** for the purchase of a turkey to complete the meal.

To make your monetary donation to this worthwhile cause, simply visit any Centris branch or call (402) 334-7000 / (800) 334-2328.

Flippin' Flapjacks For Furry Friends

On September 26th hundreds of people, along with their four-legged friends, gathered on the Nebraska Humane Society grounds in support of the 2010 Margre Durham Walk for the Animals event. Centris, as this year's sponsor of the Pancake Man, also had employees in attendance helping the now nationally famous flapjack flipper!

According to the Humane Society, the event raised just under \$95,000 to help ensure that pets throughout Nebraska receive the love and care they so deserve.

For more information about the Nebraska Humane Society, visit: www.nehumanesociety.org.

Inspired To Save Lives, One Step At A Time

Once again this year, Centris supported the fight against breast cancer through our participation in and sponsorship of the 2010 Komen Nebraska Race for the Cure which took place on Sunday, October 3rd at the Omaha Civic Auditorium.

A total of 63 Centris staff, members and their families signed up to walk with the Centris team helping the Nebraska affiliate of Susan G. Komen for the Cure® break an attendance record in Omaha. Nearly 20,000 people participated in the event and according to komennebraska.org just over \$231,000 was raised for the cause!

For more information about the Nebraska Affiliate of Susan G. Komen for the Cure® visit www.komennebraska.org.



Member Spotlight

Terry Thompson

Building Homes. Building Hope. That's what Habitat for Humanity of Omaha is all about and nobody knows that better than former Habitat homeowner and current Habitat Omaha board member, Terry Thompson.

Terry first became involved with Habitat Omaha in 1991 when she and her husband at the time were just starting out as a young family trying to make ends meet. They had heard about Habitat for Humanity but weren't convinced that it was the right decision for them. It wasn't until they had attended a Habitat Omaha home dedication that they decided to submit an application.

During the review process a number of criteria had to be considered before a final decision could be made. Terry and her husband had to meet the need for housing, have the ability to repay a no-interest 25-30 year loan through some kind of steady income and be willing to partner with the organization. Once the application process was complete a number of months later, they were approved to receive a Habitat Omaha rebuild home.

Once the renovation of their habitat rebuild home was underway, Terry and her husband went to work putting in their required 350 hours of sweat equity. Additionally, they also attended a number of home ownership workshops where they gained the knowledge and education necessary in becoming responsible homeowners. They were finally given the keys to their first Habitat Omaha home in 1995.

Terry has always been grateful to Habitat Omaha for the organization's assistance and support. So, when she was asked to become a member of the Family Selection Committee in 2004, she jumped at the chance to give back to other families looking for hope.

The Family Selection Committee's role within the organization is to assess each applicant's situation and decide if they fit all the criteria necessary to qualify for a Habitat Omaha Home. An income and credit verification, as well as a home visit to document the substandard conditions the applicants currently occupy, are the criteria the committee focuses on. Once a decision is made by the committee it is taken to the Habitat for Humanity board for a final approval and selection.

Terry remained dedicated to the Family Selection Committee, even while going through a divorce and the decision to sell her Habitat Omaha home on the open market. She made such an impact with the committee that she was approached by the organization to become a board member in 2007. Terry replaced current Douglas County Treasurer, John Ewing, and will serve her term until 2012.

Terry feels it is not only her passion for giving back that continues to help her as a member of the Habitat Omaha board, but also her experience in the financial services industry, especially as an

employee of Centris. She has been able to use skills she developed during her rise from bank teller to credit union branch manager. She has also been able to draw upon the culture of the credit union as a member-focused, not-for-profit and community-oriented organization.

Just like Centris looks out for its members, Habitat Omaha won't set any applicants up for failure. Even if a family is turned down for a home with Habitat the organization lends a hand to offer assistance in preparing that family for home ownership the following year or further down the road.

"Habitat Omaha is a hand-up, not a hand out," explains Terry. "They help put families in a better financial position".

Putting families in a better financial position is a goal that Habitat Omaha shares with Centris which is why Terry's work with both organizations can sometimes feel quite interconnected. Terry admits that while she has not directly helped any individual Centris member get involved with Habitat Omaha, she has mentioned the organization as a possibility for some members she's met with over the years.

Not only does Terry help others realize dreams on a daily basis, but she has also begun to take steps towards reaching her own goals. Terry was recently accepted into the Creighton University accelerated program and is currently working towards finishing her Bachelor's degree in Communications at the school.

Terry certainly takes on many roles and finding time for everything may not always come easy but she says she feels balanced and she attributes that feeling to the support she receives from those closest to her. "I feel very blessed to have the life I do", Terry admits.



Helping Habitat For Humanity Build Dreams

Habitat for Humanity of Omaha builds houses in partnership with families whose income is 30 to 50 percent of median for the Omaha area and need safe, affordable places to raise their children.

Habitat Omaha relies on the generous support of members of the community in order to help cover the costs associated with the construction of the homes as well as offering affordable mortgage loans to the families they serve. Centris Federal Credit Union recently donated \$250,000 worth of interest-free mortgage loans so that not just one family but rather multiple families may realize their dreams of owning a home. Other financial institutions have also assisted Habitat Omaha in this way however, Centris is the first credit union in the Omaha area to do so.

Editor's Note

Are you a Centris member making a unique contribution to the community? Know someone who is? Tell us your story for a chance to be featured in the **Member Spotlight** of the Centris Newsletter. Simply contact us at marketing@centrisfcu.org or by phone at (402) 758-6523.



Ways To Cope With Infrequent Expenses

Many people live in a state of denial about the cost of infrequent expenses.

For example, it's reasonable to expect that a car eventually will need new tires, a tooth will require a filling, or a household appliance will need to be repaired or replaced.

A Savings Plan

All these expenses can be budget busters unless you save in advance.

To create a savings plan for infrequent expenses, take a tour of your home. Figure out when you probably will need to replace appliances and mechanical systems by visiting www.thisoldhouse.com and searching for "How Long Stuff Lasts."

If you own a car, save for repairs based on vehicle mileage, budgeting \$25 a month for a new car; \$50 a month for a vehicle with 30,000 to 60,000 miles; \$75 a month for 60,000 to 100,000 miles; and \$100 a month if the odometer tops 100,000.

If you're a homeowner set aside at least 2% of your property's value for repairs and maintenance each year. You also should budget for personal expenses that aren't always covered by insurance, such as dental cleanings or eye check-ups.

Break It Down

To figure out how much to save each month, create a grid. List infrequent expenses on the left side and make columns for annual and monthly budget amounts across the top. Figure out the total cost for each infrequent expense, and then break it down by years and months as needed. Tally your columns to get an annual or monthly total.

Over time, higher-than-expected expenses for one item on the list are likely to be balanced by below-budget expenses in another. Keep that in mind to avoid the temptation to pull money out of savings to spend on unrelated items. That way, you'll be prepared whenever an infrequent expense becomes an immediate necessity.

If you need help budgeting for infrequent expenses, Centris can help. Stop by or contact us today at (402) 334-7000.

Teach Teens Card Management

If your kids are beyond the excitement of putting coins into their piggy banks, how about moving on to some plastic? That's right; your teenagers might be ready for a debit card.

Debit cards are similar to credit cards in how they look and how you use them. But when you use a debit card, the money comes out of your checkbook instead of becoming a loan, such as when you use a credit card. By showing your teens how to be responsible with plastic now, you could be saving them from some poor money choices in the future.

Kids need to learn that they're responsible for their debit card, and that there's a limit to that money. If you think your teen is ready for a debit card, contact your trusted financial partners at Centris and talk to someone at one of our convenient branches today.

Changes Coming To Your Centris Visa® Credit Card

Effective November 1, 2010, Centris Federal Credit Union has made several changes to the terms of its Visa® Credit Card Agreement. If you currently have a Centris Visa® Credit Card, notification about the changes should have been mailed to you in letter form. All changes were made in order to comply with new government regulations as well as the Credit Card Act of 2009.

If you have any questions regarding the change to your Agreement, please contact a Centris representative at (402) 758-6500 or (800) 334-2328.



Social Security And Government Payments To Go Electronic

Changes are coming to the way you receive your Social Security, Supplemental Security Income, Veterans, and Railroad Retirement payments from the U.S. government. Instead of paper checks, all recipients will be required to receive their payments electronically through direct deposit or with a Direct Express debit card from the Treasury.

The new rule takes effect on March 1, 2011 for new enrollees while those that already receive their payments via paper check have until March 1, 2013 to make the switch.

If you have any questions about the changes, feel free to stop into any Centris branch or call any one of our friendly and helpful representatives. Additionally, look for more information to be released about the changes in the coming months.

Tips To Protect Your Plastic

Plastic card fraud statistics are up, and much of the fraud comes from criminal activities you can't control. But you can help yourself by being responsible and aware of actions that will minimize risk. Take note of these protective measures to fight plastic card fraud:

- If your Centris debit/ATM or credit card is ever stolen, immediately call (402) 334-7000 or (800) 535-8440 if it is after normal business hours. As long as your account is in good standing and you haven't been careless with your card, you won't pay for any transactions you didn't personally authorize.
- If you've lost or misplaced your card, call Centris at one of the numbers mentioned above and our representatives can suspend the card for you while you look for it. Suspending the card prevents a stranger or thief from finding the card before you do and trying to use it.
- Always read the fine print and terms and conditions with online purchases.
- If you are planning a vacation, notify Centris before you leave. Our representatives can flag your account so that we are notified if any suspicious activity appears while you are away. Notify the post office as well so it can hold your mail until you return. This way thieves will not clue in to an overly full mailbox - alerting them to an empty house.
- If you happen to use an ATM that eats your card or does not dispense money, contact Centris immediately. The sooner we know about the incident,



the sooner we can help prevent someone else from stealing your account information.

- Never click on pop-up computer advertisements. Phishers can put a key logger on your computer when you do and from there they record key strokes.
- Be suspicious of any phone calls, emails or text messages you receive asking for account or credit card information. Centris will *never* initiate contact to a member asking them to verify account information.
- Never disclose account information to someone not listed on your account. Almost 10 million Americans were victims of identity theft in 2008, according to the Javelin Strategy and Research 2009 Identity Fraud Survey Report. Even more shocking is the number of thefts by relatives. Of the victims who knew how their information was accessed, 13% said a family member, friend, or acquaintance was responsible.

When in doubt, *never* hesitate to contact Centris. As your trusted financial partner, we are here to make sure your account information stays protected.



Refresh Your Wallet, Quench Your Thirst!

Apply for a new Centris Visa® Credit Card for a change that's easy to swallow! Not only will you get rates as low as **9.9% APR*** but you'll also walk out with a **FREE Centris aluminum sports bottle**** to quench your thirst for some extra change in your pocket.

Plus, after a year of use and prompt payments, we'll change things up again and reward you with an even better rate! As low as **8.9% APR!*****

*Non-variable annual percentage rate for purchases & balance transfers. Rates start as low as 9.9% APR and are based on credit worthiness. 15% APR for Cash Advances. Transaction fee for cash advances is 3% of the advance or a minimum of \$5.00. Certain restrictions apply. Rates and terms subject to change. **While supplies last. Centris reserves the right to substitute item for another item of similar value. Must not already have a Centris Visa® Credit Card in your name. ***After one year of prompt payments, APR for purchases and balance transfers may be reduced by 1.00%. Active accounts only. **Complete terms and conditions will be provided upon application.**



The Housing Market Is Up; Rates Are Down

If the uncertain economy has you worried, today's low interest rates may be one thing that puts your mind at ease. Now is a great time to apply for a mortgage, or to refinance the one you have.

The housing market's finally improving. With many houses for sale, and many of those at rock-bottom prices, we can help make you comfortable in a new home - with a comfortable interest rate and term.

Stop by or call (402) 334-7000 ext. 6160 and visit with your neighborhood mortgage expert at Centris! We're here to help make your dreams of owning a home a reality.



(402) 334-7000 or (800) 334-2328
www.centrisfcu.org

Follow Us On



Holiday Schedule

Offices are closed in observance of:

- Veterans Day** **Thur., November 11**
- Thanksgiving Day** **Thur., November 25**
- Christmas Day** **Sat., December 25**
- New Year's Day** **Sat., January 1**
- Martin Luther King Day** **Mon., January 17**

Offices will close at 1:00 p.m. in observance of:
Christmas Eve **Fri., December 24**



343 N. 114th St., Omaha, NE 68154-5506 • 11718 "M" Circle, Omaha, NE 68137-2219 • 5021 S. 24 St., Omaha, NE 68107-2710 • 4804 Ames Ave., Omaha, NE 68104-2335

2727 S 168th St., Omaha, NE 68130-2261 • 15480 Spaulding Pl., Omaha, NE 68116-6236 • 8250 S. 99th St., La Vista, NE 68128-4261

2207 Pratt Ave., Bellevue, NE 68123-6043 • 7515 Main Street, Ralston, NE 68127-3915 • 2825 Ave. G, Council Bluffs, IA 51501-2147

301 E. Philip, North Platte, NE 69101-5543 • 3406 W. State St., Grand Island, NE 68803-2303

In Omaha 402-334-7000 | Outside Omaha 800-334-2328 | TDD 402-758-6066

