

InTouch

InTouch with your credit union, InTouch with your accounts.

2012
MORTGAGE GIVEAWAY
LOOK INSIDE!

SPRING 2012
Member Spotlight:
Lisa Gravelle



Centris
FEDERAL CREDIT UNION



President's Message

Several years ago the management and employee team at Centris committed to a set of "Service Promises" for our members. These service promises guide our day-to-day activities and interactions with you. As your financial partner we commit to:

- Providing a highly trained and knowledgeable staff available to serve your needs;
- Treating you as our #1 priority, responding with a sense of urgency and keeping our promises;
- Earning and maintaining your trust as the foundation of our relationship and service;
- Acting as your advocate to promote your financial well being;
- Safeguarding your assets and personal information;
- Identifying and understanding your needs, goals and providing relevant products and solutions; and
- Being involved in and supporting our community.

Overall, you have been telling us that we are doing a relatively good job in living up to these service promises. At the end of December 2011, Centris was informed that you again voted us as the recipient of Omaha Magazine's Best of Omaha 2012 First Place Award for Credit Unions. This is the third consecutive year that we have been recognized with this honor, so we thank you for the recognition.

I am also pleased to tell you that Centris continues to remain very strong financially. We believe that financial strength provides you with the comfort and confidence that your money and investments are well protected, and that Centris will continue to be able to serve you for many years to come. In 2011 we ended the year with a net income of \$3.1 million, exceeding our budget for the year by 4%. This was the second year in a row that we met or exceeded our net income goal after several years of net operating losses. Our capital position at the end of the year was also well above the industry and regulatory definition of a well capitalized institution.

These positive earnings results enable us to continue to invest in your credit union so that we can better serve you in the future. Last quarter I shared with you our new branch plans for North Platte and in Omaha at 36th and L Street. The plans for the new facility in North Platte are being drawn. We plan to go out for bid in late March, obtain building permits in April and break ground hopefully in May 2012. Weather and material availability permitting, we hope to occupy the new facility in April 2013. Construction is underway at 36th and L Street in Omaha and is progressing on schedule. Completion is planned for May 2012. We are well into our reconstruction and remodel at Council Bluffs. The new teller line and drive through are now open. The

rest of the lobby should be completed in March and the outside work completed in April/May 2012.

Thank you for your continued support and confidence.

If you have any questions or comments that you would like to share with me, please call me or send an email to KevinP@centrisfcu.org.

Kevin Parks
President / CEO



2012 Board of Directors: (Left to right) Tom Beiriger, Michael Brock, Paul Elofson, Joe Sacco; Linda Aust, Denise Hill and Veronika Pinkerton

2012 Board Of Directors Election Results

At the 77th Annual Business Meeting, voting results were announced for the four Board positions that were available.

Board of Directors:

Paul Elofson	Chair
Linda Aust	First Vice Chair
Tom Beiriger	Second Vice Chair
Joe Sacco	Treasurer
Michael Brock	Secretary
Veronika Pinkerton	Director
Denise Hill	Director

Thank you to all who attended the Annual Meeting on March 27, 2012. We look forward to seeing you at next year's meeting!

Update: Branch Construction

Council Bluffs

Renovations on the Council Bluffs branch are proceeding on schedule. On January 30 the new drive-thru, ATM and teller line were opened for use followed by the completion of drywall, flooring and painting in March, allowing branch employees to move out of the trailer. The trailer has been removed allowing crews to continue with the exterior updates to the building and new drive-thru.

36th and L Street

Construction on our new branch at 36th and L Streets is also currently on schedule. The interior is in the process of being framed and the drywall is being hung at this time. Wiring and cabling for data and power is also being finished. Outside, the foundation for the drive-thru lanes was laid and the steel for the drive-thru canopy has been erected.

Continued updates and pictures of the construction at both locations will be provided through our website, the Centris Facebook page and Twitter feeds.

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The Big Rollover

What should you do with that old 401(k)?

Options, options, options...

There are many misconceptions about what must be done with a 401(k) when someone leaves a company. The truth is there is no right or wrong answer; just the question of which option is the right option for YOU?

Leave it where it is... If you have enough money in your current 401(k) to meet the minimum requirement, you feel the plan has good investment choices and the annual fees are reasonable, leaving your money there to mature could be a good option for you.

Direct rollover into a new 401(k)... If your new employer offers a 401(k), you could choose to “roll” your money into that plan, but you will be limited to the new plan’s investment options so you’ll want to look into the structure of the new plan, the fees and the investment options.

Moving the money into an IRA rollover account If managing where your account is held and how it is invested is important to you, this option gives you a great deal of flexibility. It

also offers you more distribution options, once you are eligible. Additionally, you could open a brokerage account or purchase a CD, provided the account is titled as your IRA Rollover Account.

Cashing out your 401(k)... The temptation to get a lump sum of money can be too great for some, especially if they have just lost their job or feel that they are in some sort of financial bind. Keep the following in mind if you choose this option: If you are younger than 59 ½ years old and cash out you 401(k), it is likely you will incur a 10% penalty and owe taxes on the amount you cash out. Not to mention you are giving up part of your retirement fund or starting over from zero.

Making a decision... If you’re unsure which choice is best for you, or if you’d like to learn more about your options, I would recommend speaking with a qualified financial advisor. Additionally, you may want to consider working with a tax professional if you own company stock in your previous 401(k). You’re likely to want some assistance in sorting through the IRS rules that may apply.

Representatives are registered, securities are sold, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free 800-369-2862. **Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the financial institution. CBSI is under contract with the financial institution, through the financial services program, to make securities available to members. 08082011-WR-330**

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Used Wheels Might Be The Best Deals

Here are some reasons why:

- You won't suffer the depreciation that wallops new car buyers. Even one-year-old used cars are **20%** to **30%** cheaper than new cars;
- Used cars are more reliable and safer today than ever before;
- You may be able to buy more "car" if you buy used. You may not be able to afford a new SUV (sports utility vehicle), but a used one could be in your price range;
- Many auto manufacturers are offering extended warranties on new cars, which means a used car could still be under warranty;
- More manufacturers are selling certified used cars that include warranties;
- Easily trace the history of a used car using the Vehicle Identification Number (VIN);
- Financing used cars has never been easier at the Centris.

If you need financing, stop by Centris for your auto loan. Our low rates will get you on the road in no time.



Coming Soon!

Mobile Banking

In order to continue serving you better, Centris is proud to announce that we will soon have a new Mobile Banking product to offer. While an official launch date has not been announced, details are being released about the new mobile platform

and what it will include, such as: Access to centrisfcu.org from any web-enabled phone to check balances, pay bills, transfer money, locate branches, ATM's, etc.; ability to request current balance information via text/SMS messages; and the option to download the new, **FREE** Centris app for iPhone and Android phones. The new convenient app will offer an enhanced, customized experience allowing you to conduct your banking wherever you are.

As we get closer to the launch, we will make continued announcements for updates on our website, through email and on our Facebook and Twitter pages.



Member Spotlight: Lisa Gravelle

In today's world, it seems like there is not a person who has not been affected by cancer in some way or another. It can be especially hard on children when it is their parent who is battling the disease. Sometimes it is not the cancer itself that causes the most hurt but rather the requirements and consequences of treatment that are the true sources of the emotional pain. It is the kind of pain that Centris Business member, Lisa Gravelle, has seen first-hand.

In December 2009, Lisa's sister-in-law, Cathy, was diagnosed with Stage 4 Melanoma. The time between Cathy's diagnosis and eventual passing was only six months and in that short span, Lisa used to help Cathy and her husband, Mike, by sitting for their three kids while they traveled to and from their home in Milwaukee to the Mayo Clinic in Minnesota for treatment. Lisa recalled

seeing the disappointment and sadness in the eyes of her niece and nephews as they watched their mom succumb to the disease. She wished she could have done something that would have created a lasting, happy memory for them to look back on after Cathy passed.

Unfortunately, the time and energy needed to organize a special, memorable event was focused into helping Cathy, Mike and their kids through everything. Lisa wished there was someone else outside of the situation that could have "swooped in" to handle the details of planning and execution of an experience that would stay with the kids long after their mom was gone. After Cathy's passing, Lisa decided to turn that regret into hope for other families going through the same situation.

While Make-A-Wish Foundation focuses on kids who are battling a life-threatening illness, Lisa could not find an organization in the United States whose focus was on children facing the loss of a parent with a life-threatening illness. After doing the research and getting friends and family on board, Lisa founded "Memories for Kids", a charity devoted to helping create lifelong memories for children of parents with terminal cancer.

While the organization is still working through the rest of the legal process and trying to build more support in the medical community before they can be fully operational, they were able to grant one wish recently for a relative of one of the organization's board members. Bill LaHood, a father who was diagnosed with terminal cancer, loved the game of baseball. His first wish was to travel to a spring training game with his two sons, but his condition would not allow him to fly, so Lisa and the Board members at

Memories for Kids asked him to think of a more local wish – Bill had never seen Werner Park.

In a short span of time, with the support of Bill’s doctors and family members, Memories for Kids was able to organize and execute their first special wish event at the stadium. Lisa recalls it being an emotional day for all involved, especially for herself. “When do you get to celebrate someone’s life while they are still alive?” she questioned, “It feels good to do this for someone else.”



The event received quite a bit of media coverage so word is starting to spread about Memories for Kids. And while Lisa is really excited about the possibilities, she knows what still needs to be done for the organization to be able to grant more wishes, including building up the organization’s Medical Advisory Board. Currently Memories for Kids has three committed doctors, but Lisa knows in order to get the kind of access needed to the Oncologists, they will need a bigger network of doctors working with them and providing referrals.

One of the things the organization does have securely in place is a trusted financial business partner. When Lisa was looking to apply for a business loan, not only did she hear about how service-oriented Centris was from friends and neighbors, but her sons also used to love

singing the jingle they heard on the TV and radio commercials, so she decided to stop in and talk with the Commercial team. “Centris just seemed like the best fit,” Lisa said. “My rep was very supportive and easy to work with, and he got everything done so quickly.”

At this time, Memories for Kids is legally only able to work with families who reside in Douglas and Sarpy counties, but as Lisa sees the organization continuing to gain momentum and support, she hopes that one day her idea could spread beyond Omaha and even beyond Nebraska in order to help more families across the country create lasting memories even in the face of terminal cancer.



MEMORIES *for kids*

If you are interested in learning more about Memories for Kids or would like to donate to the organization, more information can be found on their website at <http://memoriesforkids.com>. Additionally, donations are also being accepted at all Centris branches. All donations go towards turning wishes into happy, life-long family memories.

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) 758-6520.



The Mortgage Giveaway Winners Are...

Centris is proud to announce the winners of the 2011 **"Win A Free Mortgage for a Year"** contest are **Brad, Courtney and Addison Dunbar** of Omaha.

Centris first started offering the **"Win A Free Mortgage for a Year"** contest in 2010, giving away up to \$10,000 in free mortgage payments. Members were automatically entered into the contest when they completed a home loan or refinanced their mortgage through the credit union.

The Dunbars have been members of Centris for about two years. They first brought their checking and savings accounts to the credit union after hearing great things from their neighbors. When they were looking to refinance their mortgage late in 2010, they found Centris gave them the best servicing and pricing without having to sacrifice one or the other. Six months after refinancing with Centris, the Dunbars found their dream

home and the first place they thought of for their new mortgage was their trusted financial partner!

"Quite honestly we can't say enough about how impressed we have been by the people at Centris," Brad said. "Even our daughter, Addison, gets excited to talk highly of her own 'personal agent' who took good care of her and was looking out for her financial well-being."

Because they didn't have to fill out any extra paperwork to be entered, the Dunbars didn't think much of the contest until they got the call that their name had been drawn as the winners.

"I was speechless," Brad recalls. "I quickly made Courtney take the phone as she walked in the door and she flipped out."

As winners, the Dunbars will have their mortgage paid by Centris throughout 2012. The prize has already allowed them to plan for some additional vacations, as well as give Addison the chance to attend a much-anticipated ice-skating summer camp!

Jeff Shapiro, Vice President, Director of Mortgage Services, says the contest

continues to be a successful way to help brand the Mortgage department at the credit union. "This contest helps to create awareness among our members and the community that we provide mortgage loans that are locally funded by people right here in Omaha."

Shapiro added that Centris also maintains the servicing on each of its loans. Previously mortgage services were only located at one branch office. Now, with the expansion of the mortgage department, those seeking a mortgage from Centris can meet with a representative at any of their convenient locations.

Here's Your Chance To Win...



Now for a limited time, you have the opportunity to **Win A FREE Mortgage For A Year!** (Up to \$10,000. Odds of winning based on number of entries received.)* Apply in person, online or call and get pre-qualified before you shop for your new home. We'll show you why Centris is your trusted neighborhood mortgage partner.

Contact Us For Complete Information.

*12 consecutive monthly mortgage payments (principal and interest only) of not more than \$833.33 per month ("Monthly Maximum Prize") totaling up to \$10,000 in the aggregate. Exact prize amount will be determined by amount of eligible winner's mortgage payment. Winner must pay any portion of winner's monthly mortgage payments not attributable to principal or interest or otherwise in excess of Monthly Maximum Prize. **Odds of winning depend on number of eligible entries received.** Number of written prize notices to be distributed will depend on number of inquiries about the promotion. Beginning 1/1/12 through 12/15/12, when you open a mortgage loan with Centris Federal Credit Union ("Centris") in Nebraska or Iowa, you will automatically be entered to be drawn as a winner in the "Centris Federal Credit Union Free Mortgage Giveaway". Participants and winner(s) must be Nebraska or Iowa residents at least 18 years old as of December 14, 2012, and have a valid driver's license. To enter, you must be Centris members and have closed and have received funds for a mortgage loan or mortgage refinance from Centris on or after January 1, 2012. One entry per person and/or household. If a winner is disqualified or cannot accept the prize as stated, Centris reserves the right to determine an alternate winner in its sole discretion. Prize is not transferable, redeemable for cash or exchangeable for any other prize. Centris may require winner to complete, execute and return affidavits of eligibility, liability releases and publicity releases prior to taking possession of prize. Failure to sign these documents, or if winner cannot be notified, or if winner is found to be ineligible or not in compliance with these Official Rules, will result in disqualification and an alternate winner will be selected.

Homeowners: New Changes To HARP

The Federal Housing Finance Agency (FHFA) and the Department of Treasury introduced the Home Affordability Refinance Program (HARP) in early 2009 as part of the Obama Administration's Making Home Affordable Program. HARP provides borrowers who may not otherwise qualify for refinancing because of declining home values or reduced access to mortgage insurance, the ability to refinance their mortgages to a lower interest rate and/or more stable mortgage product.

Recently the FHFA, with input from lenders, mortgage insurers and other industry participants, released a series of changes to HARP in an effort to attract more eligible borrowers who can benefit from refinancing their home mortgage.

The enhanced changes under HARP 2.0 include eliminating certain risk-based fees for borrowers who refinance, removing the current LTV ceiling for fixed-rate mortgages backed by Fannie Mae and Freddie Mac, waiving certain representations and warranties, eliminating the need for a new property appraisal and extending the end date for HARP until December 31, 2013 for loans originally sold to Fannie Mae and Freddie Mac on or before May 31, 2009.

As a participating lender with HARP, your **Neighborhood Mortgage Experts** at Centris are available to answer any questions you may have about the program or help you find out if you qualify. Just visit your nearest Centris branch or contact us at (402) 334-7000 to find out more.

Centris Member Appreciation Night Friday, August 3, 2012 at 7:05 pm



VS



Entertainment:

- Special ticket price only for Centris members.
FREE t-shirts to members - while supplies last!
- Plus! Centris members get **FREE** access to the **Centris Family Fun Zone** inside the stadium. Just show your Centris ATM, VISA® Credit or Debit card at the entrance of the Family Fun Zone. If you do **not** have a card, stop into your nearest branch to pick up a Centris Family Fun Zone membership ID!
- Come out and see the greatest fireworks show in the Midwest!



Deadline For Ordering Tickets Is Thursday June 28

If you have any questions or would like to order tickets with a credit card, please call the Storm Chasers at (402) 738-5117. Your tickets will be waiting for you at the **Centris Will Call** table. Please bring an ID to pick them up.

ORDERING INFO

Please fill out the Ticket Order Form and return to the Omaha Storm Chasers by June 28.

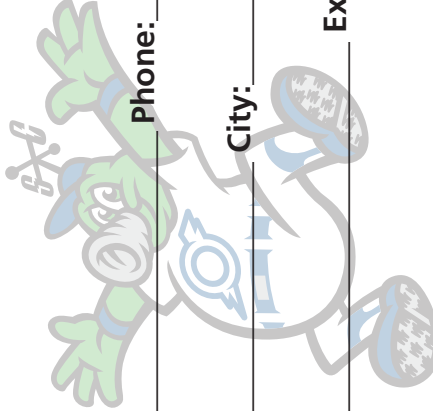
Ticket Order Form

Centris Member Appreciation Night With The Storm Chasers!

Omaha Storm Chasers Baseball
Attn: Brian Logan
12356 Ballpark Way
Papillion, NE 68046
(402) 738-5117
brianl@omahastormchasers.com
www.omahastormchasers.com

TYPE OF TICKET	QUANTITY	PRICE	TOTAL
BOX		\$8.00 EACH	\$

Check here to request wheelchair accessible seating.



Name: _____ Phone: _____

Address: _____ State: _____ Zip: _____

V/MC/D/AMEX: _____ Ex: ____ / ____ / ____ Security Code: _____

Please make checks payable to the Omaha Storm Chasers!
Ticket order deadline June 28!



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

Scan here for the latest promotions and info!



Follow Us On



Holiday Schedule

Offices are closed in observance of:

- Memorial Day** Mon., May 28
- Independence Day** Wed., July 4
- Labor Day** Mon., Sept. 3
- Columbus Day** Mon., Oct. 8
- Veteran's Day** Mon., Nov. 12



Official Credit Union of the



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