



Florida Credit Union News

A publication of the Florida Credit Union League 

September 2000 • Vol. 9 - No. 9

In This Issue

| | |
|----------------------|----|
| President's Message | 2 |
| News from YOU | 4 |
| Governmental Affairs | 6 |
| FCUL Calendar | 12 |

Bush, Gore voice their support of credit unions

Presidential candidates George W. Bush and Al Gore, have both recently issued statements that support credit unions and the continuation of the federal income tax exemption for credit unions.

Bush, in a letter to CUNA President Dan Mica, stated: "America's credit unions enjoy a special place in the financial institution marketplace, as well as in the hearts and minds of consumers. As not-for-profit, member owned financial cooperatives, credit unions are treated differently than other depository institutions, notably in the area of taxation. As part of my overall commitment to lower taxes and provide more opportunities for working Americans, I support continuing the tax-exempt status of credit unions. I am committed to finding

ways to reduce regulation for all financial institutions, consistent with safety and soundness concerns, rather than looking for new and intrusive methods of government intervention in well-functioning enterprises."

Gore also voiced his support in a letter to Mica. Said Gore: "Credit unions continue to play a vital role in providing consumers with the choice of a lower-cost alternative financial services provider. They continue to serve consumers who may otherwise be ignored by more traditional providers. And they continue to personify their motto of 'People Helping People.' I want to assure you that as President I will continue to support the tax-exempt status of credit unions."

FCUL Service Group announces new Audit and Accounting program

Being financially sound is vital to a successful credit union's operation. Providing financial soundness by protecting and accounting for members' money is the responsibility of your credit union's Supervisory or Audit Committee. This task is becoming more difficult, costly and time consuming as the technical knowledge required in fulfilling this obligation grows. Keeping up to date with changing regulations and professional pronouncements demands a serious commitment of time and resources.

In order to help your committee and your credit union fulfill its obligation, the FCUL Service Group, Inc., is offering a new service, an Audit and Accounting program designed to meet the needs of your credit union. The program offers a full range of

services: supervisory committee audit, back office accounting services, internal audit, ATM audits, member account verification, tabulation of mail in ballots, bank reconciliation, cash count, bond claim documentation, supervisory committee training and ACH audits.

"The cornerstone of this program is offering audit and accounting services to credit unions at a more competitive price than they currently can find in the marketplace," said Scott Morgan, FCUL Service Group Controller. "All we do at the FCUL Service Group is credit union related, therefore, we have an opportunity to be more efficient. We have a vested interest in long-term growth and soundness of credit unions and attention to service."

continued on pg. 8

Stoumbelis named as FCUL HR chief

The Florida Credit Union League has appointed Anita Stoumbelis to the position of Vice President, Human Resources. Anita will head the human resources office for both the League and the FCUL Service Group, Inc. She replaces Anice Prosser, who resigned to accept a position at a Tallahassee credit union.



Anita Stoumbelis

Anita comes to the League after serving as Vice President of Administrative Services for Premium Assignment Corporation/SunTrust Banks Inc. During her tenure there, she was responsible for staff management and strategic planning for the Human Resources, Customer Service, Cancellations, Legal and Regulatory Compliance Departments for this \$200 million insurance premium finance company.

"We are extremely fortunate to have someone as qualified and talented as Anita Stoumbelis available to step into this position," said FCUL President/CEO Guy Hood. "We look forward to her leadership and experience in guiding our human resources initiatives."

Anita is a graduate *cum laude* of Florida State University, receiving a Bachelor of Science degree in business administration. She is excited about the opportunity to serve Florida's credit unions. "Our goals are to offer whatever level of support that credit unions in Florida need to recruit, retain and manage their human resources and create a high quality of work life for employees of the credit union. I am excited to be a part of the credit union family."

continued on pg. 9

Florida Credit Union League Board of Directors

Bob Beskovoyne, CCUE, Chairman

*District #4 Director
Martin FCU*

Laida Garcia, 1st Vice Chairman

*District #5 Director
Florida Central CU*

Melba Jordan, CCUE, 2nd Vice Chairman

*District #2 Director
State Employees CU*

Chris Brooks, Treasurer

*At Large Director
Monsanto Employees CU*

Trudy Prince, CCUE, Secretary

*At Large Director
Central Florida Healthcare FCU*

Charles Wesley Atkins

*District #1 Director
Bay CU*

Randall J. Mims, CCUE

*District #3 Director
Florida State University CU*

Barbara Harris, CCUE

*District #6 Director
South Atlantic FCU*

Jace Reyes

*District #7 Director
Miami Postal Service CU*

Tim Baldwin

*At Large Director
San Antonio Citizens FCU*

Tom Napier

*At Large Director
Sunshine State CU*

Carolyn Parslow

*At Large Director
Suncoast Schools FCU*

Jim Weibert, CCUE

*At Large Director
Community Educators' CU*

The *Florida Credit Union News* is a monthly publication of the Florida Credit Union League. For business information or subscriptions, write the Florida Credit Union League, call (800) 342-1266, or e-mail gracepf@fcul.org.

President: Guy M. Hood
Managing Editor: Mark Ivester
Editor: Grace Potter Freni
www.fcul.org

Changing to meet your needs

From time to time the question is asked, "What am I getting for my dues?" That is a fair question and I hope that some of the changes we have made on your behalf will answer that question.

It was the goal of the League Board and myself to enact a policy that we call "proactive and preemptive." Proactive describes how we want to be, advocates on behalf of credit unions, constantly reminding our elected officials just who we are and what we stand for. Proactive also means getting involved in the political process early and often. Which leads us to preemptive. We want to be preemptive to make sure that credit unions never have to go through what we went through in 1997 and 1998. By being proactive we are preempting any future HR 1151, fight for our lives campaigns. From now on, it is our goal to set the agenda, not follow someone else's.

On the League side we have beefed up our advocacy efforts to make credit unions more visible and a force in the political world that will play a part in our future. During the past Legislative session, the League had representatives, both staff and hired lobbyists, walking the halls on a daily basis. There was not one legislator, not one committee that had not seen us or heard from us when the session ended. Even the Florida Bankers' Association deems it necessary now to report to their members how they kept an eye on what we were up to.

In addition, your League Governmental Affairs Department has traveled from one end of the state to the other interviewing candidates running for legislative seats. Our staff interviewed a total of 175 candidates in order to determine their views on credit union issues. There is no doubt that these candidates now have a different perception of credit unions as a result of their interviews.

Candidates now call on us to help them meet credit union members and to secure volunteer help for their campaigns. We serve as hosts and helpers as candidates conduct fundraisers or tour credit unions to meet staff and members. All of this is a result of the new activism that we began during the battle for H.R. 1151, an activism that you told us you wanted.

On the Service Group side of the League we have introduced you to more and more new offerings. These offerings are exciting and promise to bring services never before offered to credit unions. Your receptions to our efforts have been most gratifying. This fall we will introduce you to a new service that will help many credit unions free up their own personnel to serve their members. The new service will manage many human resource issues that previously had to be managed by the employees of the credit union. This is an exciting and new concept that has been taking hold in many other industries, a pooled effort to assist small companies offering first class human resource products without tying up an ever-growing amount of credit union resources.

The Service Group is also offering CUAutoNet, an online car buying service that an ever-growing number of credit unions are signing up to offer to their members. This service allows your members an opportunity to buy a quality used car without ever having to visit a dealer.

These are just some of the new and dynamic things the League is doing on your behalf. We are working hard to maintain your trust and we will continue to bring you new and exciting services that will better serve the interests of credit unions for years to come. We look forward to serving you.



*Guy M. Hood
President/CEO*



The Florida Credit Union League encourages credit unions to complete a Project Differentiation Statement of Commitment to Members. If you need a Project Differentiation packet, contact the League's Communications Department at 800.342.1266.

Clarke American

Check orders fight breast cancer

Clarke American Checks, Inc., one of the country's leading check printers, now offers a new avenue of advocacy for the fight against breast cancer – the Loving Reflections™ check.

Loving Reflections, the company's newest cause related product, was developed in support of the more than 2 million people surviving breast cancer in the United States today. Breast cancer accounts for one out of three cancer diagnoses in American women, and is the leading cause of cancer death for women ages 20-59*.

Each time a Loving Reflections check or return address label order is placed, a portion of the proceeds is directed to organizations that conduct breast cancer research and who provide education, screening and other services to medically under-served women.

Each Loving Reflections check order features a 5-scene, illustrated series of women in different stages of life and a pink foil Breast Cancer Awareness ribbon as an accent. These checks are also available as a ValuePack™ which includes coordinating return address labels, a tan, full-grain leather cover and express delivery at a package price.

In October, to honor National Breast Cancer Awareness Month, Clarke American is launching a "Best Protection Is Early Detection" campaign by distributing pink ribbon lapel pins to credit unions across the country. Credit union partners can wear the ribbons throughout the month and especially on October 20, National Mammography Day, to increase awareness surrounding breast cancer prevention.

The company also will add an on-line version of this campaign to its website by October 1, where financial institutions can access various Breast Cancer Awareness promotional materials. The site will feature a National Breast Cancer Awareness promotional ideas guide, a breast cancer fact sheet, press releases and more. Partners also will be able to view the check designs via the Clarke American website, www.clarkeamerican.com.

*Cancer Statistics, CA: A Cancer Journal for Clinicians, Jan/Feb, 1999



Bridge Awards competition emphasizes member education

Entries are now being accepted in the 2000 Bridge Awards for Excellence in Member Education Communications, sponsored by the Florida Credit Union League and CUNA.

The bridge awards competition offers your credit union the opportunity to receive expert advice and feedback on your member newsletters and member education programs. Communication experts will review the entries and select first, second and third place winners in three categories: Newsletters, credit unions with more than \$30 million in assets; Newsletters, credit unions with less than \$30 million in assets; and Member Education Program.

All entries receive written critiques and a certificate of participation. First place



national winners will receive a free registration to CUNA & Affiliates' 2001 Governmental Affairs Conference in Washington, D.C. National winners will receive plaques and publicity in *Credit Union Newswatch* and *Credit Union Magazine* and online in *News Now*.

To obtain an entry form, go to http://www.cuna.org/data/membercu/members_only.html and click on the "Bridge Awards" button, or contact the League. Send your entries to FCUL, 3773 Commonwealth Blvd., Tallahassee, FL 32303 by Sept. 29, 2000. There is a \$30 entry fee to be made payable to CUNA for each entry. For more information, contact Grace Potter Freni at the League, 800.342.1266.



Web hosting, web design and ISP services...get started today!

If you were waiting for the right time to establish your credit union web page, the time has come. Credit unions have access to a service that provides web page design and web page hosting for \$100 per month. Best of all there is no fee to sign-up for the service. Your League, in conjunction with CUNA eCommerce solutions is proud to offer this service. Check out www.cubuildasite.com and you'll find out just how easy it is to launch your credit union into cyberspace.

Your entry into the eCommerce world doesn't have to end there. We also offer Internet services to help get your members connected. Whether you have your own fully interactive web site or you're just getting started, by becoming an Internet Service Provider (ISP) you can connect with your members and provide them with a service that would not require them to go elsewhere. It's a product your members want and it offers your credit union an opportunity to generate income.

Even better, you don't have to service the product that is making money for you. CUNA & Affiliates and Aquis IP Communication, Inc. have formed a strategic alliance to provide credit unions with advanced online network security, as well as the opportunity to provide Internet access to their members. Aquis is there to support your members with toll free customer support 24 hours a day. Aquis also offers convenient payment options such as direct debit from share/share draft accounts, major credit cards or direct invoicing.

The ISP product is competitive with national internet subscriptions services and it cost far less. You can offer your members unlimited service for \$15.95 per month. At this rate your credit union would earn \$2 per month for each member signed to the service. For more information, please contact Keith Hopkins at 800.342.1266 ext. 317.



Keith Hopkins



NEWS from you

Send your submissions for the "News From You" section to the League by the first of each month.


Credit Union 24 Board Members/ Officers Elected

Three incumbent board members have been re-elected to three-year terms on the Credit Union 24, Incorporated Board of Directors. Credit Union 24, Incorporated is the cooperative that owns the regional Credit Union 24® ATM/Point-of-Sale Network.

Board members formally seated at the 3rd Annual Meeting of Credit Union 24, Incorporated were: Robert Fisher, President/CEO of MacDill FCU; Ray Cromer, President/CEO of North Florida Education CU; and, Joe Williams, President/CEO of Delta Employees CU.

At the reorganization meeting following the Annual Meeting, Larry Scott, President/CEO of Campus USA CU was elected Chairman. Serving as Vice Chairman is Terry Childress, Vice President of Virginia Credit Union Services, Inc., and as Secretary/Treasurer for the cooperative, Mansel Guerry, Vice President of Mississippi Credit Union System.

Other board members include: Patti Wernicke, President/CEO of Escambia County Employees CU; Jim Ray, President/CEO of Broward Schools CU; and Larry Jacobs, Board Director for Jax Navy FCU.

The Network, headquartered in Tallahassee, Fla. has more than 6,500 ATM locations in 33 states, Puerto Rico and the United Kingdom. It also has over 7,000 retail Point-of-Sale locations in all 50 states. 369 credit unions headquartered in 21 states participate in the Network, which was founded in 1981. 

A grand reopening celebration was recently held for the Westside Branch of the **Educational Community Credit Union** in Jacksonville. Pictured left to right: Westside Chamber members Tony Brocato



and Glenn E. Johnson; ECCU Board Member Juanita Wilson; ECCU President John Hirabayashi; Kim Rowe; Westside Branch Manager Diane Dewees; Peggy White; Jessica Slevin; Linda Murrow; William Wright; and the ECCU Mascot.

Terri Wojcik has been named the new manager for the **DOT District 5 Credit Union** in Deland. Terri has been working in the financial industry for more than 25 years. She has worked in positions from teller up to her current position. She is excited about her new position and hopes to be very involved in the credit union movement.

The FCUL Tampa Chapter raised more than \$7,000 for local charities at its 7th Annual Tampa Chapter Golf Tournament this summer. Credit union employees, volunteers and vendors participated in the tournament held at The Eagle Golf & Country Club.

Also the Tampa Chapter was represented by volunteers from several Bay area credit union at the Children's Miracle Network/All Children's Hospital Telethon this summer. The Chapter awarded a \$10,000 pledge to the hospital during the telethon; funds for this donation were raised by individual credit unions belonging to the Chapter through the sale of cookbooks. The pledge was the third installment of donations earned over two years through the cookbook sales.

The FCUL Palm Beach Chapter held its annual golf tournament to benefit Toys for Tots. According to organizers, this was the best golf tournament to date. More than \$50,000 has been raised during the 10-year history of the tournament for the benefit of Florida CUPAC, the Foster Care Citizen Review of Palm Beach County, the Leukemia Society of America, the Connor Moran Children's Cancer Foundation, Habitat for Humanity and educational scholarships.

Bell-Tel Credit Union in Orlando was selected by *Central Florida Family* magazine as one of the "Top 100 Companies for Working Families." The credit union was chosen for family-friendly programs and benefits offered to the credit union's 98 employees. Lynn W. Owen III, President/CEO, said "Providing programs that benefit our employees to allow them to put their families first is a priority. We are honored to be among the Top 100."

CUNA recently announced the most recent Certified Credit Union Executive (CCUE) designees. Those CCUEs designated from Florida were: Christine Frost CCUE, Florida Aircraft FCU; Sharon Hawkes, CCUE, Suncoast Schools FCU; and Jonelle Smith, CCUE, Suncoast Schools FCU.

The Certified Executive Program, which is a program for CCUE's who have continued their education by completing additional courses, also recently announced the recipients of specialty certifications. The lone Florida CEP specialty certificate designee was Maria Garcia, CCUE, Suncoast Schools FCU. Congratulations!

Visit the FCUL
website at
www.fcul.org
to learn the latest
credit union news...
changes are made
DAILY!

Regulatory Update



Bill Berg, CCUE, Director of Training and Credit Union Development, brings regulatory changes to your attention through this column. If anyone has questions or suggestions for additional topics, call (800)342-1266 or (850)576-8171, FAX to (850) 574-6374 or e-mail billb@fcu.org.

Revised Suspicious Activity Report Form (SAR)

The five federal financial institutions supervisory agencies and FinCEN issued a newly revised Suspicious Activity Report (SAR). Credit unions can start using the revised SAR form immediately and will be required to use the new form after December 31, 2000. The revisions addressed data collection, entry and analysis problems that users were encountering.

Changes include adding a check-box for computer-related suspicious activity, deleting witness and preparer information, and substituting "contacts for assistance." The revised SAR will also delete the requirement to identify the SAR as an initial, corrected, or supplemental report and only require filers to identify if the SAR is being filed to correct a previous SAR. Another change that makes the form easier to complete is omitting the requirement to provide the name and address of law enforcement authorities and adding boxes to check listing the law enforcement agencies.

NCUA Final Rule on Federal Credit Union Loan Rate

The NCUA Board issued a final rule to continue an 18 percent federal credit union loan rate ceiling for the period September 9, 2000 through March 8, 2002 which was scheduled to revert to 15 percent in September. Loans and lines of credit balances existing prior to May 18, 1987 may continue to bear their contractual rate of interest, not to exceed 21 percent.

Proposal to Allow Telephone Authorization for a Single Entry ACH Debit

NACHA's proposal amends its Operating Rules to allow consumers to pay for goods and services by authorizing the transmission of a single-entry ACH

debit over the telephone. The proposal would permit the consumer to initiate the telephone call and provide oral authorization to the company either with or without an existing relationship. However, a company must have an existing relationship with the consumer to initiate a telephone call to and obtain oral authorization from that consumer.

Proposal Revising Regulation E, Disclosing ATM Fees

The Federal Reserve Board (Fed) issued proposed revisions to Regulation E, the Electronic Fund Transfer (EFT) Act. The proposed revisions require ATM operators that impose fees on consumers who hold accounts at other institutions to post a prominent and conspicuous notice of that fact on or near the ATM. Before the consumer is committed to completing the transaction, ATM operators must also disclose the existence of and the amount of the fee, either on the ATM screen or on a paper notice.

The proposed revisions implement the Gramm-Leach-Bliley Act, however, many applicable financial institutions already disclose the information to satisfy existing regulatory and ATM network requirements.

FinCEN Clarifies Effective Date of BSA Reporting Exemptions

The Federal Reserve Board (Fed) issued a supervisory letter clarifying the Phase I and Phase II exemptions, which were issued by the five federal financial institutions supervisory agencies and FinCEN in 9/97 and 9/98 respectively. The supervisory letter stated that the Phase I and Phase II rules (exempting certain business transactions from the CTR requirement) are fully effective as of July 1, 2000.

Phase I exemptions excuse reporting requirements for cash transactions greater than \$10,000.00 with other banks operating in the United States, and U.S. government

departments and agencies, among other designated companies. Phase II exemptions cover certain "non-listed" companies and payroll customers of financial institutions.

You can find a complete description of the Phase I and Phase II exemptions in the Supervisory letter SR 00-12, which is located on the FED's website at <http://www.bog.frb.fed.us/BoardDocs/SRLetters/2000/SR0012.HTM>.

IRS Revenue Procedure 2000-30 Addressing De Minimis Premiums

The IRS issued a revenue procedure 2000-30 providing guidance to depositors who receive a non-cash inducement from a financial institution to open or add to an account. A de minimis premium is the non-cash inducement that does not have a value over \$10.00 for a deposit of less than \$5000.00 or \$20.00 for a deposit of \$5000.00 or more. The IRS will not require the depositor to include the de minimis premium in gross income. Additionally, the IRS will not require the credit union to treat it as interest for purposes of information reporting under section 6049.

Statement of Position Reconciling Three Audit and Accounting Guides

The American Institute of Certified Public Accountants (AICPA) issued a proposed Statement of Position (SOP) to create a combined "AICPA Audit and Accounting Guide" from its three current Audit and Accounting Guides: "Banks and Savings Institutions Guide" (BSI Guide), "Audits of Credit Unions" (CU Guide), and "Audits of Finance Companies" (FC Guide). The provisions of the proposed SOP will be effective for financial statements issued for fiscal years beginning after December 15, 2000 and for financial statements for interim periods in fiscal years after the year in which the proposed SOP is first applied.

Credit Union Political Action

As the Florida political season approached its first milestone, the first primary; the political activity of the Florida Credit Union League matched the pace set by all the candidates. The League, through its Governmental Affairs Department, set the tone for all of its affiliates by sponsoring and co-sponsoring numerous events as the campaigns neared the first primary on September 5.

The Escambia Chapter of credit unions held a candidate forum at its monthly meeting in late August. Thirty-nine candidates, running for both state and local offices, came to meet credit union members, volunteers and staff in a "Meet and Greet" session. More than 150 chapter members were on hand to meet the candidates.



Back row: Phil Waltrip, Escambia County Utility Authority candidate; Dianne Jones, FCUL Political Action Coordinator; and Chris Brooks, FCUL Board Member. Front row: Rep. Durrell Peadar, Senate District 1 candidate; Holly Benson, House District 3 candidate; and Ernie Magaha, Clerk of Circuit Court candidate.

The Tallahassee Chapter also held a "Meet and Greet" for candidates seeking office within the boundaries of the Chapter. This session drew the largest attendance of any Tallahassee chapter meeting in recent memory as 118 people were in attendance. Twenty-three candidates were on hand to meet the credit union attendees, hand out brochures and shake hands with everyone.

During the month, Tropical FCU, invited credit union members to get to know two fellow members who are running for state offices. In Sarasota, David Cullen, Democratic candidate for House District #69



Greg Blount, President/CEO of Tropical FCU, and David Cullen, (D) candidate for House District #69

met with Greg Blount, President and Jeni Brandon, Branch Manager, and staff. He also spent a couple of hours greeting members and handing out campaign information in the lobby. Michelle Nemo, Democratic candidate for House District #88, was given the same opportunity to meet with the credit union staff and members in the West Palm Beach branch.

Community Educators' Credit Union, Rockledge, hosted the Central Florida



Space Coast CU, represented by Tiffany O'Brien, made a donation to Rep. Posey, candidate for State Senate, at the Central Florida Chapter meeting.

Chapter monthly meeting in their facility on August 18, and invited State Rep. Bill Posey (R-32) candidate for State Senate. Rep. Posey and his wife, Katie, met with credit

union CEOs and staff from Melbourne, Rockledge and the Orlando areas. Posey was presented with more than \$2,000 in campaign contributions that evening.

Suncoast Schools Federal Credit Union held a breakfast honoring Florida State Rep.



L to R: Tom Dorety, President Suncoast Schools FCU; State Rep. Les Miller; and Bucky Sebastian, President GTE FCU.

Les Miller on August 23. Five credit union CEO's from the Tampa area were on hand to honor Rep. Miller (D-Tampa). In addition, four board members from Suncoast Schools FCU and numerous credit union staff joined in the occasion. The event raised more than \$1,400 for Miller.

On the same day, North Florida Education Credit Union and the League co-sponsored an event for North Florida U.S. Rep. Allen Boyd (D-3). Four credit union CEO's attended as well as League staff, credit union volunteers and members. More than \$2,000 was raised at the event in support of Rep. Boyd's election efforts.



L to R: Dan Clark, President/CEO, Tallahassee-Leon FCU; U.S. Rep. Allen Boyd; Ray Cromer, President/CEO, North Florida Education CU

John Deese, CCUE, President of THE CU of Palm Beach County, hosted a fundraiser in his home for State Rep. Sharon Merchant (R-83) candidate for State Senate. The August 24 event raised more than \$2,000 for her campaign account. More than 30 people attended the event, including the mayor of Lake Worth, Tom Ramiccio.

Two events were held on August 30. First, a breakfast honoring Republican candidate for Congress, State Rep. Adam Putnam, was held in Tampa. This League sponsored event raised \$5,150 on behalf of Putnam.



Laida Garcia, Florida Central CU and FCUL Board Member, and Rep. Adam Putnam, U.S. Congress District 12 candidate.

A second event on August 30 was a luncheon honoring Democratic U.S. Senate candidate, State Treasurer Bill Nelson. This event was co-sponsored by the League and Martin Federal Credit Union. A throng of credit union volunteers and staff turned out to meet Nelson and exchange ideas. A total of \$9,260 was collected for the Nelson Senate campaign.



L to R: Bob Beskovoyne, CCUE, President Martin FCU, FCUL Board Chair; Bill Nelson, candidate for U.S. Senate; and Trudy Prince, CCUE, President, Central Florida Healthcare FCU, FCUL Board Member.

The following are pictures and information submitted by credit unions as they participated in the political arena.



L to R: U.S. Rep. Ralph Hall (D) Texas; Jim Weibert, CCUE, Community Educators CU; and David Brock, President, Community Educators CU.

David Brock, President Community Educators CU and Jim Weibert, Vice President of Operations, were part of a group that toured the Kennedy Space Center at Cape Canaveral with U.S. Rep. Ralph Hall (D) from Texas, a member of the House Commerce Committee. David and Jim spoke with Rep. Hall about credit unions and discovered he is a credit union supporter in Texas.



L to R: U.S. Rep. Dave Weldon (R); David Brock, President, Community Educators CU; and Jim Weibert, CCUE, Community Educators CU.

David Brock, President Community Educators CU and Jim Weibert, Vice President of Operations, presented a C U L A C check to U.S.

Rep. Dave Weldon (R-15) at a fundraiser at the Citrus Club in Orlando hosted by Darden Restaurants and several other companies in and around Brevard County.



L to R: Larry Scott President Campus USA CU and Perry McGriff, candidate for House District 22.

Larry Scott, President of Campus USA Credit Union in Gainesville presented a CUPAC check to Perry McGriff (D) candidate for House District 22, formerly held by

Dr. Bob Casey (R).

**UPCOMING
EVENTS
YOU CAN
GET INVOLVED
WITH**

September 27

Meet the Candidates Reception, hosted by THE CU of Palm Beach County The Governor's Club, 777 S. Flagler Drive, Phillips Pointe Bldg., West Palm Beach 5:30-7:30 PM, Spirited Refreshments Contact: Anne Grady 561.686.4006 xt. 146

October 4-5

FCUL "Hike the Hill" Washington, D.C. Contact Dianne Jones or Becky Sammons 800.342.1266 or 850.576.8171

October 12

Candidates Forum hosted by North Central Florida Chapter, The Sheraton Gainesville Hotel 2900 SW 13th Street, Gainesville, FL 6:30 p.m. Dinner Contact Greg Waters, Campus USA FCU 800.367.6440 xt. 1204

October 19

Candidates Forum hosted by Central Florida Chapter Central Florida Healthcare FCU 5545 Orange Avenue, Orlando, FL 6 p.m. Bar-b-que Dinner Contact Gary Teramae, CCUE Gulf States FCU, 407.831.8844.

October 24

Candidates Forum hosted by Southernmost Chapter Miami Airport Hilton 5101 Blue Lagoon Drive, Miami, FL 6 p.m. Dinner Contact Mara Falero, FAA Credit Union 305.821.7060, xt 350

STAR, VAP, VLP & MERIT

The STAR, VAP, VLP and MERIT programs are nationally recognized standards of professionalism for credit union staff and volunteers. These individuals have expanded their capabilities for the benefit of their credit union. For information on any of these programs call the League Education Department at 1.800.342.1266.

VAP CERTIFICATES:

Central FL HealthCare FCU: Linda Walker

Educational Community CU: Margie Whittaker

Metro North FCU: Derrold Satterwhite

Sarasota Coastal CU: Bradley Anderson

St. Petersburg Municipal ECU: Andrew Kaikai

Suncoast Schools FCU: John Lizer

Tampa Bay FCU: Don Rothell

Tropical FCU: Mack MacVicar

South Florida FCU: Nannette Paredes

VLP CERTIFICATES:

Suncoast Schools FCU: Gary Huskey

STAR CERTIFICATES:

Campus USA CU: Nicole Harrison, Melissa Rollins, Katrina Hunt

Central CU of Florida: Dawn O'Brien

Central FL Educators' CU: Melinda Brown

Central FL HealthCare FCU: Stacy Yezierski, Su Henry, Samuel Ufret, Mary Snyder

Central Florida Postal CU: Kristina Asher

Community Educators CU: Delia Muckinhaupt, Susan Schoen, Dawn Hoffert

Fairwinds CU: Cynthia Detwiler, Meda Williams

First & Seventh Dist DOT ECU: Tracy Brickner

Florida Aircraft FCU: Catherine Adams, Jeffrey Marshall

Florida Central CU: Cheryl Lay, Frances Cherry

Florida Commerce CU: Nancy Geohagan, April Owens, Cathleen Morgan, Eva Chester, Angel Carroll

Florida Hospital CU: Susan Green, Rebecca Bell

FPL FCU: Juanita DeLeon, Miriam Damiani

FSH ECU: Linda Whiddon

Government ECU of Florida: Teresa Barber

Jax FCU: Ena Anderson, Thomas Lee

Jax Navy FCU: Karen Starling, April Boree,

Jennifer Eide, Rhonda Green, Elisha Golden, Clarence Holzendorf, Cecilia Hicks

MacDill FCU: Douglas Every, Maribel Lorenzo

Martin FCU: Tasha Sabbatis, Allison Fiore

Orlando FCU: Maruca Vangas, Ankit Patel, Daniel Rosario

Pen Air FCU: Melinda Cannon, Robin Schinzing, Karen Adams, Maritza Wright,

Loretta Brooks, Jeannette Gass, Willie Esther Scott, Shirley Harris, Vivian Hughes, Belinda Walker

Pinellas County Teachers CU: Robert Northway

Railroad & Industrial CU: Alice Correia

Suncoast Schools FCU: Nita Ferguson, Avery Tucker, Mary Voelker, Leyla Spears, Linda Calhoun, Linda Guthrie, Melissa Kuykendall, Jan Breakfield, Diane Perry, Dawn Navarro, Karen Townsend, Linda Graham, Roslyn Pearson, Katherine Betz, Stephanie Coleman, Scott Hewitt, Shani Lee Vance, Mona Arnold, Tracey Hisaw, Deborah Walker, Dorothy Sites

Tampa Bay FCU: Dawn Dahlke, Karen Burch, Lorna Richardson

Tyndall FCU: Jackie Gregg, Deborah Troyan, Sue Crutchfield, Lori Johnson, Che Lin Shaw, Josie Brimer, Karen Fischer, Wanda Wallace, Patricia LaBroad, Sunny Cox

Vista FCU: Aelina Mehrabian, Maureen Howard, Jean Holland

West Coast Federal ECU: Deborah Boesen

MERIT CERTIFICATES:

Central FL Educators' FCU: Kay Patterson

Educational Community CU: Deena Bryant, Susan Wells Sloan

Jax Navy FCU: Virginia Parrish, Reba Scruggs

Orlando FCU: Linda O'Connor

Pen Air FCU: Margaret Moody, Brenda Crenshaw,

Suncoast Schools FCU: Carol Frisco, Sheri Eaton, Melissa Barrington

Tyndall FCU: Maureen Andrew

continued from page 1

...FCUL Service Group's new Audit and Accounting program continued

The FCUL Service Group has substantial experience in this area and with its investment in the credit union system it can offer a more complete level of service. Offering a complete service includes providing credit union professionals with solutions they can use to carry out their job.

The services identified under audit and accounting benefit all credit unions regardless of size. However certain services are developed and marketed based on the asset size of a credit union. Two of the main services offered by the FCUL Service Group Audit & Accounting program are Supervisory Audits and Internal Audits.

"Our approach to performing supervisory audits is like that of a consultant who's role is to collect the financial information for the required report and provide the credit union with the information and tools to implement their strategic objectives," said Scott. "Therefore, our key to success is to develop and communicate our ability to provide credit unions with solutions. By focusing only on credit unions we will be more efficient, understand credit union needs better and provide 'more for less'."

The need for an internal audit function within credit unions is the service with the largest growth potential. The benefits of an internal audit service have been well documented, however, it may not be cost effective for a credit union to hire its own staff. The FCUL Service Group envisions establishing a pool of auditors that credit unions can utilize as needed and FCUL Service Group providing the management and training.

The list of potential services made available through the Audit and Accounting program provides FCUL Service Group, Inc. a great opportunity to assist credit unions and their boards. For more information or questions on the Audit and Accounting program contact Scott at 800.342.1266, ext. 347, or via e-mail smorgan@fcul.org.



Liz Russell

2000 SE Regional HR Conference

by Liz Russell, FCUL Human Resources Manager

I recently had the opportunity to tap into more than 200 years of human resource experience, with a special focus on the unique world of credit unions at the SE Regional HR Conference sponsored by the leagues of Florida, Georgia and South Carolina. With 37 attendees whose experience ranged from 3 days to 20+ years, there were plenty of opinions, facts and experiences being shared. The agenda itself was a reflection of the diverse and progressive nature of the topics addressed: everything from the relatively new concept of developing a "sales and service" culture in the credit unions, to innovative training tools being used, to recruiting and retention in today's tight labor market, and the basics of a good employee handbook. A "roundtable" discussion early on set the stage for a high level of audience participation.

The conference made clear that credit unions are truly in a state of change...the labor market is tighter than ever with little hope of relief in the near future, so standards and attitudes and the tried and true methods of recruiting and retention are changing. Creative recruiting steps, such as billboard advertising and handing out recruiting cards, have been taken to attract talented personnel. Once recruited, organizations are having to be proactive to keep employees and that might mean revisiting policies that seem pretty cut and dried. One extremely heated topic of conversation revolved around tattoos and body piercing and whether or not they are acceptable in today's workforce and how far one can go in regulating such.

There was no consensus, but the topic generated a great deal of discussion on a topic that ten years ago probably would have had much more agreement.

The topic of "Developing an Effective Sales & Service Culture" was a reflection of the approach being considered by more and more credit unions. To my mind, one of the most important points made was the difference between that of a sales/promotion culture versus a sales/service culture. The idea here was that a "promotion" culture put the emphasis on volume and product sales regardless of the need of the member; this casts the notion of "sales" in a negative light and turned off a lot of the "old-timey" credit union people. What credit unions are aiming towards is a "service" culture where employees are trained to identify a member's needs and make suggestions that will help fill these needs. This distinction helps the employees support the credit union philosophy that credit unions do not exist to make a profit off the member but rather are there "to help make member's financial lives better." This also requires that HR departments keep this distinction in mind while developing training and incentive programs for employees.

The world is changing and we as human resources professionals and credit union advocates must be creative in keeping up with the changes while at the same time adhering to the "members first" philosophy that started the whole credit union movement in the first place. The annual SE conference is certainly a place to go to for ideas, renewal and the inspiration to achieve that goal.

New VP of HR continued continued from page 1

The new FCUL Vice President will have many exciting products to offer to credit unions. One of those is the executive search program. Under this product, Anita will conduct nationwide searches to fill top executive positions in credit unions. FCUL has already helped fill 10 CEO positions during the last 18 months. Another product offered to credit unions is a Policy and Procedure Manuals and an Employee Handbook. These two products we've

created especially for credit unions, and they can be customized to fit the individual needs of every credit union. And, FCUL Human Resources has an excellent Salary Administration Plan, a product developed and customized for credit unions to help credit unions in determining their salary ranges. This product contains more than 60 credit union job descriptions. Market updates to salaries are provided annually.

Anita will also have several new

Potter Freni takes on additional duties



Grace Potter Freni

League staff member Grace Potter Freni has been promoted to Director of Affiliate Relations.

Grace has been with the League since January 1999 in the position of Communications Coordinator. With this promotion, Grace will be communicating even more with the League Affiliate members--responding to their needs from the League and communicating the value of the League with them.

She will continue to be responsible for The Florida Credit Union News and other publications produced by the League, most notably the Education Department schools and conferences brochures. Her computer graphics duties have grown to also include work with the FCUL Service Group, Inc.

Grace is responsible for several awards programs and is the liaison to the Volunteer of the Year, Hall of Fame and the Florida Full Family Marketing committees. She is a liaison to the League Affiliate marketing/communications departments and assists them with materials they may need from time to time.

Her duties were expanded in July 1999 to include the FCUL Annual Convention Expo Coordinator position.

Grace attended Auburn University and graduated with from the University of Florida with a B.S. in Public Relations. Prior to her joining the League Communications Department, she was the Director of a downtown redevelopment program.

products that are still being developed for future release. The first is a professional employer organization, an entity that will provide an integrated, cost-effective solution to many credit unions for the administration of many human resource and risk management functions. And, there will be a product which would help credit unions find new employees, particularly tellers, member service representatives and other non-executive positions.

2000-2001 FCUL Committees

The following is a list of the Florida Credit Union League Committees and the members of each committee. Keep this list as a recourse should you need to conduct business pertaining to the committees' responsibilities.

Audit Committee

Purpose: To be the liaison with the CPA firm performing the audit and with the Controller regarding the financial affairs of the League. This committee shall accept the report and management letter, if any, of the CPA firm and formulate corrective recommendations for the Board of Directors concerning the report.

Members:

Bill Braddock, Florida Telco CU
Chris Brooks, Chair, Monsanto Employees CU
Tim Baldwin, San Antonio Citizens FCU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Marvin Garland, FCUL Service Group Chief Operating Officer

Bylaw/Policy Committee

Purpose: Responsible for reviewing the League Bylaws, Chapter Bylaws, and Board Policies, and presenting recommendations to the League Board for their consideration.

Members:

Patsy Lindamood, 1st CU of Gainesville
Trudy Prince, CCUE, Cen. Fla. Healthcare FCU
Danny Snider, CCUE, Orlando FCU
Rock Wester, NCSC FCU
Mary Ott Wood, CCUE, Chair, Fla. W. Coast CU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Guy Hood, President/CEO and Tanya Bond, Executive Assistant

CUPAC Trustees

Purpose: Assure CUPAC is operating in accordance with state and federal laws and administers the function of the Florida Credit Union Political Action Committee. CUPAC Trustee Committee Members serve a three (3) year term.

Members:

Chris Brooks, Monsanto ECU, term expires 2001
Bill Enfinger, CCUE, FSHECU, term expires 2002
John D. Deese, CCUE, Vice Chair, THE CU of Palm Beach County, term expires 2003
John Hirabayashi, Educational Community CU, term expires 2003
Guy Hood, Florida Credit Union League
Randall J. Mims, CCUE, Florida State University CU, term expires 2001
Trudy Prince, CCUE, Chair, Central Florida

Healthcare FCU, term expires 2001
Jim Wagyu, Tropical FCU, term expires 2002
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Aletta Shutes, Executive Vice President

Elections Committee

Purpose: Committee shall certify election results, be responsible for the destruction of ballots and declare any election concluded. The Elections Committee shall be dissolved at the conclusion of the League's annual meeting.

Members:

John Davis, Jr., Pen Air FCU
Bill Garrett, Indian River FCU
Henry Prior, FPL FCU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Guy Hood, President/CEO and Tanya Bond, Executive Assistant

Florida CU Hall of Fame Committee

Purpose: Review nominees information and select the person(s) to be inducted into the Florida Credit Union Hall of Fame.

Members:

Tim Baldwin, San Antonio Citizens FCU
Joe Hardcastle, Florida Telco CU
Maggie Martinez, South Florida FCU
Jim Taylor, Southeast Corporate FCU
John Wallace, Chair, Educational Community CU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Grace Potter Freni, FCUL Director of Affiliate Relations

Volunteer of the Year Selection Committee

Purpose: Review nominees information and select the person to be inducted as the Florida Credit Union League Volunteer of the Year.

Members:

Janice Ashe, FPL FCU
Vance Bateman, Monsanto ECU
Bill Cox, Pen Air FCU
Tom Napier, Chair, Sunshine State CU
Dale Schumacher, Tampa Bay FCU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Grace Potter Freni, FCUL Director of Affiliate Relations

Florida Full Family Marketing Committee

Purpose: Encourage youth to become involved in the credit union movement. This purpose will be attained by encouraging credit unions to serve the whole family, provide educational programs in financial management through the school system and encourage youth to seek careers in the credit union movement.

Members:

Valorie Grant, CCUE Central Fla. Educators' FCU
Sarah Hamby, Chair, Fairwinds CU
Linda Murrow, Educational Community CU

Jeff Jakubik, Orlando FCU
Carolyn Parslow, Suncoast Schools FCU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Grace Potter Freni, Director of Affiliate Relations

Governmental Affairs Committee

Purpose: Coordinate all activities with the League President and the Legislative and Credit Union Development Department to achieve unity of purpose in legislative and regulatory affairs at the state and federal levels. The committee is to continually monitor federal and state laws to ensure that credit unions have the necessary legislative and regulatory authority to meet the financial needs of their membership. If necessary, the committee shall recommend to the Board of Directors legislation to achieve these goals; review proposed legislative and rule changes to ensure that the interest of credit unions and their memberships are being preserved or enhanced; recommend official positions on the proposals; annually review existing League legislative priorities and recommend changes. The committee shall respond to legislative and regulatory action calls when requested.

Members:

Greg Blount, Tropical FCU
Chris Brooks, Monsanto ECU
Ray Cromer, North Florida Education CU
John D. Deese, CCUE, THE CU of Palm Beach County
Tom Dorety, CCUE, Suncoast Schools FCU
Tom Embree, Fairwinds CU
Mara Falero, FAA CU
Elaine Karins, Sarasota Municipal ECU
Randall J. Mims, CCUE, Chair, Florida State University CU
Maury Pilver, Health Services CU
Bucky Sebastian, GTE FCU
Jim Weibert, CCUE, Community Educators' CU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Guy M. Hood, President/CEO and Aletta Shutes, Executive Vice President

Personnel Committee

Purpose: Advise the Board of Directors on personnel policy matters for the Florida Credit Union League and Affiliates to ensure an employment environment that will attract and retain the highest caliber staff and assure compliance with all regulatory requirements.

Members:

Laida Garcia, Chair, Florida Central CU
Tamara Douglass, Fairwinds CU
Barbara Harris, CCUE, South Atlantic FCU
Jace Reyes, Miami Postal Service CU
Patti Wernicke, Escambia County ECU
Ex-Officio: Bob Beskovoyne, FCUL Chairman
Staff Liaison: Anita Stoumbelis, Vice President, Human Resources



CUNA Mutual

Expecting the unexpected

There's nothing you can do to prevent a natural disaster, but there's a lot you can do to be sure your credit union recovers quickly and fully. *Remember: the cost of doing business while at the same time trying to recover from a disaster can be much more expensive than normal business operations.* Careful planning and the right amount of insurance coverage can smooth the recovery and keep your credit union open.

Recovering from a disaster

Unfortunately, there's often no relationship between the normal, day-to-day costs of doing business and the extra costs involved in maintaining a normal schedule after a disaster occurs. This means planning and determining the appropriate limits of insurance is worth the effort.

Reviewing a disaster recovery plan

The first step is for your credit union to be sure its disaster plan:

- ◆ Takes into account what actual and necessary "extra expenses" it will incur to keep your doors open and continue operations. Depending on the extent of the loss, extra expenses can be unexpectedly high and often aren't sufficiently covered under basic property, contents or data processing coverages.
- ◆ Determines how long it will take to recover from a disaster – usually in terms of months.
- ◆ Is updated, tested, reviewed and approved annually. *Remember: Extra expenses are almost always higher than expected. It's traditionally the most underestimated amount of insurance needed.*

Problems in determining extra expenses

Here are some of the more common problems when a credit union attempts to determine extra expenses:

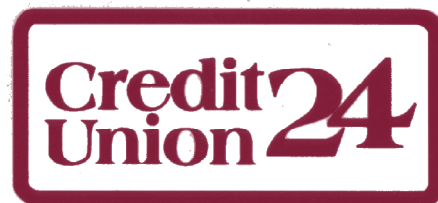
- ◆ Not figuring the loss as a worst-case scenario.
- ◆ Not considering ordinances and governmental rules when coming up with a timeline when, for example, considering constructing a new building.
- ◆ Increased costs associated with necessary equipment.

What CUNA Mutual's extra expense insurance does

CUNA Mutual's Extra Expense insurance, underwritten by CUMIS Insurance Society, covers your credit union for necessary expenses incurred as a direct result of getting back into business immediately following a direct physical loss or damage to property. These expenses include, but are not limited to, rental of temporary equipment or facilities, security and additional labor.

Other optional coverages are Data Processing Extra Expense coverage, which pays for necessary extra expenses incurred at the time of loss, to continue normal data processing operations, and Contributing Data Processing Extra Expense that provides reimbursement if the processor's premises were damaged by an insured peril.

CUNA Mutual offers a free, helpful "Quick Check Extra Expense Worksheet" that can help your credit union understand what extra expense limits are needed to withstand a disaster situation. To obtain "A Guide to Determining Extra Expense Limits," call your CUNA Mutual field marketing division office at 800.333.2644 or the Corporate Property & Casualty Response Center at 800.637.2676 and select option #2.



Credit Union 24® ATM/POS Network fastest growing regional network in the country

The Credit Union 24® ATM/POS Network soared to new heights to become the fastest growing regional network in the nation according to Bank Network News' "EFT Network Data Book 2001". Credit Union 24® experienced 104.5% growth in transactions compared with the previous year; the largest increase out of the top 35 reported networks. The EFT Network Data Book also reported that the Credit Union 24® ATM/POS Network ranked ninth in the nation in terminal deployment, and was listed in the top 10 in number of cards issued.

"Our commitment to the credit union community and strong focus on our core values have propelled us to new heights," stated Jim Park, President/CEO. "Credit Union 24®, Incorporated is poised to deliver world-class EFT services to the credit union community for the new millennium."

The Network, headquartered in Tallahassee, Fla. has more than 6,500 ATM locations in 33 states, Puerto Rico, Guam, Japan, Portugal and the United Kingdom. It also has over 7,000 retail Point-of-Sale locations in all 50 states. 369 credit unions headquartered in 21 states participate in the Network, which was founded in 1981.

Horizons



Connie Stoutamire

Community Investment Fund

Thank you Gold Coast FCU for making an investment in the Community Investment Fund. Gold Coast FCU invested \$100,000 bringing the total in Florida to \$1,140,000. Currently we have a total of three credit unions in Florida who have invested: Suncoast Schools FCU; THE CU of Palm Beach County; and now Gold Coast FCU.

With each of these investments, two percent of the interest earned is sent to the

National Credit Union Foundation and then split 50/50 with the state foundation of the investing credit union. With these funds, the Florida Credit Union Foundation can continue to assist credit unions in the area of scholarships to schools and conferences for their staff and volunteers.

If anyone has any questions regarding the CIF Fund please give me a call at 800.342.1266 ext. 334.



FCUL Calendar

October

3, 4, 5 Student Loans Workshop
Ft. Lauderdale, Orlando, Tallahassee
Fee: \$150*

11-12 Call Center Conference
Orlando, Fee: \$225*

15-21 International CU Week

November

8-10 Collections/Bankruptcy
Conference
Orlando, Fee: \$475*

14, 15 Savings Regulations
Workshop Tampa, Jacksonville
Fee: \$150*

*fees subject to change

CUNA & Affiliates Schools & Conferences being held in Florida:

•Consumer Lending Part I, II, III
September 24-29
St. Pete Beach

•CU University Institute
September 24-27
St. Pete Beach

•Residential Mortgage Lending
November 12-17
St. Pete Beach

For more information,
call CUNA at 800.356.9655

CHAPTER MEETINGS

Broward Chapter, 10/19
Central Florida Chapter, 10/19
Escambia Chapter, 10/19
Gulf Coast Chapter, 10/10 & 20
Northeast Chapter, 10/19
Sara Mana Chapter, 10/19
Southernmost Chapter, 10/19
Tallahassee Chapter, 10/19
Tampa Chapter, 10/17

www.fcul.org
800.342.1266



The *Florida Credit Union News* is a monthly publication of the Florida Credit Union League (www.fcul.org). For business information or subscriptions, write the Florida Credit Union League, P.O. Box 3108, Tallahassee, FL 32315-3108, call (800) 342-1266, or e-mail gracepf@fcul.org. Two copies are supplied free to each affiliated credit union in Florida. Additional copies may be purchased for \$3 per issue or \$36 for a single one-year subscription. Articles may be submitted to the editor for publication, and are subject to editing and approval.

President: Guy M. Hood
Managing Editor: Mark Ivester
Editor: Grace Potter Freni



Florida Credit Union League
P.O. Box 3108
Tallahassee, Florida 32315-3108

First Class Mail
U.S. Postage
PAID
Tallahassee, FL
Permit No. 618