

METHODIST HOSPITAL EMPLOYEES FEDERAL CREDIT UNION

1ST QUARTER 2004 NEWSLETTER

TIME FOR CHANGES!

It is hard to believe the first quarter of 2004 has already passed! We have a lot of things happening at the Credit Union that mean some changes are necessary. We are excited about the opportunities/challenges awaiting us the rest of this year, and want to share the news with our members.

Personnel Changes

As many of you know, Teresa had a son in November and was due back in January. She decided not to return to work. We have missed her greatly. We have now hired a replacement for her position as Member Services Representative. VIVIAN comes to us with 9 years of credit union experience and is bilingual in Spanish. We are in the process of training her on our computer system. We feel she will be a great asset to our staff, and she looks forward to serving our members.

Policy Changes

Due to increased fraud activity, it is necessary for us to enforce a new check cashing policy. We will cash official payroll checks, tax refund checks, any check up to the available balance of a member's account, or a personal check drawn on a member's account at another financial institution up to **\$100**. Please keep in mind we have a daily cash limit, except on payroll Thursdays and Fridays. We will no longer cash third party checks. With proper endorsement and ID verification, we can deposit these items and place an appropriate hold until funds are collected. In addition, holds may be placed on the following items: 1) Non-local checks; 2) Insurance checks; 3) Credit card checks; 4) Temporary checks; 5) Items previously returned as NSF; or 6) Large dollar items.

Fee Changes

Effective **May 15, 2004**, our fee for non-sufficient funds items (both share drafts and ACH) will increase from \$15.00 to \$20.00 per item. The same increase will be applied to Stop Payment Orders. We are still below market, as most institutions are charging between \$25.00 and \$30.00.

Changes on YOUR Part

Some of our members continue to use and reorder checks with an incorrect routing number and/or account number structure on them. If the numbers at the bottom of your check start with 111904503, or if your account number is not ten digits long, ending in 100, then your information is incorrect. Please contact us now to receive the correct information.

Please **DO NOT** send deposits or payments to the P. O. Box 226753 shown at the top of your statement. This box is for any inquiries/problems you may want to address to the Supervisory Committee. Statements with bad addresses are returned to this box also. This mail is usually picked up once a week. Any deposits or payments should be mailed to P. O. Box 655999, Dallas, TX 75265, as shown on your transaction receipts/coupons.

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EXCITING NEWS!

As promised, we are continuing to design our website and implementing our home “banking” product, MyBranch. We will announce all the details at our upcoming Annual Meeting later in the second quarter. Keep an eye on your mailbox for information on both!

DID YOU KNOW?

Ticket Sales

Six Flags Over Texas – General Admission - **\$24.99** – over \$20.00 off gate price
Season Pass - **\$64.49** – a savings of \$10.75 off gate price
Super Saver - **\$20.00** – (May 1st – July 4th)
Hurricane Harbor – General Admission - **\$19.00** – over \$13.00 off gate price
Sea World – Adult - **\$35.59** – over \$9.00 off gate price
Child (age 3-9) - **\$26.96** – over \$7.00 off gate price
AMC Movies - **\$5.50** each (not good for first two weeks film is out)

GAP Insurance

We are offering **Guaranteed Asset Protection** insurance to members who finance new or used vehicles with us, including existing loans. This can protect you in the event your automobile is damaged beyond repair (totaled) or stolen. Call Mysty for all the details.

Holidays Ahead

Our offices will be closed in observation of the following holidays:

Memorial Day – Monday, May 31
Independence Day – Monday, July 5
Labor Day – Monday, September 6
Columbus Day – Monday, October 11
Veterans Day – Thursday, November 11
Thanksgiving – Thursday, November 25