

## Say Hello to HUEY

No, we haven't hired a new employee. HUEY is our new audio response service. Now you can get your account information by phone!

HUEY is available 24/7. It's easy to use and free.

To use HUEY, call **202-518-6026**. Use your member (account) number to log in. Your initial PIN is your eight-digit birth date (e.g., 01261975). You'll be prompted to change the PIN for safety's sake. Your new PIN can be any assigned numbers and must be at least four digits long. HUEY is a menu-prompted system. It only recognizes numbers and does not require the use of hashtags (#). To end a call at any time, press the star key.

### More Changes Coming

Over the next several months, we'll be introducing several new services to make banking with us even better. HUEY is just the beginning, so stay tuned.



## HOLIDAYS

SINCE 1935

Memorial Day — Monday, May 28

Independence Day — Wednesday, July 4

### Loan Rates

Effective January 1, 2010

	APR
<b>Auto Loans</b> (100% financing — including taxes and tags — available for 24 to 60 months)	
New	6.50%
Used	6.90%
<b>Signature Loans</b>	11.50%
<b>Lines of Credit — HUCASH</b>	9.35%
<b>Share Secured Loans</b> up to 60 months	6.00%

### Dividend Rates

<b>All Share Accounts</b>	.10% APY
Effective October 1, 2011 (Subject to change quarterly.)	

### Staff

Mr. Thomas C. Williams III, *Manager*  
 Mr. Michael E. Hines, *Asst. Manager*  
 Ms. Tammy R. Kemp, *Teller/Loan Processor*

### Office Hours

Mon., Tues., Wed., Fri. 9:00 a.m. to 3:00 p.m.  
 Thurs. 9:00 a.m. to noon

### Statistics

as of February 29, 2012

Assets	\$10,772,322
Shares	\$7,980,759
Loans	\$5,980,236
Members	2,377

**HOWARD UNIVERSITY EMPLOYEES  
 FEDERAL CREDIT UNION**  
[www.huefcu.org](http://www.huefcu.org)

#### Main Campus

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 by NCUA



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APRIL 2012



## A Convenient Deposit Alternative

HUEFCU can now accept your deposits and loan payments from other pay sources outside of the university or hospital. These deductions are made through the "Automated Clearing House" and are referred to as ACH payments. If you have loans and no longer work for the university or hospital, you will still be able to make your loan payments by payroll deduction with ACH payments.

Use the service to make your monthly loan payment without writing a check! Make deposits to your special savings account to save for the holidays or vacation. You can also set up a deposit to your children's accounts or to other family members.

All you need is a payer who participates in the automated service, your member (account) number and our routing/transit number. The routing number is **2540-7472-7**.

Still have questions? No problem, contact us with your inquiries or to find out how to participate in this service.

We would like to say congratulations and thank you to HUEFCU member **Alfred Adams** — the very first member to use our ACH service!



## Spring Cleaning

Spring isn't just about cleaning the windows. You should also think about making sure your financial house is in order.

People often "forget" they have accounts at financial institutions. An account that has had no activity for one year is considered inactive. The posting of dividends does not count as a transaction. A transaction is a deposit or withdrawal from your account that you initiate. Accounts with no transactions for three years are considered abandoned accounts. The credit union makes every effort to contact members with inactive and dormant accounts. After three years, we are required to escheat the funds to the District as "unclaimed".

Keep your HUEFCU account active! If you think you may have unclaimed funds, check [www.MissingMoney.com](http://www.MissingMoney.com).

Spring is a great time to verify that we have your correct address, telephone numbers and e-mail address. It is also a great time to check your credit report for discrepancies. Get a free report at [www.annualreport.com](http://www.annualreport.com).

A clean financial house will make you feel better!



## Not to Worry

HUEFCU has contracted with CU Collections to collect on delinquent accounts. If you get a call from them, please know it is legitimate. If you have any questions, feel free to contact us directly.



# CREDIT UNIONS **TOP** Satisfaction Poll

According to a nationwide survey, consumers are increasingly dissatisfied with banks. On the other hand, consumers who belong to credit unions are increasingly *satisfied* with them.

The American Customer Satisfaction Index surveys customers of competing businesses in a variety of industries concerning their satisfaction with those businesses. It contacts about 70,000 people a year for its financial institutions survey. In its latest survey, the results of which were released in December, credit unions as a group scored 7 points higher than in the previous year's survey: 87 out of a possible 100. In 17 years, not one of the 47 industries tracked by the index has ever scored that high.

Credit unions tripled their 2010 lead over banks, whose overall score dropped to 75. Large banks fared worse than banks in general, and Bank of America was the lowest scoring of them all at 68. If that score is higher than you would have expected, that's probably because the survey was conducted before Bank of America announced its ill-fated plan to introduce a debit card fee.



### The Simple Secret of Our Success

There is, of course, a good reason that credit unions outpoll banks in survey after survey. They're the cheapest way to bank. Credit unions return their extra income to members in the form of free (or lower-priced) services, lower rates on loans and higher interest on deposits. Which is exactly what you'd expect of nonprofit institutions that exist solely for their members' benefit.

Pat yourself on the back. You made a smart choice when you became a credit union member!

## NATIONAL CREDIT UNION **YOUTH WEEK**

Every year since 2002 credit unions all over the country have set aside one week in April to give special attention to the needs of young people. That week is known as National Credit Union Youth Week. This year it runs from April 22 to April 28.

In keeping with the spirit of National Credit Union Youth Week, we'd like to encourage you to give some thought to the young people in your life. How prepared will they be to be financially responsible adults? Maybe it's time to give them a few lessons in how to handle money. If you haven't

done so already, one good way to begin is by opening accounts for them at the credit union. Then teach them to make deposits to their savings every time they get some money.

In the long run, our whole society will benefit if each of us takes the time today to see that our children are financially literate.

