

Summer 2020

Monte J. Hill Announces Retirement



Monte J. Hill

Monte J. Hill, President/CEO of Family Savings Credit Union, announced his retirement effective January 2021. Monte has 29 years serving in the credit union industry, the last 16 as President/CEO of Family Savings CU. During his tenure as President, Family Savings grew from \$140 million in assets to its current \$525 million asset size. As a strong advocate for our credit union and others across the southeast and the nation, Monte has attended the state and national GACs (Governmental Affairs Conferences) helping to pass legislation and support the credit union principal of “People Helping People”.

“Monte has been a great leader not only at Family Savings CU, but in the financial services industry during his entire tenure as CEO, serving on several boards and advisory committees for Credit Unions as well as serving here locally with American Heart Association and American Cancer Society. Monte has been a tremendous asset to Family Savings CU during his 29 years and we are thankful for everything he has done,” said FSCU Board Chairman, L. Pat Williamson.



Danny Varnon

While the formal announcement is now being shared publicly, Monte shared his retirement plan with the Board nearly two years ago, allowing the Board of Family Savings time to search and collaborate in naming his successor beginning in 2021. The Board of Directors has named Danny Varnon as the incoming President/CEO. Danny holds a BS in Accounting from Jacksonville State University, a designation of CCE (Certified Chief Executive) from the Credit Union Executive Society and has worked at Family Savings CU for 26 years. Danny has held many positions within FSCU, such as Information Technology Manager, Assistant Branch Manager, Vice President/Chief Operations Officer and Executive Vice President.

Upcoming Promotions

Robert Rayburn has been named Vice President/Chief Lending Officer, Debbie Gray as Vice President/Chief Financial Officer and Frankie Letson as Chief Operating Officer.



Robert has worked for FSCU for 32 years, beginning as a teller at the Rockmart, GA branch. He has

held positions as a teller, loan officer, loan supervisor, and has been Chief Lending Officer the past 15 years. Robert holds a CCE (Certified Chief Executive) designation from the Credit Union Executive Society and has served on the Alabama CUES Board of Directors for 4 years.



Debbie has 25 years' experience in the credit union industry. She joined the executive team

in 2001 as the Chief Financial Officer after serving 6 years with First Mobile Credit Union where she held the title of Accounting Manager and Chief Operations Officer. She holds a CCE (Certified Chief Executive) designation from Credit Union Executive Society and has served 2 terms on the Alabama CUES board.



Frankie began his career at FSCU in 2002 as a Collection Manager at the Scottsboro branch. In 2005 he moved

into a branch manager role first for Calhoun and later at Scottsboro. Frankie currently serves as the Director of Branch Operations. He works with all branches and oversees the building of new branches. Frankie holds a CCE (Certified Chief Executive) designation from CUES and has advocated for credit unions on the state and national level.

FSCU Awards Eleven \$1,000 Scholarships

Each year we award merit scholarships to graduating high school seniors. This year is no exception, but there is a new scholarship added to the mix. In 2009, Family Savings began offering \$1,000 scholarships through the CV Glassco Memorial Scholarship Fund, named for our previous board chairman, CV Glassco who passed away in 2008. This year, the credit union has added a second scholarship. Ms. Audra Burger, long-time employee and board member with over 64 years of service, requested before passing away in 2019 that a scholarship fund for a child or grandchild of a credit union employee or retiree be created. This scholarship has been established and named the Audra Burger Memorial Scholarship.



“These two individuals truly practiced the ‘People Helping People’ motto that credit unions are based upon. They supported our credit union for many years offering their expertise and knowledge to our management staff and employees. Without their hard work and dedication to the credit union movement, Family Savings may not have become what we are today,” says Monte J. Hill, President/CEO of Family Savings.

The students were required to submit their application through the Community Foundation of Northeast Alabama, a non-profit foundation that manages the Glassco and Burger Scholarship funds. The recipients were chosen based heavily on extracurricular activities, community involvement, and academic performance.

For the 2019-2020 school year, FSCU awarded eleven \$1,000 scholarships to be used toward academic expenses at the student’s chosen college. The Board of Directors, Management and Staff are pleased to announce the following:

2020 C.V. Glassco Memorial Scholarship Recipients:

Jaci Davis - Cedartown High School
Vanessa Rodriguez-Segura - Cedartown High School
Sadie Ross - Sardis High School
Walton Green – Cherokee County High School
Casey Rickles – Gadsden City High School

Devyn Waldron – Hokes Bluff High School
Carter McCain Foster – Gadsden City High School
Riley Kerr – Gadsden City High School
Rylee Rule – Grace Academy of Cartersville
William Stewart – Sonoraville High School

2020 Audra Burger Memorial Scholarship Recipient:

Jordan Walker – Etowah High School

Brassies Credit Union Merges with Family Savings

Family Savings Credit Union and Brassies Credit Union are proud to announce the merging of their two organizations. At the special membership meeting held on April 25th, 2020, the members and Board of Directors of Brassies Credit Union voted to merge with Family Savings Credit Union. This merger was effective on July 1st, 2020.

Brassies CU was a \$3.7 million community-chartered credit union serving those who live, work or worship in Calhoun County with a membership of over 500. This merger was a result of Brassies CU’s need to grow and continue to flourish in their community. The credit union was previously offering Share/Savings Accounts, Christmas Clubs and Loans. After this merger and becoming a part of Family Savings CU, former Brassies members will have access to checking accounts, online and mobile banking, mortgage loans, and more.

The combined credit unions will now have assets over \$525 million, offering membership to over 20 counties in both Alabama and Georgia. With 9 branches, members will have access to a national shared branching network and more than 80,000 surcharge-free ATMs worldwide. Family Savings CU is proud to pass proceeds back to members in the forms of better rates and lower fees, while always serving their community along the way.

“We are happy to have Brassies Credit Union, it’s members and employees join Family Savings Credit Union,” said Monte Hill, President/CEO of Family Savings. “We look forward to serving you and helping you achieve your financial goals. We’re truly excited you are part of the Family.”

An Update on COVID-19 & Family Savings Credit Union

As the COVID-19 pandemic continues in our region, our employees, members and community's health and safety is at the top of our priority list. Out of an abundance of caution, we are once again closing all of our lobbies and offering services by drive-thru only until further notice. Members from our new Anniston Branch ONLY should call 256-831-7180 for assistance. All other branches should call the call center for assistance with services not provided through mobile, online or the drive-thru. Please note that CU Shared Branching transactions will continue to be allowed through the drive thru.

We encourage all members who are not enrolled in the following services to enroll now. Visit FamilySavingsCU.com for more information or to enroll today.

Online/Mobile Banking: Enroll online or through our mobile app via a smartphone. By enrolling in online/mobile banking, you will have access to mobile check deposit, account transfers, transaction history, stop payments, debit and credit card controls and more.

Online Loan Payments: Pay Family Savings CU loans from funds from another institution. Register your other account or debit/credit card and even set up monthly automatic payments.

Online Bill Pay: Family Savings' Free online BillPay is set up through online banking and may be accessed by the FSCU mobile app to schedule payments to companies and individuals. You may send payments electronically or by check to pay bills one-time or monthly.

EStatements/eDocuments: Allow members to view current & past statements as well as important notices and end of the year documents.

ATM/Debit Cards: Be sure to have an active debit card with a PIN # that you may use to make purchases, online orders and to withdraw cash at any ATM. Visit any branch location to get an instant-issued & activated card. You may design a personalized card at FamilySavingsCU.com/accounts/visa-debit-card. You may pick up your activated card at the drive-thru.

ATM Deposits and Night Drop Deposits: Branches that accept ATM deposits include: Gadsden ATMs #1 and #2, Rainbow City, Rockmart, and Hiram. All of our branch locations have Night Drop Boxes.

Loans: Members do not have to visit a branch to get a loan with Family Savings. You may apply for a loan online or by phone at 1-844-372-8562. A loan specialist will contact you to discuss your application and if there are any additional items needed, most of which may be sent by you snapping a photo and sending securely through our online portal. Once the loan is approved, we can send your loan documents electronically using DocuSign. Once the electronically signed documents are received, we can deposit your funds directly into your account.

These remote banking services will help you manage your finances during this interruption in regular, in-person services. Call 888-311-3728 if you need assistance or have questions about these services.

Everyone likes the convenience, the worldwide purchasing power, and the buyer protection only VISA® can offer

Apply for a new Family Savings Credit Union VISA® and get ready to fall head-over-heels with the rewards.

- Earn 1% cash rewards for every dollar you spend on qualifying purchases
- Cash rewards earned will be paid annually November 1
- There are no limits on how much in cash rewards you may earn
- No Annual Fee

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With rewards like that, what is not to love? And, for a limited time, there's even more to love! It's time to break up with all those ho-hum credit cards in your wallet. Apply for a new personal or business Family Savings VISA® and get ready to fall in love.

To apply, contact us at 888-311-3728 or online at www.familysavingscu.com.

Supporting Our Communities During COVID-19

One of the most important things we can do as a community is support one another and always be willing to go the extra mile to help our neighbor. We are committed to doing our part through a variety of initiatives.

During the pandemic FSCU donated nearly 500 meals to support front line workers including firemen, grocery store staff, hospital workers, police departments, local law enforcement officers and more. We also donated critical supplies to the Etowah County EMA, and a group of Young Professionals prepared meals for a local homeless shelter.

**Thank you
to all of our
front line
HEROES!**



GreenPath Financial Wellness to Offer Crisis Relief to Individuals and Families

We're partnered with GreenPath Financial Wellness, a leading national nonprofit organization, to address critical needs among community individuals and families impacted by COVID-19 pandemic measures.

Through the partnership, Family Savings offers free phone-based GreenPath financial counseling. GreenPath's counselors will assess an individual's entire financial picture and identify options that can relieve stress and make it easier to bounce back.

If COVID-19 measures are affecting your income, you're not alone. Together with GreenPath, we have put programs in place to provide needed assistance and help ease financial stress during this extraordinary time.

"We understand the stress and uncertainty this pandemic is creating for individuals and families across the country," said Kristen Holt, President & CEO, GreenPath Financial Wellness. "By partnering with Family Savings CU, GreenPath's team of HUD Certified Housing Counselors and NFCC certified credit counselors is here to help you prepare for and navigate the financial effects of COVID-19."

About GreenPath

GreenPath Financial Wellness is a national nonprofit organization that provides financial counseling, education and products to empower people to lead financially healthy lives. Working directly with individuals and through partnerships since 1961, GreenPath has assisted millions of people with debt and credit management, homeownership education and foreclosure prevention. Headquartered in Michigan, GreenPath, along with its affiliates, has more than 50 locations across the United States. GreenPath is a member of the National Foundation for Credit Counseling (NFCC) and is accredited by the Council on Accreditation (COA). For more information on what individuals can do to manage finances affected by COVID-19, visit www.greenpath.org or call 877-337-3399 and mention you are a member of Family Savings Credit Union.



Holiday Closings

September 7 - Labor Day

October 12 - Columbus Day

November 11 - Veterans Day

November 26 & 27 - Thanksgiving

December 24 & 25 - Christmas

December 31 - New Year's Eve

January 1 - New Year's Day

Regular E: Error Resolution Notice

Summary of our Error Resolution Procedure in case of errors or questions about your Electronic Transfers: In case of errors or questions about your Electronic Transfers, call us at (256) 543-9530 / toll free at 888-311-3728 or write us at FAMILY SAVINGS CREDIT UNION, 711 East Meighan Boulevard, Gadsden, Alabama 35903 as soon as you can. If you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, we must hear from you no later than 60 days after we sent you the first statement on which the problem or error appeared. Your inquiry must include:

- **Your name and account number;**
- **A description of the error or the transfer you are unsure about. Explain as clearly as you can why you believe it is an error or why you need more information; and**
- **The dollar amount of the suspected error.**

If you tell us orally, we may require that you send us your complaint or question in writing within ten business days. We will tell you the results of our investigation within ten business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question.

If we decide to do this, we will re-credit your account within ten business days for the amount you think is in error, so you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten days, we may not re-credit your account. If we decide there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

Take advantage of these free and low-cost services

Many of our members are facing difficult financial decisions. Family Savings CU is here to help!

FREE E-Services

Access your account via website at familysavingscu.com or our mobile app. You may also keep up to date by following us on social media (Facebook-@FamilySavingsCreditUnion and Twitter-@FamilySavings) or by text messaging (Text "FSCU" to 74994).

Harbor Financial's® Financial Advisors*

Ray Grigsby and Paul Yother have office hours at Family Savings CU's main office on Meighan Boulevard on Tuesdays and Thursdays 12:00-4:00 p.m. They can help with buyouts, retirement options, 401K assistance and more. Contact 256-543-2655 or 256-543-9530 for more information or to make an appointment. Walk-ins are welcome.

*Securities and advisory services offered through Harbor Financial Services, LLC member FINRA/SIPC, and a Registered Investment Advisor. Insurance products may also be offered through Harbor Financial Services, LLC. Harbor Financial Services is not an affiliate of Family Savings Credit Union. See Harbor Financial's Privacy Policy. Investment products offered are not insured by the NCUA and are not a deposit or other obligation of or guaranteed by any credit union. * Subject to risks including the possible loss of principal amount invested.

Family Savings Account Solutions Dept. & Loan Extensions

Help with your FSCU loan questions, payment extensions and other payment options. Contact 256-543-9530 or 1-888-311-3728, Option 4.

IRA Rollovers, 401K Rollovers or Certificates of Deposit

Contact Chelsea McCrary at 256-439-5729 or 1-888-311-3728 ext 5729.

FREE Credit Reviews

To review your credit report and possibly boost your credit score, contact an FSCU Credit Expert to make an appointment by calling 256-543-9530 or making an appointment on Facebook.

FREE Financial Advice, HUD-Certified Housing Expert Help or Budget Creation

Talk with a certified financial counselor at GreenPath® Financial. These experts can help you with free Financial Advice, Free Credit Report Reviews, Housing Services by HUD Certified Experts, and Student Loan Services. They can also create a budget with you at no charge. They offer Debt Management for a small fee. Visit www.greenpathref.com or call 1-877-337-3399 (Mon-Th 7am-9pm; Fri 7am-6pm & Saturday 8am-5pm).

Branch Locations:

Main Office

711 E Meighan Blvd
Gadsden, AL 35903

Anniston

1800 Golden Springs Rd
Anniston, AL 36207

Hiram

342 Charles Hardy Pkwy
Hiram, GA 30141

Rainbow City

3003 2nd Street
Rainbow City, AL 35906

Rockmart

101 Felton Drive
Rockmart, GA 30153

Cartersville-East

10 Fox Chase SE
Cartersville, GA 30120

Scottsboro

24661 John T. Reid Pkwy
Scottsboro, AL 35768

Calhoun

1273 Curtis Pkwy
Calhoun, GA 30701

Cartersville-West

205 Douthit Ferry Road
Cartersville, GA 30120

Call Center: 888-311-3728

Open Monday – Friday from 7:30 am – 5:00 pm CT

Financials

As of June 30, 2020

Assets

\$518,119,417

Loans

\$364,103,031

Shares

\$456,862,837

Members

64,168