

## 75 years of service

SACU formally celebrated its 75-year history in two events this spring, bringing the credit union's rich history to the minds of everyone associated with our credit union.

On March 8, 2010, SACU hosted a community event, which allowed leaders from government, industry, federal, state and local organizations to pay tribute to our cooperative with speeches, proclamations and letters of congratulation.

To commemorate SACU's first 75 years, your credit union published *SACU: 75 Years of Service*. This 80-page history book includes photos and anecdotes taken from historical records, interviews and collected memorabilia. The commemorative book was presented as a token of appreciation to special guests at the 75th Annual Meeting of Members, which was held on May 20 at Pearl Stable.

In other business during the annual meeting, the membership elected incumbent directors Franklin W. Burk, Michael A. Sellers and David S. Velasquez to serve three-year terms on the board of directors. Invited as special guests were former chairmen of the SACU Board of Directors: Jeff D. Coleman (1963-1965), A. G. "Gayle" Sinclair (1967-1969),

# 75



## YEARS OF SERVICE

Larry E. Morris (1975-1977), A. "Jimmy" Jimenez (1979-1981), John W. Massey (1981-1983), Ernest DeWinne (1987-1988), Thomas M. Adams (1988-1990), W. John Soper (1992-1995), Samuel Idrogo (1996-2004) and Pat L. Wilson (2004-2009).

The names of the seven winners of the 2010-2011 SACU Bridge for U Scholarship Program were announced and those attending were introduced to the members. Winners are Ashley Bostick, Venisha Canales, Shelbi Chrislip, Ornelia Clement, Blanca Garcia, Rhiannon Novak and Claire Peterson. SACU also presented its 2009 annual report, which features the successes and challenges that your credit union experienced during 2009.

### Board of Directors

Franklin W. Burk  
*Chairman*

Richard Rodriguez  
*Vice Chairman*

Debs McCrary  
*Secretary*

John W. Hayes  
*Treasurer*

#### *Directors:*

Samuel Idrogo

Michael A. Sellers

Sue E. Turner

David S. Velasquez

Pat L. Wilson

### Supervisory Committee

Carol L. Karotkin  
*Chair*

#### *Members:*

Ramon Abarca

Blaise C. Bender

Peter C. Morales

Larry L. Roberson

### FINANCIAL HIGHLIGHTS AS OF MARCH 31, 2010

TOTAL ASSETS:	\$ 2,836,191,966
TOTAL DEPOSITED IN ACCOUNTS:	\$ 1,940,093,860
TOTAL LOANS:	\$ 2,639,809,822



### Help with “honey-dos”

It seems like the warmer months always bring with them a host of projects. Did you know that SACU has two types of loans, created specifically to help you with your long list of “honey-dos?” Utilize a home improvement loan to renovate your home for any reason, with no down payment, very little property equity required and flexible terms and payment schedules. A home equity loan can be used for anything you choose. So whether it’s a dream vacation or debt consolidation, you may use the equity you’ve built up in your home to finance it! Visit with an SACU loan advisor to find out which one works best for you.

### New telephone system

SACU soon will have a new telephone system that will increase phone system reliability, reduce maintenance cost and provide opportunities to improve/enhance service level to members. All published telephone numbers will remain the same and some menus will be enhanced to help you get assistance more quickly. When it is implemented, any changes will be announced on our Web site. The system should be fully operational by mid-summer.

### McCreless Branch plans summer move

This summer, the McCreless Branch will move to 4102 S. New Braunfels, Suite 111, a few blocks south of the current location. The branch will be conveniently located in the new HEB Plus complex at Southcross and S. New Braunfels. Watch for details and a move-in date on our Web site under “New.”

### Choose checking at SACU

SACU is proud to offer our members the freedom of choice, and our checking accounts are designed with your busy lifestyle in mind. SACU Free Checking charges no monthly service fee, while allowing you easy access to your funds 24/7 with SACU Online *Anytime*® and the benefit of Texas-Size Rewards.

If you want the advantage of a dividend-bearing account with no monthly service fee, mY generation checking is the way to go. Meet four simple requirements each month in order to earn a dividend rate:

1. Make at least 12 debit card point-of-sale transactions
2. Receive an eStatement
3. Receive a direct deposit or ACH auto debit
4. Access SACU Online *Anytime*®

No matter which account you choose, rest assured that our exceptional service will keep you coming back.

### Information is at your fingertips when YOU need it!

Convenient, automated services available by telephone, mail or Internet

#### SACU Cash*Anytime*® Debit Card

Anytime access to your money through ATMs and MasterCard® merchants

**PhoneLink®** Financial services by phone  
(210)734-9121 or 1-800-678-SACU (7228)

**Loan Connection®** Loans by phone  
(210)258-1306 or 1-800-667-SACU (7228)

**SACU job line** SACU voted a Top Work Place  
(210)258-1756 or visit [sacu.com](http://sacu.com)

#### Bank by mail

Attn: SACU Member Service Center/Mail Teller, P. O. Box 1356  
San Antonio, TX 78295-1356

#### SACU cards – report lost/stolen

##### Debit card

Business hours (210)258-1234 or 1-800-688-7228  
After business hours 1-800-472-3272

##### Credit card

24 hours / 7 days a week 1-866-839-3485

**Available online services** [sacu.com](http://sacu.com)

Please call the Member Service Center for more information at  
(210)258-1234 or U.S. Toll Free 1-800-688-7228

## File an opt-in form before July 1st

As of July 1, 2010, if you have not filed an opt-in form and you are using your debit card for 1 penny more than your account's available balance, your transaction may be declined.

In March you should have received a letter with an opt-in form and instructions. If you wish to continue having overdraft coverage for your everyday debit card transactions available on your checking account after July 1, 2010, it is required that you submit a completed opt-in form. For information or to download a form, please visit [sacu.com](http://sacu.com), and click on *services*, then *checking & savings*.

## Stay in BALANCE

If you have ordered free copies of your credit report this year, do you understand them? BALANCE can help you with this and many other services, in English and Spanish.\* Best of all it's FREE, because you are an SACU member!

This rich resource provides help with money management, debt management, housing education and much more. Just go to [sacu.com](http://sacu.com) and click on *member education*, *interactive education*, then *financial fitness* to access BALANCE, your financial fitness partner.

If you would like to talk to live counselors, take advantage of this FREE opportunity through BALANCE. You don't need to go to a credit counseling service to get this assistance. You can have a person look at YOUR own issues and answer your questions by calling toll free 1-888-456-2227. Hours are M-Th 5 a.m. - 8 p.m.; Fri 5 a.m. - 5 p.m.; and Sat 8 a.m. - 5 p.m. (PST), or email [info@balancepro.org](mailto:info@balancepro.org) (please do not email any sensitive information including your account numbers or social security number).

\*For Spanish information, click on the *En Español* link at the top of the [balancepro.net](http://balancepro.net) Web site.

## Travel reminder

If you plan a trip, please let us know and we will note your plan in our system. This will minimize (or prevent) any inconvenience when using your credit or debit card as you travel. Because we want to protect your account from fraudulent use, some restrictions for use are in place based on reported fraud. For more information, visit [sacu.com](http://sacu.com) and click on *member education*, *interactive education*, then *educational articles*.

## Do you have unclaimed property?

Do you have unclaimed property waiting for you? Each year, the State of Texas publishes a list of funds from accounts that have been "escheated" to the state. By law, SACU must follow the escheatment requirements if an account has become inactive for a certain period of time and we have not been able to contact the owners.

Escheatment laws require financial institutions, businesses, government entities and organizations holding unclaimed property belonging to Texas residents to file an Unclaimed Property Report with the Texas Comptroller's Office by November 1 of each year. SACU diligently tries to contact owners of accounts at their last known address. If we are unable to contact the owner, or if the owner doesn't respond to the letter we send, we have to escheat the money to the state where the last known address is located, following escheatment law.\*

These are some of the items that we are required to escheat and the abandonment periods for them: cashier's checks (3 years); share accounts, checking accounts, share certificates, and safe deposit box contents (5 years); money orders (7 years); and IRAs (if no contact within 3 years after turning 70 years of age).

How can you help ensure that your property is not escheated to the state?

- Make a deposit or withdrawal on an account that you haven't used recently.
- If you have moved, check on your account status and update the address, by mail or e-mail, or just call and tell us your new address.
- Cash any cashier's checks or money orders you have on hand.
- Pay any past due fines on safe deposit boxes.
- If you have not opted to receive eStatements and you no longer receive statements by mail from SACU on an account, that account MAY be dormant.

If you have any questions, please call the Member Service Center.

\*If the last known address is in a state other than Texas, the date for escheatment will vary.

## A word from your chairman

Franklin W. Burk



Seventy-five years ago, San Antonio had a total population of 235,000 people, fewer than the 253,000 households SACU serves today. We have grown, but our team members' dedication to serve you has not changed since the credit union opened for business on March 7, 1935.

A year of celebrating this landmark birthday has given us an opportunity to reconnect with leaders who contributed greatly to your credit union's success. We have used historical papers, interviews and memorabilia to tell our cooperative's rich history in a commemorative book, which underscores the courage and commitment it took for those 12 men to start what has become a thriving financial cooperative.

Our 75th annual meeting, held at Pearl Stable on May 20, 2010, brought members together to recognize current leaders and meet special guests (see the report on page 1). We were honored to have Fred Becker, president and CEO of the National Association of Federal Credit Unions (NAFCU), as our guest speaker. Those attending the meeting thanked Carlton J. Mertens for his service as a Volunteer and his leadership for almost two decades. Mr. Mertens is retiring, after serving as a board member from 1992 until 2004, when he was appointed to serve as SACU's first director emeritus until 2010. We truly appreciate his dedicated service.

Reports outlined SACU's challenges and successes of 2009. Although business has slowed, your credit union realized a seven percent growth in assets, which is impressive in this economic climate. SACU is strong because of its current leaders' strategic planning, building on the good decisions others have made in the past. In 2009, SACU realized an increase in both loans and deposits, thanks to your continued loyalty and trust. We know our success will continue only if we can meet your needs and serve you with integrity.

Noting that while San Antonio is more fortunate than most of the country in dealing with the effects of a nation-wide slow economy, many members are feeling the pinch from tough economic challenges. Your credit union continues to look for ways to serve you. We pledge to continue the same excellent and consistent member service to which you have become accustomed, cementing lifelong relationships with you and your family.

Through ever-expanding technology, SACU in the future will include more ways to manage finances remotely, providing convenience. However, it will always be important that we maintain personal contact with you. Let us hear from you; we are listening. As owners of this cooperative, your input is valuable. When we make decisions on your behalf, keeping communication lines open is a vital way we can respond to your needs and opinions.

Again this year, we ask that you join us in giving a special thanks to our military members and their families for their service, and for those stationed overseas, we pray for their safe return. We thank you, SACU members, for your loyalty and dedication during the past 75 years, and we look forward to serving you in 2010 and beyond.

Sincerely,  
Franklin W. Burk

## SACU gives back

**ExCEL Awards** – At the end of May, SACU and KENS5 concluded its 11th year of recognizing excellence in public school classrooms, honoring 209 teachers with the “golden apple.” SACU places a high value on excellence in education. Watch Eyewitness News at 6 beginning in September for a new ExCEL year.

**8th Annual Shred Day** – More than 2,000 community residents and 70 volunteers braved the rains to shred 93,000 pounds of sensitive documents. On the Saturday after Tax Day, SACU sponsors the FREE event, this year at seven SACU branches. Next year’s Shred Day is scheduled for Saturday, April 16, 2011.

**CUFK Bowl-A-Thon** – SACU employees raised almost \$6,500 in pledges for the 16th Annual Credit Unions for Kids (CUFK) Bowl-A-Thon. Teams from 13 area credit unions competed to raise a grand total of more than \$29,000, which will benefit CHRISTUS Santa Rosa Children’s Hospital in San Antonio.

## Get set. . . go to college . . .

With costs for attending a college or university escalating each year, getting the necessary funds need not stand in your way. SACU has an education loan, CU Student Choice, which is available when financial aid just isn’t enough. Some benefits include zero origination fees, easy online application, lower interest rates, deferment of principal AND interest while in school and flexible repayment terms.

Our education loan trusted advisors can help meet your needs. Visit [sacu.studentchoice.org](http://sacu.studentchoice.org), stop by any branch, or call (210)258-1987 or 1-800-234-SACU (7228) Ext. 1987 to learn more.

## Welcome new SEGs!

### Steubing Ranch HOA • Alpha Facilities Solutions

Every employee of these businesses now is eligible for SACU membership, with access to all of the benefits, products and services designed to meet members’ needs. Your business or organization can become an SACU Select Employee Group (SEG) with no cost to your business! Contact Analisa Alaniz-Aguilar, Business Development, at (210)258-1854 or 1-800-234-SACU (7228) Ext. 1854.

## Holiday closings

*All SACU facilities will be closed in observance of the following holidays:*

**Independence Day (Observed)**  
Monday, July 5, 2010

**Labor Day**  
Monday, September 6, 2010

SACU wishes you and your family safe and happy holidays!

## San Antonio branch locations

**Main Branch**  
6061 IH-10 West

**281/1604 Branch**  
1717 N. Loop 1604 East

**3009 Branch**  
6050 FM 3009

**Bandera Branch**  
8889 Bandera Road

**Broadway Branch**  
901 N.E. Loop 410 at Broadway

**Commercial Avenue**  
722 Rayburn (Drive-Up Tellers)

**De Zavala Branch**  
12840 IH-10 West, Ste. 102

**Fort Sam Houston Branch**  
2750 Stanley Road

**Ingram Branch**  
6171 N.W. Loop 410

**Kelly Branch**  
3006 General Hudnell Drive

**McCreless Branch**  
3800 S. New Braunfels, Ste. 104

**Medical Branch**  
8403 Wurzbach

**Nacogdoches Branch**  
12921 Nacogdoches Road

**Northwest Branch**  
14570 Huebner Road

**Southside Branch**  
150 Southwest Military Drive

**SACU Branch  
across from Toyota Motor  
Manufacturing Plant**  
15611 Applewhite Road

**VA Satellite Office**  
7400 Merton Minter, Ste. 112

**Windsor Branch**  
8047 Midcrown

**Woodlawn Branch**  
1003 Bandera Road

## Life insurance – the gift of love

Nothing is more important than family. Making sure yours can financially survive your death is a gift of love. SACU Financial Solutions, Ltd. offers two forms of life insurance. For families or individuals on a budget with a limited-term need, like paying off a mortgage or college education, there is 10-Year Term Life Insurance renewable up to age 75 with benefits up to \$100,000. Members age 45-plus concerned about final expenses may prefer Modified Benefit Whole Life Insurance (MBL) – with guaranteed coverage (no underwriting questions) for the rest of their lives. Don't miss this outstanding opportunity. Your first month's premium is only \$1 for either plan!

For information or to apply, contact Assurity Life Insurance Company at (800) 670-6063.

H234-0410. Life Policy Forms ALIUW165-01 & D L0835 are underwritten by Assurity Life Insurance Company, Lincoln, Neb., and are offered in association with SACU Financial Solutions, Ltd. (CUSO), an affiliate of San Antonio Federal Credit Union (Credit Union). The insurance products are not federally insured and not obligations or guaranteed by the Credit Union, CUSO or any other affiliated entity. Policy features, rates and availability may vary by state.

## SACU members can save with Sprint!

Join the 700,000 credit union members nationwide that are already saving more than \$43 million on their wireless plans! SACU is pleased to bring our members these major savings through the Sprint Credit Union Member Discount Plan.

### Ways you can save:

- 10% off most regularly priced Sprint individual service plans\*
- 15% off most regularly priced Sprint business service plans\*
- Waived activation fee on new activations
- Waived upgrade fee
- Available to new and existing Sprint customers

### 3 Ways to Get Your Discount:

- Call 877.SAVE.4CU (877.728.3428) and let them know you're a credit union member. Ask to be a part of the NACUC\_ZZM Corporate ID.
- Click [www.SprintSave4CU.com](http://www.SprintSave4CU.com).
- Visit your nearest Sprint store.

**Enjoy the perks, benefits and exclusive discounts that only credit union members like you can receive. What are you waiting for? Start saving today!**

\*Check with the Sprint representative to see if your plan (individual/business) is eligible for the discount.

## Auto & homeowners insurance and long-term care free seminars

**Auto & Homeowners Insurance** – July 28, 2010 at 6:30 p.m. – SACU Main Branch

**Long-Term Care** – September 22, 2010 at 6:30 p.m. – SACU Main Branch

Call (210)258-1328 or visit [sacu.com](http://sacu.com) – Member Education – Seminars

## Value of having a professional advisor

Planning for retirement can be a challenging adventure. Assessing your personal risk tolerance and determining the appropriate asset allocation mix will have a lasting impact on the type of retirement you enjoy. Because these decisions are so critical, you may want to consider working with the investment professional at your credit union to determine the portfolio mix that best suits your individual needs and goals.

At SACU, we are committed to helping you find the plan that is right for you. Our investment advisors, available through CUSO Financial Services L.P., are trained to identify all of the key areas of consideration and help you formulate a plan that is designed specifically for you.

Please call (210)258-1442 or 1-800-234-SACU (7228) Ext. 1442 to schedule your complimentary appointment today! Investments available through CUSO Financial Services, L.P. (CFS) are not NCUA/NCUSIF insured, are not credit union guaranteed, and may lose value. Investment Representatives are employees of SACU and registered through CFS. SACU is affiliated with CFS. (Member FINRA/SIPC)