

JOHNS HOPKINS FEDERAL CREDIT UNION



Matters

WINTER 2011

FROZEN

BY CREDIT CARDS?



Break Free

WITH A JHFCU DEBT CONSOLIDATION LOAN!

Rates
AS LOW AS
6.75% APR



MONEY Matters

Winter 2011

Georgan C. Smith <i>Chairman of the Board</i>	Michael J. Mesta <i>President</i>
Sharon A. Kemp <i>Vice Chairman</i>	Lynn M. Gregory <i>Sr. Vice President— Marketing & Member Services</i>
Fred Reiner <i>Treasurer</i>	Laurie M. Hare <i>Marketing Manager & Editor</i>
Jack G. Goellner <i>Secretary</i>	

Members: 36,445
Assets: \$284,066,804

JHFCU **MONEY Matters** is published by the Credit Union office staff and Board of Directors. The views expressed do not necessarily reflect those of The Johns Hopkins Hospital or University administration.

Address all correspondence to:
Editor, **MONEY Matters**
Johns Hopkins Federal Credit Union
2027 E. Monument Street
Baltimore, Maryland 21287

410-534-4500 • 1-800-JHFCU-70
jhfcu.org

Homewood Branch

Charles Commons
4 E. 33rd Street
Baltimore, MD 21218
M, T, F, 8:30 a.m. – 4:00 p.m.
W, 10:00 a.m. – 4:00 p.m.
Th, 8:30 a.m. – 5:00 p.m.

Bayview Branch

5201 Alpha Commons Dr.
Baltimore, MD 21224
M, T, F, 8:30 a.m. – 4:00 p.m.
W, 10:00 a.m. – 4:00 p.m.
Th, 8:30 a.m. – 5:00 p.m.

East Baltimore Branch

2027 E. Monument St.
Baltimore, MD 21287
Fax: 410-342-1160
M, T, F, 8:30 a.m. – 4:00 p.m.
W, 10:00 a.m. – 4:00 p.m.
Th, 8:30 a.m. – 5:00 p.m.

Mt. Washington Branch

McAuley Hall, Suite 100
5801 Smith Avenue
Baltimore, MD 21209
M, T, Th, F, 8:30 a.m. – 4:00 p.m.
W, 10:00 a.m. – 4:00 p.m.

Eastern Branch

1101 E. 33rd St., Room 303A
Baltimore, MD 21218
Hours: Th, 8:30 a.m. – 4:00 p.m.

Phone Services Department

M, T, Th, F, 8:30 a.m. – 5:00 p.m.
W, 10:00 a.m. – 5:00 p.m.

Lost or Stolen ATM Card

410-534-4500, M–F 8:30 a.m. – 4:00 p.m.

Lost or Stolen Visa® Check Card

410-534-4500, M–F 8:30 a.m. – 4:00 p.m.;
after hours call 1-800-754-4128

College Scholarship Contest

Are you or a family member headed off to college in 2011? The Credit Union Foundation of Maryland & DC's Credit Union College Scholarship Program for 2011 is underway and will award \$11,000 in scholarship money! Our college-bound members are eligible to apply for one of ten \$1,000 essay-based scholarships, and one \$1,000 video-based scholarship.

The 2010 Essay Topic and Video Challenge is: "How can your credit union reach out to members ages 18 to 25?"

Any member of JHFCU who is entering any year of college, from their freshman year to their senior year, may apply. Applications and complete details on the Credit Union College Scholarship Program can be found at <http://cufound.org/scholarship.htm>.

The deadline for applications is March 31, 2011. Scholarships will be awarded in May 2011. These scholarships are made possible by the Credit Union Foundation of MD & DC.

Fee Changes

Please note, effective February 15, 2011, there will be a few changes to JHFCU's Fee Schedule. Members who request an account number change will incur a \$30.00 processing fee. Account number changes involve a complicated process of redirecting check clearings and canceling ATM or Visa Check cards. The fee may be waived in cases where fraud was committed on the account, provided a copy of a filed police report is given to JHFCU.

Also, note that overdrafts to Savings accounts via a cleared check, ACH transaction, or Visa Check transaction will incur a \$3.00 fee. You can avoid the fee by transferring the funds before the item is presented, or apply for a Line of Credit, which has no annual fee, to use for overdraft protections. Please review the enclosed Fee Schedule for a complete list of current JHFCU fees.

Holiday Closings

JHFCU will be closed on the following dates:
Monday, January 17 —
Martin Luther King, Jr. Day
Monday, February 21 —
Presidents' Day



Geneva Barnes Service Award

In honor of longtime employee Geneva Barnes, who passed away in 2007, JHFCU has established the annual Geneva Barnes Service Award. The purpose of the award is to help us carry on the tradition of excellent member service by recognizing one employee each year for outstanding service given to members.

We are pleased to acknowledge Lending Manager Sharon Battaglia as our winner this year. Sharon has helped hundreds of members with mortgages and home equity loans, and has helped implement various loan programs at the Credit Union. She also has conducted numerous training sessions to ensure everyone on the member service staff understands the loan products. One member whom she helped with a mortgage stated, "I had a longish talk with her—more questions, naturally—and came away realizing she is a real professional." A fellow staff member who nominated her said, "She has shown commitment by the classes that she teaches us, her helpfulness to her co-workers and helping with the 12-12-12 loan and car loan campaigns. She is VERY respected by all her co-workers."

Each year the winner receives a monetary award, a plaque for their office, and a \$500 donation from JHFCU in the recipient's name to the winner's favorite charitable organization. A permanent plaque listing the winners hangs in the East Baltimore Branch.

The Best Financial Advice for a New Year

Accel has pooled the collective expertise of its counselors to bring you “The Best List” of money management advice to help you accomplish your financial goals.

- 1. Hold a financial conference** with the family and make people accountable for specific changes that are required to balance the budget or establish a savings goal.
- 2. Post budget goals for the year.** Make SMART goals: Specific, Measurable, Attainable, Realistic and Timely. Include goals that will motivate you to achieve them — vacation, retirement, house, car, etc.
- 3. Pay yourself first!** Set aside at least ten percent of your net income for savings. Just set up payroll deduction and have money go directly into your savings account when you get paid. Try to save at least three (3) months’ worth of living expenses.
- 4. Start paying off credit cards.** Once you have established a balanced budget with a savings plan for emergencies, work on those credit cards.
- 5. Determine a baseline in your checking account.** This should be your zero point (e.g., the account never goes below \$200).
- 6. Take advantage of cash back or miles programs.** Using credit cards with special offers within your budget, and paying them off immediately, can get you a good chunk of change by the end of the year. Consider using them to help you achieve a vacation goal.
- 7. Use credit cards wisely.** Don’t spend more than you can afford to pay on a monthly basis. Responsible use of your credit cards will help you establish a solid credit rating and avoid financial problems.
- 8. Visit or revisit your retirement goals.** If your employer offers sponsored programs that can match or that have established savings vehicles, use them. Ask yourself how much it will take to retire and calculate this based on your current savings and years left as a viable employee.
- 9. Track expenses.** Save receipts throughout your day (ask for these whenever you spend) and review them daily to see where your money went that day.
- 10. Review your credit report.** Your credit worthiness will affect your ability to purchase goods and services on credit, to get a loan, or to land that next job. If you have a good credit record, you are likely to receive lower interest rates that save you money. You can obtain a free copy of your credit report at www.annualcreditreport.com.

Check out JHFCU’s special rate on a debt consolidation loan on page 4!

Find out more information about JHFCU’s online budgeting tool Financeworks below.

New Year’s Resolution: Get Your Finances on Track

Take advantage of our free JHFCU online budgeting tool! Similar to Quicken Online, FinanceWorks™ is part of our Internet Branch, and you can securely access it by logging into your account. For no charge you can:

- View upcoming transactions and categorize your spending to better see where your money is going, and even apply categories to past transactions.
- Organize your taxes with the Tax Watch report, which tracks your tax deductible expenses.
- See your whole financial picture by importing balance and transactional data from non-JHFCU accounts, which makes keeping your New Year’s Resolution possible!

Log into your account and click on FinanceWorks for a complete tour.



FinanceWorks
powered by Quicken®

FROZEN BY CREDIT CARDS?

Break Free WITH A JHFCU DEBT CONSOLIDATION LOAN!

Instead of merely chipping away at your card balances by making minimum payments each month, transfer balances from other institutions to one of the following JHFCU loans:

- Signature Loan
- Signature Line of Credit
- Home Equity Loan
- Home Equity Line of Credit

JHFCU's fixed-rate, fixed-term Signature loan is an excellent alternative to credit cards, with rates that are currently as low as 6.75% APR.* That's lower than most credit cards, and there are NO annual fees or transfer fees. Plus, you can apply for up to \$25,000. You will have fixed monthly payments that will help you pay off the loan in the specified term. Or, if you have the equity, consider a Home Equity loan or line of credit with rates as low as 4.50% APR** and no closing costs.**

How to apply:

- 1) Log into your account, click the *Loan Application* tab, and choose either Signature Loan or Home Equity Loan.
- 2) Select "Bill Consolidation" as the reason for the loan and then list creditors you wish to pay off.

You may also visit one of our branches to apply in person. To expedite processing, please bring creditor information, including account numbers and addresses where payments are sent, for each of the creditors you wish to pay off. Once your loan is approved, we'll process your payment checks and mail them to your creditors for you.

Watch your debt melt away with just one low payment each month!

You can make your payments via online transfer, in person, by mail, through JHFCU bill pay or by setting up automated debits from an outside checking account for ACH credit to your JHFCU loan.†

Rates AS LOW AS
6.75% APR

*APR = Annual Percentage Rate. Rates are based on applicant credit, type of loan, and loan-to-value ratio and may vary. Rates are current as of 01/01/11 and are subject to change.

**Home Equity rates are based on the Prime Rate as published in the Wall Street Journal on the 25th of each month, plus or minus a margin. The above rate reflects the most recent change to Prime but is subject to the floor rate of 4.50%. Property and flood insurance may be required. \$10,000 minimum required for a Home Equity credit line. \$5,000 required for Home Equity fixed. Some restrictions may apply. Closing costs will be added back to loan balance if the loan is paid off within one year. Maximum rate is 18% APR.

†JHFCU bill pay payments take two business days to be credited.



Driving Conditions at JHFCU are Ideal!

Gear up for low rates, \$100 in gas cards, and rebates.

Put on Your Gloves (Driving Gloves, That Is!)

Prepare yourself to get behind the wheel of a new or used car with rates as low as **3.49% APR!*** It's a smooth road with our online car-buying research tools, low payments and up to **\$100 in gas cards!***



The Perfect Pair: A JHFCU Car Loan and Checking Account

Finance a new or used car with JHFCU and, if you have an existing JHFCU checking account, we will automatically give you a \$50 gas card.** Don't have a JHFCU checking account? Open one up before your loan is disbursed and we will give you a \$50 gas card as well! Check out the benefits of our FREE checking account with JHFCU in the sidebar to the right.



Get Out Your Budgeting Hat and Get a Reward

With a new car payment you may need a little budgeting help. Participate in a free over-the-phone budget counseling session with our partner Accel and we will give you an additional \$50 gas card. Most sessions last 1 hour and entail:



- Discussion of your short-term and long-term financial goals
- Creating a comprehensive budget – listing income, expenses, and debts (you can access a basic monthly budget planning worksheet by going to jhfcu.org and clicking on the “Monthly Budget Planning” button on the right-hand side of the page)
- Analyzing the budget and discussing recommendations or action steps to reach the financial goals

At the end of the session you will be provided a copy of the budget and action plan through the mail or email. Simply bring a copy of the completed certificate into any JHFCU branch or mail or fax it to us and we will give you a \$50 gas card!***

Keep in mind that you have to finance a new or used car with JHFCU between 01/01/11 and 03/31/11 to be eligible to receive the \$50 gas card for completing the Accel course, but Accel counseling is always available to members, free of charge, via the phone at 1-877-33ACCEL, Monday through Thursday from 8 a.m. to 12 midnight (EST), Friday from 8 a.m. to 7 p.m., and Saturday from 9 a.m. to 1 p.m.

Wrap up a great deal this winter. It really does pay!

Please contact 410-534-4500 or visit us at jhfcu.org for more information.

Free Checking

JHFCU makes checking easy—we offer one checking account to meet all your needs. Our free Share Draft Checking account pays dividends and has no minimum balance requirement, no charge per check, and no monthly fees.

Surcharge-free ATMs!

Expand your account access with a Visa Check card. You have surcharge-free access to over 30,000 ATMs nationwide, including 1,500 M&T Bank ATMs. Use if for purchases anywhere you see the Visa logo—at local retailers, restaurants, or gas stations, or for phone or Internet orders, and lots of other places!

Cash Back Rebate!

Earn money just for using the credit option for transactions with your JHFCU Visa Check card. Each time you do one of the following with your Visa Check card, you will earn a 5¢ credit to your Share Draft Checking account:†

- Choose the “credit” button at any point of sale, like a gas station, grocery store, or department store. (Selecting “credit” tells the machine to send the transaction through the Visa network.††)
- Use the card for any Visa credit purchases (at a store, online, or from a catalog by mail or phone).

†Credit for qualifying transactions will be posted at end of each month.

††NOTE: Use of the card for cash withdrawals, or as a “debit” transaction in which you enter your PIN at a point of sale (e.g., a grocery store or gas station) will not qualify for the rebate.

*APR=Annual percentage rate. Rate includes ¼% discount for GAP coverage and a ¼% discount for Debt Protection. Rates are current as of 1/1/11 and are subject to change.

**Gas cards will be issued on approved loan applications and approved checking accounts and/or received between January 1 and March 31, 2011. If you settle your loan via the mail, your gas card will be mailed to you. Gas cards will be issued after loan is disbursed. Gas cards offered on new loans applied for and processed, approved, and disbursed by JHFCU, where new money is \$5,000 or more. Type of gas card offered may vary based on availability. Other restrictions may apply.

***Gas cards will be issued on approved loan applications and/or checking accounts received between January 1 and March 31, 2011. If you settle your loan via the mail, your gas card will be mailed to you. Gas cards will be issued after loan is disbursed. Gas cards offered on new loans applied for and processed, approved, and disbursed by JHFCU, where new money is \$5,000 or more. Type of gas card offered may vary based on availability. Other restrictions may apply.

TurboTax and JHFCU Online Accounts Work Together!

File Your Taxes via TurboTax for Online Banking, and Your JHFCU Account Information Will Automatically Transfer In! Plus... get 15% off TurboTax® Processing Fee for Federal Returns!

Through JHFCU's special TurboTax link, you can do your taxes online at a discounted price (use your JHFCU Visa Check card or a credit card for the filing fee) and your refund can automatically be deposited directly to your JHFCU account. Plus, your JHFCU dividend and interest information will automatically populate into the TurboTax program via



our special link.* Just log into your account to get started. If you have used JHFCU's TurboTax link in the past (or another online link to TurboTax through a different financial institution), your prior years' information will be accessible when you log in.

Refunds are typically credited in 7–12 days, versus the 6–8 weeks it normally takes to get mailed refunds! The TurboTax program is easy to use, and a computer accuracy check is done on your return

before it is filed electronically with the IRS. Look for information on our homepage in mid-January.

If you want to get a head start on your taxes, beginning January 1, 2011, you can look up an estimate of your 2010 dividend amount online!*

Getting an estimate of your 2010 dividend amount online is easy:

- 1) Log into your account(s) at jhfcu.org, and on the Account Summary screen, click on the sub-account you want to view (e.g., savings, checking, money market).
- 2) Click on the Account Info link after the sub-account name in the green header bar. A pop-up box will appear showing your current balance and your dividend year-to-date totals for the current and previous years.*

Note: 2010 tax information is also available on your December 31, 2010 statement.*

File early — rates for using TurboTax online software generally increase as April 15th approaches!

*Please refer to your official tax forms sent by JHFCU (1099 & 1098) to confirm accuracy.

Account Security: What you need to know about Skimming

Skimming at ATMs and gas pumps has been around for years, although the equipment used to be somewhat clunkier and easier for consumers to spot, identity theft experts say. Now, devices are smaller and so advanced that even wary consumers may not detect the fraud easily. And the thieves might select any size financial institution's ATM. Recently a Maryland-based institution was a victim of ATM skimming.

"People who practice skimming do it in a highly populated area, where you will get a lot of traffic in a short period of time," says Joe O'Hara, executive director of the Maryland Coordination and Analysis Center, which deals with crime and terrorism.

Skimmer devices are placed over the card slot by glue or magnet. They may be painted to match the ATM so they appear to be part of the machine. When

customers insert their cards, the device captures their account information. Thieves also mount a camera nearby — on keypads or envelope holders — to record the PIN number a customer punches in.

This is enough information for thieves to create their own cards and pull money out of customers' accounts.

Protecting against skimmers

- Pay close attention to what the ATMs you use look like. Don't use an ATM that appears different from usual, such as one with wires or devices attached. Notify the financial institution if you spot anything abnormal.
- If you spy a skimming device, don't remove it. Let the authorities take care of it.

- Log in to check your account daily for any unusual activity. If you wait until you get your statement, the damage could be more severe. The Secret Service says fraudulent transactions will occur within 48 hours after an account is compromised.
- Contact JHFCU immediately if you notice suspicious transactions in your account.



Board Nominees

The individuals listed below are candidates for the 2011 Board of Directors Election.



William Carruth

Mr. William Carruth has been a part of the Johns Hopkins community since 1992 and currently is the Administrator of Perioperative Services at Johns Hopkins Bayview Medical Center, where he is responsible for developing and meeting budget goals. His first

position at Hopkins was as a Tissue Typing Technologist. Mr. Carruth earned his MBA from the University of North Carolina at Greensboro and his BA in Biology from Northeastern University. He has been a Credit Union member since 1992.



Sharon A. Kemp

For the past nine years, Ms. Sharon Kemp has been part of The Johns Hopkins Hospital/Health System's Department of Human Resources Compensation team. In January 2002, she joined JHH as a Compensation Specialist, and

became Director of Compensation in 2003. Prior to working at Hopkins, Ms. Kemp worked for 23 years at Bank of America in various Human Resource/Compensation positions including Compensation Manager/Consultant. Ms. Kemp holds an undergraduate degree in Business from Notre Dame of Maryland and her MBA from Loyola University Maryland. She obtained her CCP (Certified Compensation Professional) in February 1991. Ms. Kemp currently serves as Vice Chairman of the Board and has been a member of JHFCU since 2004.



Hollis Robbins, Ph.D.

Dr. Robbins is currently a professor in the Humanities Department and Vice Chair, Faculty Assembly, at The Peabody Institute. Dr. Robbins has been with Peabody since 2006. She also is an Associate Research Scholar for the Johns

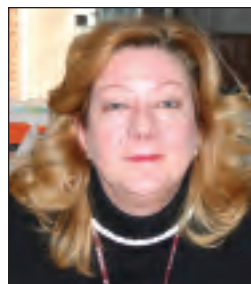
Hopkins University Center for Africana Studies. She earned a Ph.D. in English from Princeton University and an M.A. in English from the University of Colorado, Boulder. Dr. Robbins also has an M.P.P. from The John F. Kennedy School of Government, Harvard University; and a B.A. from Johns Hopkins University (The Writing Seminars). She has written numerous articles and edited several books. Dr. Robbins also has served on a number of other boards and committees, and has been a member of JHFCU since 2006.



John G. Sdanowich

Mr. John Sdanowich is the Capital Administrator for The Johns Hopkins Health System and is responsible for Health System leasing and negotiating of capital. He also worked as an Assistant Administrator for the Department of Emergency Medicine, a Management Engineer and Senior

Financial Analyst in Central Finance, and Finance Manager for the OB/GYN department at the Hospital. He joined the Credit Union in December of 1991 and became a member of the Supervisory Committee in 1992. He joined the Board in mid-1995 and currently serves as the Chairman of the Contingency Planning Committee and as a member of the Appeals Committee. Mr. Sdanowich has both an undergraduate degree in Marketing and a Master's in Finance from the University of Baltimore.



Georgan C. Smith

Ms. Georgan Smith is the Administrator for the Department of Health, Behavior & Society at The Johns Hopkins Bloomberg School of Public Health. Ms. Smith has been with the University since February 1983 and held various financial positions in the School of Medicine

before her move to the School of Public Health in June 2005. She has an AA degree in Business Administration from Essex Community College and a BS degree from Johns Hopkins University in Business Management and Finance. Ms. Smith is currently Chairperson of the Board, and has served on the Credit Union's Appeals Committee and on the Credit Union's Supervisory Committee. She has been a member of JHFCU since 1984.

Annual Meeting Notice

Mark your calendar for JHFCU's Annual Meeting on Thursday, May 19. It will be held in the Glass Pavilion on the Homewood campus. The event will begin with hors d'oeuvres at 5:15 p.m., followed by the business meeting at 6:00. Please RSVP via email to Becky Amtmann at ramtmann@jhfcu.org by May 12. The registration process at the meeting is very quick since we do everything electronically. We hope to see you on May 19.

Car Buying Seminars for First-Time Buyers

Would you like to buy a car but aren't sure how the process works or how to qualify for a loan?

JHFCU is offering seminars specifically aimed at first-time car buyers (but all members are welcome) to review the purchasing and financing process.

Tuesday, February 1, 12 – 1 p.m.

Pavilion Conference Room
Bayview Hospital

Wednesday, February 2, 12 – 1 p.m.

Phipps Building, Room #340
(Next to the main hospital on Wolfe St.)

Tuesday, February 8, 12 – 1 p.m.

Mt. Washington, The North Study
(Outside McAuley Hall Café)

Please RSVP to Laurie Hare at lhare@jhfcu.org or 410-534-4500, ext. 260.

JHFCU FINANCING AT THE DEALERSHIP!



Members of JHFCU can take advantage of our low rates and great service at any of the dealerships listed. So you can get a JHFCU loan even when the Credit Union is closed!

To research pricing information, review auto buying tips, locate a dealer, receive price quotes, compare cars, or simply configure the vehicle you would like to purchase, visit our website at jhfcu.org and click the *Auto Research* button.

Participating Dealers

Bob Bell Chevrolet, Nissan, Inc.
7900 Eastern Avenue
Baltimore
(410) 288-2500

Thompson Toyota
1101 Business Center Way
Edgewood
(410) 679-1500

Thompson Chrysler, Jeep
1102 Business Center Way
Edgewood
(410) 679-1400

Thompson Chrysler, Jeep, Dodge
124 North Point Blvd.
Baltimore
(410) 288-3100

Thompson Lincoln, Mercury, Suzuki, Mazda, Inc.

1000 Merritt Blvd.
Baltimore
(410) 282-6300

Thompson Kia
2001 Belair Road
Fallston
(410) 877-1700

Thompson Hyundai
1307 Merritt Blvd.
Baltimore
(410) 288-5700

Koons White Marsh Chevrolet
10207 Philadelphia Road
White Marsh
(410) 931-8600

R & H Motor Cars, LTD
9727 Reisterstown Road
Owings Mills
(410) 363-2000

Northwest Honda
9701 Reisterstown Road
Owings Mills
(410) 363-8700

Northwest BMW
9702 Reisterstown Road
Owings Mills
(410) 902-8700

Koons Lincoln, Mercury, Volvo, Kia
9610 Reisterstown Road
Owings Mills
(410) 363-3333

Frankel Cadillac/Jaguar
10240 York Road
Cockeysville
(410) 666-6000

Enterprise White Marsh
10825 Pulaski Highway
White Marsh
(410) 335-5628

Enterprise Glen Burnie
502 Crain Highway
Glen Burnie
(410) 760-3195

Mercedes Benz of Baltimore
6631 Baltimore National Pike

Baltimore
(410) 788-7744

Norris Honda
925 Merritt Blvd
Dundalk
(410) 285-0600

Norris Nissan
8569 Baltimore National Pike
Ellicott City
(410) 465-5550

Norris Ford
901 Merritt Blvd
Dundalk
(410) 285-0600

Norris Acura
8559 Baltimore National Pike
Ellicott City
(410) 461-7000

Jerry's Toyota Scion
8001 Belair Road
Baltimore
(410) 661-5700

Jerry's Mitsubishi
1906 E. Joppa Road
Baltimore
(410) 668-4200

Jerry's Chevrolet
1940 E. Joppa Road
Baltimore
(443) 588-2668

Cook Automotive Group
1136 South Phila Blvd.
Aberdeen, MD 21001
(410) 272-1500

Nation Auto
4533 St. Barnabas Road
Temple Hills, MD 20748
(240) 619-3500

Russel Mazda, Subaru
6624 Baltimore National Pike
Baltimore, MD 21228
(410) 744-2300

Russel Volkswagen
6624 Baltimore National Pike
Baltimore, MD 21228
(410) 744-2300