



Hermantown Federal Credit Union

# The Share Builder

OCTOBER 2009

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## 24-Hour Savings & Lending Services Call Center Begins October 16

In a survey that was conducted earlier this year, our members indicated they would prefer the credit union be more convenient by offering expanded hours to conduct transactions and apply for loans. Other comments included the ability to talk to a live person after hours and weekends to discuss account information.

After a complete review of our operations, HFCU is excited to announce the addition of a 24-hour live call center starting October 16, 2009. Utilizing advanced technology, HFCU Call Center staff will be

equipped with the information needed to provide fast, accurate responses 24 hours a day, 7 days a week. This new system attains first-call resolution with no hold times, which provides our members with the highest level of service available and enables call representatives to process the request in the most time-effective manner.



### KEY FEATURES & CAPABILITIES

- Balances and history inquiries for savings, checking and loan accounts
- Transfer funds
- Check holds and release dates inquiries
- Apply for a loan
- Loan payments
- Re-order new checks
- Request check stop payments
- Provide certificate and loan rates
- Request additional products and services

**Your Choice  
for Economical  
Financial  
Services**

**HFCU will be  
closed on  
these 2010  
Holiday Dates**

**New Years Day**  
January 1

**Martin Luther King, Jr.  
Day**  
January 18

**Presidents Day**  
February 15

**Memorial Day**  
May 31

**Independence Day**  
July 5

**Labor Day**  
September 6

**Columbus Day**  
October 11

**Veterans Day**  
November 11

**Thanksgiving Day**  
November 25

**Christmas Eve  
(at 1:00)**  
December 24

**Christmas Day**  
December 25

**Celebrate Halloween with HFCU!**

*HFCU will be celebrating Halloween this year on two different occasions; Boo at the Zoo and HFCU's Kid's Halloween Carnival.*

**Boo at the Zoo**

On October 17 from 10am-4pm, come down to the Lake Superior Zoo and celebrate Halloween with Kirby and friends for the Zoo's largest fund-raising event. There will be trick-or-treats, haunted hay rides, costume contests, pumpkin treats for Zoo animals, creepy critters, great food and more!



**HFCU's Kids Halloween Carnival**

Come to the Hermantown office location on Friday, October 30 for an early celebration of Halloween. There will be trick-or-treating all day office to office and a kid's carnival from 1pm to 4pm including games and prizes. Kids come dressed up and be ready for tons of Halloween fun!

*Proudly Announcing* **HFCU's Mortgage Solutions**

**Get the home loan that's right for you.** One of life's biggest decisions is shopping for a home loan. When you're looking for professional advice and expertise, come to HFCU Mortgage Solutions. We'll have all the information needed for experienced home owners or first time buyers to meet your individual budget and needs.

HFCU Mortgage Solutions can provide individual loans tailored to you. Whether they are fixed rate mortgages or adjustable rate mortgages, we are your one stop source for your mortgage needs.

Contact the credit union for more details.



**Learn More About Your  
Medicare Options**

Hosted by **MICKEY FERGUSON,**  
Medica Sales Representative

**November 17, 2009 • 3:30 pm**

HFCU Hermantown Office • 4477 LaVaque Road

**Limited Seating, Reservation Required**

Call Teresa at 740-2273

If unable to attend, call Mickey Ferguson at 728-1887 for additional information about Medicare Options.



# Investment Services



NEIL ADKINS

## Annuities

The market turbulence of the last two years has created a mood of uneasiness for many investors, along with opportunity for others. What this volatility has helped people see and understand is the need to diversify their investments into many different types of vehicles instead of just stocks and/or mutual funds. While in the past many people moved their investments into the stock market, these same people are now making sure that a part of their portfolio is in fixed investments which are not subject to market risks.

Our Financial Network Financial Advisors located at Hermantown Federal Credit Union can meet your needs whether it be a fixed investment or being invested in the market. As an example of a Fixed Investment, Fixed Annuity's offer a competitive rate of return in a tax-deferred environment with guarantees written into the insurance contract. For members who are concerned about market volatility, Fixed Annuities may be a solution which meets their particular needs. There are many types of Fixed Annuity contracts and companies that issue them, and we encourage you to meet with our Financial Network Financial Advisors located at Hermantown Federal Credit Union to learn more.

For a review of your current investment portfolio and to learn more about Fixed Annuities and Fixed Investing please contact Neil Adkins at 218-740-2284.

There is a surrender charge imposed generally during the first 5 to 7 years that you own the contract. Withdrawals prior to age 59-1/2 may result in a 10% IRS tax penalty, in addition to any ordinary income tax. The guarantee of the annuity is backed by the financial strength of the underlying insurance company.

Financial Network is located at Hermantown Federal Credit Union, 4477 LaVaque Road, Hermantown, MN 55811.

\*Neil Adkins is a Registered Representative of and offers Securities and Investment Advisory Services through Financial Network Investment Corporation, a registered broker/dealer and Member SIPC.

Financial Network Investment Corporation and Hermantown Federal Credit Union are not affiliated Companies.

Investments are not NCUSIF insured, not a deposit, no credit union guarantee, may lose value, and not insured by any Federal Government.



**Experience the Hermantown Credit Union Difference.**

## HFCU Surcharge-free ATM Access

Now available at Allpoint Network Atms and Participating SuperAmerica Gas and Convenience locations. See Web site for more locations.



5601 Miller Trunk Hwy  
Hermantown, MN

1704 Woodland Ave  
Duluth, MN

4991 Miller Trunk Hwy.  
Hermantown, MN

1201 East Superior Street  
Duluth, MN

602 East 4th Street  
Duluth, MN

1002 - 88th Ave. W.  
Duluth, MN

7521 Comstock Lake Road  
Cotton, MN

1405 Broadway  
Superior, WI

5310 East Superior Street  
Duluth, MN

**Hermantown FCU Main Office**

4477 LaVaque Road  
Hermantown, MN

**HFCU Duluth Office**

2516 London Road  
Duluth, MN 55812

**Please check your statements monthly. If you notice you have been charged a fee at any of these locations listed above, please contact the credit union immediately and we will make the adjustment to your account.**



**Our Roster**

**Board of Directors**

Leonard Luoma, Chair  
 Margaret Taylor  
 Steve Morgan  
 Myron Lindahl  
 Lorraine Miskowski  
 Associate Director, Jim Olson

**Supervisory Committee**

Olive Kirkland  
 Vera Hanson  
 Pat Hendrickson

**Hermantown Office**

4477 LaVaque Road  
 Hermantown, MN 55811  
 Telephone: 218-729-7733  
 FAX: 218-729-7978

**Duluth Office**

2516 London Road  
 Duluth, MN 55811  
 Telephone: 218-729-7733  
 Fax: 218-728-4135

**Lobby Hours**

Monday-Friday 8:30 a.m. to 5 p.m.

**E-Herman (Online Banking): [www.hermantownfcu.org](http://www.hermantownfcu.org)**  
**Herman (Telephone Account Access): 1-800-417-1815**

**[www.hermantownfcu.org](http://www.hermantownfcu.org)**

*This newsletter is published periodically for informational purposes only and is not intended to provide investment, tax, or legal advice. All information contained is believed to be accurate, however, accuracy cannot be guaranteed.*

# SAVINGS RATES

ACCOUNT TYPE	APY*	TERM	COMMENTS
Share Savings	0.15%	N/A	Dividend declared by the Board and posted to all share accounts for the previous quarter
Money Market Savings	.40% - .75%**	N/A	\$2,500 minimum balance
IRA Savings	1.56%	N/A	\$50 minimum balance

  

ACCOUNT TYPE	REGULAR APY*	RELATIONSHIP APY*	TERM/MINIMUM BALANCE/COMMENTS
Term Share Certificates (CDs)	1.01%	1.26%	6 months \$1,000 minimum balance
	1.26%	1.51%	1 year \$1,000 minimum balance
	1.51%	1.76%	2 years \$1,000 minimum balance
	1.76%	2.02%	3 years \$1,000 minimum balance
	2.02%	2.22%	4 years \$1,000 minimum balance

\*A.P.Y. is annual percentage yield. Rates quoted are in effect for Savings 8/10/09, Certificates 8/10/09 and are subject to change.

\*\*Money Market Savings is a tiered adjustable account. Minimum balance requirements per tier. See credit union for details.



# OUR LOAN RATES

ACCOUNT TYPE	TERM	APR*
2002 and NEWER Secured Financing Call for details	Up to 120 months	6.00% - 17.25%
2001 and OLDER Financing Call for details	Up to 72 months	8.00% - 17.50%
Unsecured		11.75% - 18.00%
Home Equity Line of Credit*		5.00% - 9.25%
Home Equity Fixed		5.75% - 11.25%

\*APR is annual percentage rate. Rates quoted are in effect 5/7/09 and are subject to change. Includes ¼% discount for autopay.



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