



RED CROWN CREDIT UNION™

It's not just service. It's Personal.

The Quarterly Newsletter for Members of Red Crown Federal Credit Union, Summer 2010

New Processing System Slated for September 4

On September 4, we will be installing a new data processing system. This system will replace our old core processor which has become outdated. Basically, the software that serves as the hub for virtually all financial activity at Red Crown is about to get a turbo-boost!

The new processing system will help us operate more efficiently, allowing us to spend our time and resources on better serving you. It will enable us to provide you with the most convenient, innovative and cost-effective financial services. And will give us the necessary tools to meet and exceed the positive growth demands we continue to experience.

For the most part, the changes you will see should be fairly transparent. A few things will be noticeable, but all are for the better! Plus, in the months and years to come, you'll experience further improvements as we take advantage of the many capabilities our new system will offer.

A "Frequently Asked Questions" document is on pages 3 and 4 inside.

Incumbents Elected by Acclamation at Annual Meeting

Three Red Crown Board of Directors* members and one from the Supervisory Committee** were elected by acclamation at the 2010 Annual Meeting held April 22, 2010, at the Southtown branch in Tulsa.



The 2010-2011 Board of Directors officers are:

- Mary Stonecipher – Chair
- Gerry Thames* – Vice Chair
- J. Frank Jackson* – Treasurer
- Bob Slepka – Secretary
- Alvin Faircloth*
- Charlie Johnson
- Dan Lubojacky**
- J. D. Walker
- Grover Woods

We appreciate all of our Red Crown volunteers for their dedication to our members and to the credit union philosophy of people helping people.

Overdraft Opt-In Requirement

Have you ever had a situation where you are making a purchase with your debit card and suddenly realize that the check you meant to deposit a few days earlier is still in your wallet? You worry and wonder whether that purchase will go through. We can help ease your worries.

Available July 1, 2010, Red Crown will begin to offer a NEW overdraft service to cover ATM and one-time debit card transactions. This new overdraft service can help you avoid the embarrassment and inconvenience of having your purchase denied or ensuring funds are available at the ATM in case of an emergency.

However, we cannot provide you this service unless you Opt-In.

This service will not affect the overdraft protection you may currently have set-up to pull from either a savings account or line of credit. The new overdraft service would be a secondary option and only used if your primary option funds were exhausted.

If you haven't notified us yet, and you want us to authorize and pay overdrafts on ATM and everyday debit card transactions, complete the Opt-In Form below and return to any Red Crown branch. Or you can Opt-In online from our web site www.redcrown.org, under What's New, click on OPT-IN FORM. If you have questions, please call us.

Please Opt-In by completing this form:

_____ I want Red Crown Credit Union to authorize and pay overdrafts on my ATM and everyday debit card transactions.

Account Number (last 2 digits of account number) _____

Name _____

Signature _____

Date _____

Protect Against ATM Fraud

Keep your hard earned money in your pocket, not theirs.

One method thieves are turning to involves skimmers. While card skimming isn't new, a recent increase in skimming incidents should serve as a reminder to protect your cards every time you swipe.

Skimmers are card-reading devices attached to the card slots of legitimate ATMs. These unnoticeable devices allow the ATM to operate normally while permitting thieves to steal account information. Skimmers capture your card information from the magnetic strip on your card when the card is swiped. The PIN is then captured by a hidden camera, one watching you key in your code or using a keyboard overlay device. Criminals can then use this information to create a card and use it for fraudulent transactions.

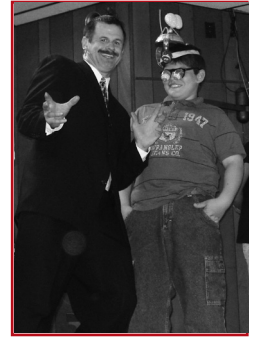
Below are some tips to help protect your credit and check cards:

1. Keep your contact information with your financial institution current. Your financial institution can't ask you about a suspicious charge unless it has your current contact information.
2. Make a copy of the front and back of your debit or credit cards and keep the copy in a separate location from your purse or wallet. If your card is lost or stolen, you'll have the phone number for customer service to report the card lost or stolen.
3. Let issuers know your travel dates and destination. If your card is used at an unusual location, the card issuer may decline the suspicious transaction.
4. Sign up for banking alerts if offered by your financial institution. These will inform you when particular changes occur, such as irregular card activity.
5. Stay away from ATMs that appear dirty or in disrepair. At best, such ATMs may not work when used, and at worst, may be fake machines set up to capture card information.
6. Do not use ATMs with unusual signage, such as a command to enter your PIN twice to complete a transaction.
7. Watch out for ATMs that appear to have been altered. If anything on the front of the machine looks crooked, loose or damaged, it could be a sign that someone attached a skimming device.
8. Avoid using the ATM if suspicious individuals are standing nearby. Criminals may try to distract you as you use the machine to steal your cash, or watch as you type your PIN.
9. Be aware that if your card gets stuck in the machine and someone approaches to help, it may be a scam. A criminal may be trying to watch as you enter your PIN code.
10. Remember to check your balance, account activity online and monthly statements on a regular basis.

The sooner you can notify your financial institution of any suspicious activity the better.

Guests "Mystified" at Mayes County Banquet

"How did he do that?" was the recurring comment when Magician Brad "Bradini" Evans entertained at the Mayes County Banquet held April 27, 2010. His act, filled with illusions, amazing tricks, comedy and audience participation, delighted all.



Membership Appreciation Picnic a Hit !

Members of all ages enjoyed the festivities held at the Southtown Branch June 12. It was great to see families join us for hot dogs, cotton candy, sno cones, the Jupiter jump, face painting, games and pedal go carts! We appreciate the support of all who came.

Holiday Closings

Independence Day	July 5
Closed for Conversion	September 4-6
Labor Day	September 6
Columbus Day	October 11

Visa Gift Cards . . .

...The ideal gift for any occasion!

Stock up on Visa Gift Cards now. The program is being terminated July 28, 2010. We hope to have a similar product in the near future. It's the perfect gift for birthdays, holidays, weddings, graduation and more!

Available for purchase at any Red Crown branch in \$25, \$50 and \$100 increments.



Member Account Verification

As part of our routine annual audit, our external auditors, Regier Carr & Monroe LLP, will send out an account verification notice to a random sampling of member accounts for verification with the June 30, 2010 statement balances. If you receive a request from Regier Carr & Monroe LLP to compare your account balance to the statement balance, please do so and be sure to mail the verification letter back.

This verification process is one of many internal controls followed by Red Crown to enhance the accuracy and reliability of our financial reporting systems which ultimately protect you, our member.

New Processing System FAQs (Almost) Everything you need to know about the upgrade!

Below you'll see highlights from a Frequently Asked Questions document we've prepared for the upcoming technology upgrade.
(This document can also be found on our website at www.redcrown.org.)

General Questions

1. What is a Core Processing System Conversion?

The Core Processing System is the computer system that Red Crown uses to maintain members' accounts and loans and to process transactions. This upgrade will allow Red Crown FCU to improve our efficiency and enable us to offer new products and services in the future.

2. When is the date of the conversion?

The computer system upgrade/conversion will occur over Labor Day weekend - September 4-6, 2010. All Red Crown FCU branches will be closed these 3 days to complete the conversion.

3. Is my personal data still safe and secure?

Yes. Your personal data and account information is safe and secure as always.

4. Are my funds still safe and secure?

Yes. Your funds remain secure at Red Crown FCU. All Red Crown accounts will continue to be insured by NCUA (the National Credit Union Administration) for up to \$250,000 per account.

5. Are all financial institutions converting data processors right now or is this specific to Red Crown?

This upgrade is specific to Red Crown FCU. The computer system upgrade is necessary to meet the current and future needs of our members. The new system will improve our efficiency, and allow us to offer our members new products and services in the future.

6. Is this computer system upgrade a result of the economy?

No. The conversion is not the result of the economy. Red Crown FCU remains a strong and secure financial institution.

7. Why is Red Crown converting data processors now?

Red Crown's agreement for its existing system will be expiring soon. Red Crown FCU took this opportunity to conduct an extensive review of core processing systems and determined that this conversion will best position the credit union to meet the needs of our members now and into the future.

8. What if I don't want my accounts converted?

All Red Crown FCU accounts will be part of the conversion. The features of your accounts will remain the same as a result of the conversion.

9. Will my account numbers change?

No. Your account numbers will not change. We want to make this conversion as simple as possible for our members and thus you will keep the account numbers you have always had.

10. Will I have to order new checks?

No. You will not need to order new checks.

11. Will Red Crown FCU's routing and transit number change?

No. The routing and transit number will not change. Red Crown's routing & transit number is 303986148.

12. Can I still write checks during the conversion?

Yes. You can write checks while Red Crown is closed. As always, you are responsible for ensuring that there are sufficient funds in your account to cover any checks you write during this time.

13. Will I have access to my funds during the conversion?

We will begin the conversion process after our branches close on

Friday, September 3, 2010. The new system will be up and running on Tuesday, September 7, 2010. During this time, you will have limited access to your funds through your ATM card or Visa Check Card. Access to home banking (CUOL), bill pay, eStatement and telephone banking (ART) will not be available. Credit Union Service Centers will have limited access as well. Suggested options for accessing your funds during this weekend are to: write a check, use a credit card or make the appropriate cash withdrawals prior to close Friday, September 3.

14. I have a share certificate (CD) coming due between September 4-7, 2010. When will I be able to make changes to this account?

When you receive your CD maturity notice in the middle of August, you can call in your change at that time. Red Crown certificates have a ten-day grace period at maturity during which you can make changes to the certificate without penalty. So you will have some time after the conversion to call in changes as well.

ATM and Visa Check Cards

1. During the conversion weekend, will there be a limit on ATM or Visa Check Card transactions?

Yes. There will be limited availability to your funds for purchases with your Visa Check Card or ATM withdrawals in effect Friday, September 3, 2010, until Tuesday, September 7, 2010. Members with additional cash needs are encouraged to make the appropriate cash withdrawals before this time period, write a check, or use a credit card.

2. What happens if I exceed the Visa Check Card or ATM withdrawal limit?

Your card will be denied.

3. Will my ATM or Visa Check Cards or PIN change?

No. Your cards and PIN will not change as a result of the conversion.

4. Will Red Crown ATMs be available during the conversion?

Yes. Red Crown ATMs will be available for your convenience.

5. Will my card work at other ATMs?

Yes. Your card will work at other ATMs as long as there is availability on the card.

6. What if I lose my ATM or Visa Check Card during conversion weekend?

If you lose your Red Crown ATM or Visa Check Card during the conversion weekend, please call 800-264-5578 to report it lost. Red Crown will not be ordering replacement cards during the conversion weekend. However, we will be able to order you a new card when we re-open on Tuesday, September 7, 2010.

7. Should I push Credit or Debit when making purchases with my Visa Check Card?

You should always push "Credit" for all transactions unless you are requesting cash back. Using "Credit" for transactions gives you greater protection against fraud.

Direct Deposit/Payroll Deduction & Automatic Payments

1. Will any part of my direct deposits, payroll deductions or automatic payments change?

No. You should see no change in your direct deposits, payroll

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New Processing System FAQscontinued from page 3

deductions or automatic payments. Everything should still come into the same accounts and distribute to the accounts requested.

Red Crown MasterCard Credit Cards

1. Will the conversion affect my Red Crown MasterCard credit card?

No. The Red Crown MasterCard credit card will not be affected by the conversion. Your card will function as usual during the conversion weekend.

2. What if I lose my Red Crown MasterCard credit card during the conversion weekend?

If you lose your Red Crown MasterCard credit card during the conversion weekend, please call 800-442-4757 to report it lost.

Loans

1. Will my Red Crown FCU loan due date be affected by the conversion?

No. Your loan due date will remain the same.

2. I have payroll deduction for my Red Crown FCU loans. Will any part of payroll deduction payments change?

No. Your payroll deduction will not change. It will still come into the same accounts and payment will be distributed to your accounts as requested.

3. Will my automatic transfer payments from savings or checking change in any way?

Your payment will continue to automatically transfer from your savings or checking account as requested.

4. Will I be able to complete an online loan application during the conversion weekend?

Yes. Our online loan application will continue to be available.

Home Banking - CUOL

1. Will the conversion change the online Home Banking service?

Yes. The conversion will provide an entirely new Home Banking and Bill Pay service with improvements to the look and functionality over the existing service, including Mobile Banking.

2. Will my Home Banking User ID change?

No. Your Home Banking User ID will remain the same.

3. Will my Home Banking password change?

No. Your Home Banking passwords will remain the same.

4. Will my Home Banking security settings change?

Yes. Security settings will change for all members. You will be prompted to select new security settings upon initial login.

5. When will I not have access to Home Banking?

Home Banking will not be available from close of business Friday, September 3 until the morning of Tuesday, September 7.

6. Will my full account history be accessible in Home Banking after the conversion?

No. Only activity from September 7, 2010, going forward will be accessible in the new Home Banking system. However, you can have access to your prior month's statements via eStatement which will be available within the new Home Banking service like it is today.

7. Can I save my account history from before the conversion?

Yes. You would need to print, copy/paste/save or download your account history to a money management software program such as Quicken or MS Money on or prior to September 3.

8. How do I access account history prior to September 3 end of business?

All members will receive a statement for August thru September 3 so they have the latest account information. Members who need account history prior to September 3 may continue to view all of their available statements via eStatement or contact a member service representative at Red Crown.

Audio Response/Telephone Banking

1. Will the Audio Response Telephone Banking service ART be available during the conversion?

No. Telephone banking will not be available from close of business Friday, September 3 until the morning of Tuesday, September 7.

2. Will my login for Telephone Banking change?

No. Your login will remain the same.

3. Will my password for Telephone Banking change?

No. The new audio system will accept your current password.

4. Will my voiceprint carryover?

Our new system does not have the voiceprint authentication.

5. Will there be new transaction codes to learn?

Yes. There will be new transaction codes for the Telephone Banking system. As soon as we know more, we will publish them on our web site.

Bill Pay

1. Is Bill Pay going to be affected by the conversion?

Yes. Bill Pay will convert to an entirely new system.

2. Will I need to setup my Payees again in Bill Pay?

No. You will not need to setup your existing Payees again.

3. Will my Pending Payments still be setup in Bill Pay?

Yes. Your Pending Payments will convert to the new system.

4. Will my Bill Pay history transfer over to the new system?

No. Your existing Bill Pay history will not transfer to the new system.

5. How do I access Bill Pay history prior to September 3?

Members who need bill pay history prior to September 3 can contact a member service representative. We will still have access to the old system post conversion.

Statements

1. Will statements be affected by the conversion?

No. Paper statements and eStatement will not change. The statement layout or format may change slightly, but our statement provider is remaining the same.

2. Will my old statements be accessible in Home Banking after the conversion?

Yes. Nothing is changing with our statement provider. So eStatements will still be available as they are today after conversion.

3. Will access to my eStatement change?

eStatements will continue to be available within Home Banking. The separate eStatement Login from our home page may be discontinued. This is yet to be determined.

We appreciate your patience during this conversion process. Our goal is to make it as seamless as possible for our members. Please contact us with any questions or concerns. Thank you!