QUARTERLY JOURNAL OF ALABAMA ONE CREDIT UNION

Holiday Closings

Monday, October 10 *for Columbus Day*
Friday, November 11 *for Veterans Day*
Thursday & Friday, November 24 & 25 *for Thanksgiving Holidays*
Monday, December 26 *for Christmas Holidays*
Monday, January 2 *for New Year's Holidays*

Fall 2016

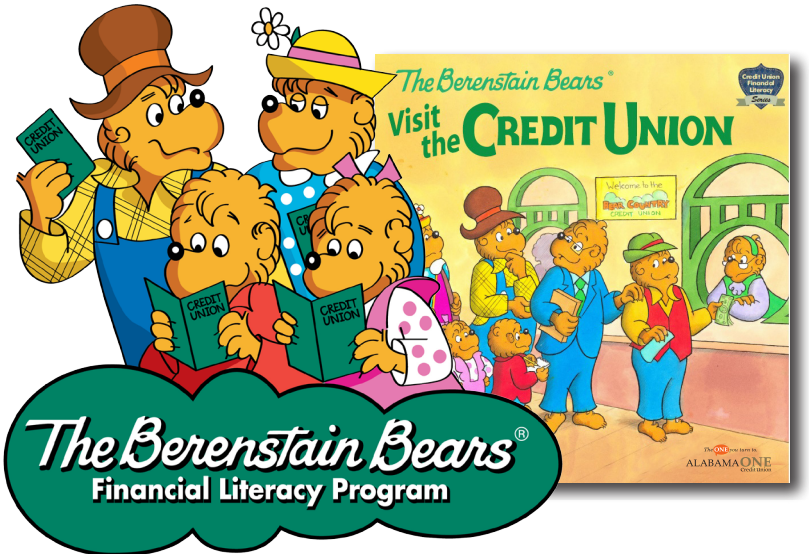
ALABAMA ONE Credit Union

A COLLECTION OF NEWS, INFORMATION, AND COMMUNITY OUTREACH

More good things on the horizon.

The new Home Branch is now available! It is easy to use, stylish and colorful. Even better, the platform behind the new Home Branch is packed with capabilities for the future. That means loads of new features to come, like text alerts, remote capture for deposits, and more! Plus it is the first step to implementing the new Mobile App, which will also roll out this fall. In addition to these positive changes, your Credit Union is also updating Tellerline and preparing to launch a new improved website. While these innovations all revolve around the technical vehicles that Alabama One uses to provide member/owners with improved account access, there are also some positive changes in how your Credit Union now serves its members – most recently, by adding consumer loan officers to busy branch locations. That means personal service and fast answers. Equally exciting are the developments happening in a hallway upstairs at the Main Office. That's where your Credit Union has dedicated space to create the new Community Wall. Once a simple passageway, it is now a happy environment, providing a visual snapshot of the many ways your Credit Union, its team members, and members impact the communities we serve. Stop by and visit when you're in our area!

The NEW Community Wall at the Main Office.



CUB Accounts are coming soon!

Recognize these guys? It's the Berenstain Bears and they are coming soon to Alabama One!

Loved by all generations, the Berenstain Bears will join Alabama One to help teach children the value of saving and budgeting their money for the future – as well as other components of financial literacy, like earning and spending money. Nationwide, the bears are already well known. They are longtime figures in most school libraries and homes, and have a standing reputation as being some of the most informative, lovable, approachable literary characters around. Plus, the Berenstain Bear Financial Literacy Program brings a wealth of new tools to your Credit Union as well, from kid-friendly educational books, to support resources, and new ways to engage children. If your child is a member of the Moola Moola Savings Club, their membership will automatically roll over into the Berenstain Bear's CUB Account. If your child is not a member, stop by any one of our convenient branch locations today and join. It is simple to join and it is never too early to begin teaching your children the value of saving money for the future.

Your Credit Union has lots of great plans to introduce the new CUB Account to members and their families! So be on the lookout for announcements of new adventures. Email our marketing team at marketing@alabamaone.org to make sure you receive updates on our new CUB program and other new Alabama One products and services.

Meet Your Manager

(From left to right) Tanner F., Jack Warner Parkway Branch Manager, Cheri B., Jack Warner Parkway, Mortgage Manager, and Michael A., Main Office, Consumer Loan Officer

Each month, your Credit Union features one TEAM manager through the *Meet Your Manager* series in order to highlight leadership at each of the 11 branch locations. This fall, we would like to recognize **Tanner F.** and **Cheri B.** at the Jack Warner Parkway branch location, and **Michael A.** at the Main Office. These hard workers are committed to your Credit Union, their TEAM, and creating a unique, personal experience at Alabama One. This series is available through the *Member Exclusive* email and can be found on the website. To sign up, call 205-759-1595 to make sure we have your email address on file, or add it through Home Branch under the Maintenance tab.

Employees of the Month

July: Christi G. and Kendra F.; August: Jennifer U. (top left to right) and Renee O.; September: Brittany E. and Lindsey N. (bottom left to right).

Meet our most recent Employees of the Month:

Christi G., mortgage loan closer, was nominated for her wealth of credit union knowledge and expertise.

Kendra F., teller, is known for her contagious smile and that she never seems to meet a stranger.

Jennifer U., consumer credit coordinator, was recognized for her positive attitude and willingness to help out.

Renee O., consumer operations supervisor, is praised for her dedication and kindness.

Brittany E., training and development manager, always goes the extra mile and makes our TEAM members and members feel welcome.

Lindsay N., residential servicing specialist, is known for always going above-and-beyond with a smile on her face.

Congratulations to Christi, Kendra, Jennifer, Renee, Brittany and Lindsay for their outstanding service to our members, TEAM and community!

In the Community

Credit Union TEAM members at the Annual Chamber in Session: State of The Community Event

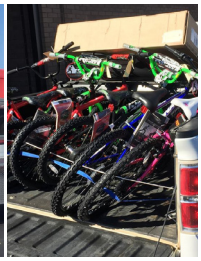
Operation Credit Union Christmas

Christmas is just months away, and we are busily preparing for our annual Operation Credit Union Christmas! In addition to our t-shirt, hat, and candy sales, the **Holiday Skip-A-Pay Program** also supports OCUCH. We are also selling **Angel Pinups** to help raise money to bring Christmas magic to children in our 64247 community.

A visit to the Main Office from Jo Jo's Food Truck on September 2 helped kick off the **Angel Pinup** campaign and raise awareness of OCUCH. Pinups are available at all branch locations and can be purchased for one dollar in honor of someone special between now and December 31. With your tremendous support, 2016 will be a "Christmas to Remember" for many children.

Angel Pinups available at all branch locations

Jo Jo's Food Truck at the Main Office



The first load of toys for OCUCH families

Chamber of West Alabama

Alabama One attended the annual Chamber in Session: State of the Community event, on August 24, 2016 at the Bryant Conference Center. Local officials focused on their efforts to move the community forward through collaborative efforts. 25472 TEAM members participating included Brittany D., Doug K., Kelly D., Doug S., Tanya W. John O., Jason H., Jack H., and Kara G..

Adopt-A-School: Northport Elementary

This past August marked the 14th year that your Credit Union has served as an Adopt-A-School partner and the 9th year your Credit Union has partnered with Northport Elementary School. To kick off the 2016-17 school year, Alabama One sponsored a golf team for the 26th annual Nucor Steel Tuscaloosa Adopt-A-School Golf Tournament on September 8, which was held at Ol' Colony Golf Course. Alabama One participants were Caroline V., Doug S., Jason H., and Robert Thomas F.

Alabama One is honored to participate in the Adopt-A-School program and looks forward to another great school year.

Alabama One's golf team at the Nucor Steel Tuscaloosa Adopt-A-School Tournament.

Tinsel Trail

Be on the lookout for Alabama One's festive Christmas tree during the 2016 Tinsel Trail, which kicks off November 22. Tinsel Trail, presented Tuscaloosa's One Place, features more than 125 sponsored Christmas trees throughout the holiday season. We hope to see you there, and invite all members to take a picture in front of our tree and email it to marketing@alabamaone.org. Tinsel Trail will be located along Tuscaloosa's Riverwalk November 22 through January 4 and is free and open to the public. 111647

United Way of West Alabama

Your Credit Union attended the United Way Campaign Kickoff Luncheon on August 16 and will launch its campaign November 1. TEAM members present were Tanya W., Amy H., Georgia B., Josie K., and David W.

AOCU TEAM at the United Way Kickoff

Shelton State Community College: CONNECT

This event provided 30327 a chance for students to make CONNECTions with community businesses and Shelton State organizations. It was held at Shelton State in the Martin Campus Atrium on September 14 and 15. TEAM members participating were Tanya W. and Lynn R.

TEAM members at Shelton State CONNECT

Black Warrior Fiddle Fest

This summer, 85421 Alabama One Credit Union was a proud sponsor of the Black Warrior River Fiddle Fest. The Fiddle Fest was held June 10 - 11 at Government Plaza in downtown Tuscaloosa.

Member performing at Fiddle Fest

Tuscaloosa Park and Recreation Authority

Your Credit Union was honored to sponsor girl's volleyball through the Park and Recreation Association.

Members of sponsored volleyball team

TEAM Member Picnic

Alabama One's summer "TEAM Member Picnic," took place July 23 at the Buddy Powell Pavilion. It was a great time for the TEAM members and their families who came out and enjoyed this fantastic outing with us.

TEAM enjoying the TEAM Member Picnic

Fall Loan Kick Off

For a mortgage, home equity line, automobile or recreational vehicle, drop by Alabama One to apply today. You'll get fast answers, a fantastic rate, and a chance to win one of three prizes: two tickets to the Iron Bowl, a Big Green Egg, or a $500 Visa gift card. Apply today; with the deals we have, everybody wins! Kick off event ends 10/31/16! Act Fast!

To Serve You Better

- Our Skyland West, Hwy 43 and Taylorville branch locations received an *extra* consumer loan officer.
- A **NEW ATM** will be installed in the Temerson Square Entertainment District downtown Tuscaloosa by mid-October.

New Home Branch

Alabama One's *NEW* Home Branch is now available! It's sleek, colorful, and easy to navigate. Even better, the new Home Branch means more great features in the near future. The new platform is the FIRST step to adding functions to make Home Branch even better like:

- Text alerts
- Remote capture for deposits
- And more!

So, hurrah for the all new Home Branch, bringing members improved account access and even more great things in the future!

Updated Fee Schedule

Effective September 1, 2016 changes took effect in the Alabama One Fee Schedule. To view the complete list of changes in the new Fee Schedule, visit the disclosures tab at **www.alabamaone.org**

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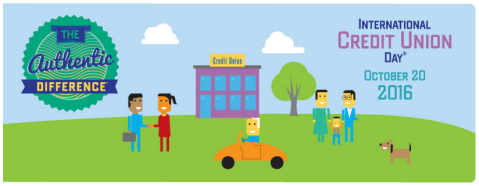


International Credit Union Day

On October 20, credit unions around the world will celebrate International Credit Union Day. We think ideas like people before profit, social responsibility, and financial education improve lives. So when we wish you a Happy ICU Day at Alabama One, know that we're thanking you for belonging to a movement that's helping your neighbors — and people around the world — grow and thrive and follow their dreams.

Home Branch

Home Branch is available at **alabamaone.org.** Your Credit Union also participates in shared branching through CU Service Centers (CUSC, Inc.). To find a shared branch ATM location, call **(800) 919-2872** or visit **www.co-opcreditunions.org.**

Now Hiring Smiling Faces

We are looking for smiling faces to add to our TEAM! Apply at **alabamaone.org/careers.**

New Hours

Effective **September 1,** hours of operation changed at most locations. A complete list of hours is listed below and at **alabamaone.org** for your convenience.

Traveler's Checks

Now available at the Main Office only.

Vehicle Certificates of Title

We will now be mailing your certificate of title to your account address 10 to 14 days after your loan is paid in full. If you do not receive your title within 21 days following the payoff of your loan or if other arrangements need to be made, please email the Title Department at **title@alabamaone.org**.

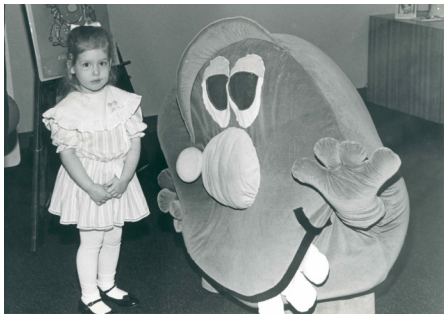
Need App Login Help?

Find helpful tips at **alabamaone.org**

Don't Miss Out!

Sign-up for our monthly email to get information on promotions, surveys, community news and events your Credit Union is participating in. You can sign up by visiting any branch or by calling **(205) 759-1595.** To opt-out of this service, simply select unsubscribe at the bottom of your next email. **Sign-up Today!**

From the ARCHIVES



Win $20 In CASH!

Find your account number hidden somewhere in The Newsletter and you're $20 richer. Call Tanya at (205) 759-1595 ext. 118 if you find your account number.

ONE Voice

Want to share a comment or give feedback? One Voice is a way to share your thoughts. Drop us a letter or send an email. Let your voice be heard today.

Email: admin@alabamaone.org
Mail: PO Box 72058
Tuscaloosa, AL 35407

TUSCALOOSA COUNTY

Main Office
1215 Veterans Memorial Pkwy
Tuscaloosa, AL 35404
Mon – Fri: 8:00 a.m. – 5:00 p.m.
(Drive-Thru Open Until 6:00 p.m. on Fridays)

BF Goodrich Branch
4520 21st St
Tuscaloosa, AL 35401
Mon – Fri: 7:00 a.m. – 4:00 p.m.

Northport Branch
1501 McFarland Blvd
Northport, AL 35476
Mon – Fri: 8:30 a.m. – 5:00 p.m.

Highway 43 Branch
4750 Rose Blvd
Northport, AL 35475
Mon – Fri: 8:30 a.m. – 5:00 p.m.

Taylorville Branch
6822 Highway 69 S
Tuscaloosa, AL 35405
Mon – Fri: 8:30 a.m. – 5:00 p.m.

Skyland East Branch
3700 Skyland Blvd E
Tuscaloosa, AL 35405
Mon – Fri: 8:30 a.m. – 5:00 p.m.

Skyland West Branch
70 Skyland Blvd E
Tuscaloosa, AL 35405
Mon – Fri: 8:30 a.m. – 5:00 p.m.

Commons North Branch
4605 Rice Mine Rd NE
Tuscaloosa, AL 35406
Mon – Fri: 8:30 a.m. – 5:00 p.m.

Jack Warner Parkway Branch
1000 Jack Warner Pkwy NE
Tuscaloosa, AL 35404
Mon – Fri: 8:30 a.m. – 5:00 p.m.

PICKENS COUNTY

Pickens County Branch
194 Reform St
Carrollton, AL 35447
Mon – Fri: 7:30 a.m. – 4:00 p.m.

MOBILE COUNTY

Mount Vernon Branch
945 Coy Smith Hwy
Mt Vernon, AL 36560
Mon – Fri: 8:30 a.m. – 5:15 p.m.

ONEderful Words *from our members*

Alabama One has been good to me.
C. Faulkner

We were very pleased with our house refinance! I ended up refinancing my car and did a home equity. We were very pleased with the Jack Warner branch!
K. Ellis

Keep up the wonderful work all of you do. Thank you so much.
Anonymous

Just a note to let you know how much I appreciate your staff member, Georgia, for going above and beyond in helping me. She is always cheerful and I look forward to seeing her at the drive-thru window. She is an asset to your team.
J. Elmore

NCUA EQUAL HOUSING OPPORTUNITY
Federally Insured by NCUA