

# 2009 President's Report

April, 2010

Dear Credit Union Member:

Although 2009 was a challenge economically for the credit unit and its membership there were many accomplishments for which we all can be extremely proud.

During 2009 the Board of Directors continued to look very hard at providing the membership with more robust and enhanced products and services. Some of the ones for which we are most proud that were achieved in 2009 were:

1. Continued the marketing campaign in an effort to attract new members to the Credit Union.
2. Updated the promotional brochures for the credit union – request a supply for your office or colleagues.
3. Enhanced the design of the web site to better serve you – the member. Check it out at [www.carfcu.org](http://www.carfcu.org)
4. Began a new mortgage loan program to offer fixed rate 30 year mortgages at attractive rates and terms for the members and their clients.
5. Continued to offer better than competitive rates on shareholder deposits and attractive rates for our various loan products.
6. Enhanced our relationship with our sponsor – GCAAR by appointing a member of their board of directors as a liaison to our Board.
7. E-statements are becoming the method of choice to our members for receiving up to date information on their accounts. We continue to enhance this and make it more attractive to the member.

We continue to search for new ways to make our Credit Union attractive to our members and make it the lender of choice.

Check our website [[www.carfcu.org](http://www.carfcu.org)] for details on other programs that we have initiated:

- On line bill paying
- Overdraft protection

Although we are all experiencing unprecedented economic challenges, rest assured that your credit union is here to provide you with the best of financial and personal services. Unlike many financial institutions that have been in the headlines recently, your investment in the Greater Capitol Area Realtors Federal Credit Union remains safe and secure. Your deposits are insured up to \$250,000. We continue to have no exposure to risky loans. Our standards and

lending policies have been maintained to exclude high risk loans. We also do not encourage our members to take on more debt than they can reasonably manage as this would not be in the best interest of the credit union and its shareholders.

We continue to receive good marks from the federal examiner – a 2 rating for the fifteenth consecutive year. We rely heavily on the advice and counsel of the federal examiner and continue to grow and prosper.

We continue to look for ways to better serve you with products and services that assist you with your financial decisions. If there is a way that we can better serve you please let us know. We are here to serve your needs.

It has been my privilege and honor to serve as the Chairman of the Board of your credit union this past year. The decisions that we make are done with you, the member in mind. The Board members are very active and forward thinking and I thank them for their ideas and suggestions that continue to make the Credit Union thrive and benefit you as a member.

Our staff, Tony and Nancy, continues to provide service to you in a professional and pleasant manner day in and day out, We thanks them as well as for their high level of commitment and service to the membership.

Respectfully submitted,

CAPITOL AREA REALTORS FEDERAL CREDIT UNION

*Harold H. Huggins*

Harold H. Huggins, CCIM, CPM, CRB, CRS, GAA, GRI, RECS  
CHAIRMAN OF THE BOARD

“Enjoy the Credit Union Difference”