



A Message from Our CEO Milton J. Hershberger

With the highly publicized issues regarding commercial bank fees, many are looking to the Credit Union to handle all of their financial needs. As a not-for-profit financial institution, we put the interest of our members first—service not profits. Our philosophy is one of “people helping people.”

As an example I invite you to take a look at our VISA® Credit Card offering. Our program is straightforward with great rates and no hidden fees. As an added bonus, ABCO VISA® Credit Card holders also earn reward points for purchases that can be redeemed for a variety of products and services—even travel.

I realize that many of our members in this economy feel financially challenged. We can help. Our members have access to a FREE program called BALANCE.SM The financial counseling and education program can help provide the direction you need to get back on track. Please check out this valuable resource available on our website. Also see additional information about BALANCESM in this issue of *Money News*.

Our checking accounts also provide a service that's hard to beat. There are no minimum balance requirements and our Premiere Checking account earns a high rate when some easy requirements are met. And, our Debit Cards carry **NO monthly fees**.

Even though you may realize what a good deal ABCO is, you may think that switching your accounts from a bank would be a hassle. The tendency may be to put it off until tomorrow or next week. However, in these economic times putting it off until tomorrow can cost you a lot today. To make switching easier, our staff has developed a hassle-free **Switch Kit** to walk you through the process. It is available online, at any Branch or by contacting our Member Care Center. Contact us if you need any assistance. We are here to help.

We Are the Better Value

Have Accounts at Other Financial Institutions?

Stop worrying about...

- What new fees will be imposed
- If your interest rate will suddenly change
- If your credit limit will be reduced
- If you need a minimum balance
- If you will be charged for Online Banking
- Or other unexpected changes and charges



ABCO's mission since 1958 is to help people like you succeed financially—not to make a profit.

Make the Switch to ABCO



Good Reasons to Switch all your Accounts

- **No-Fee Debit Cards**
- **Free Checking**—no minimum balance requirements, no monthly fees
- **Free Online Banking & Bill Payer**
- **Low-Rate VISA® Credit Cards** with rates as low as **6.75% APR.***
No-Fee Balance Transfers AND Free Reward Points for Purchases
- **Free Premium Rate Checking Account**—
Earn **2.52% APY**** with easy qualifications
- **Loans with Affordable Rates**—Holiday, Auto, Mortgage, Home Equity, Refinancing

We Make it Easy to Switch

Our Hassle-Free Switch Kits provide simple, step-by-step instructions and all the forms you need. These kits are available at the Branch Offices, online at goabco.org/switchme or by mail from Member Care (email MemberCare@goabco.org or call 800-225-1859 x7600). Existing members may be able to switch faster with just one phone call to Member Care.

*The rate a member pays is based on credit worthiness. Balance Transfers up to a member's credit limit. Contact us for details. **APY=Annual Percentage Yield. Rate quoted as of 11/1/11. Some easy monthly requirements are necessary to earn the high rate each month. Ask us for complete details.

In This Issue

Like Us on Facebook
Important Notices
Food Drive

Boost Credit Score
Bike Winners
CEO of the Year
Best in Burlington County

Skip-A-Payment
Board of Directors Nominations
Jingle Holiday Loan
ABCO Visa®

ABCOSM Federal CU Credit Union

Big City Efficiency... Small Town Friendliness

P.O. Box 247 • Rancocas, NJ 08073-0247



Turn on the
Better Value
Make the Switch
to ABCO.



Your credit score affects your rate.
See inside for steps to boost your credit score and information about BALANCE.SM

*The rate a member pays is based on credit worthiness. Balance Transfers up to a member's credit limit. Contact us for complete details.

Frustrated with credit card tricks and traps?

Switch to an ABCO Visa[®] Credit Card

- Fixed Rate As Low As **6.75% APR***
- No Balance Transfer Fee
- Earn Reward Points for Purchases
Redeem for Gifts, Merchandise, Travel

Call or Apply Online



Have an ABCO Loan? Need Extra Holiday Cash?

Use our **SKIP-A-PAYMENT** Option

Skip-A-Payment on Most ABCO Loans* (see exclusions below)

For One Month—Either December or January • For One Low \$25 Processing Fee

*Loans excluded from offer are: Mortgages, Home Equity, Credit Builder Loans, Privilege Pay and Visa® Credit Card Payments



YES, I/we would like to Skip-A-Payment on my/our loan(s).

Date _____

Member Name _____

Address _____

City/State/Zip _____

Account/Member No. _____

Please deduct the **\$25.00 per loan fee** from my (check one):

Share Savings Account Share Draft Checking Account

Other Account

If you have more than one loan, skip the same month for all loans, December or January.

DECEMBER (must be received prior to Dec. 10, 2011)

JANUARY (must be received prior to Jan. 10, 2012)

ONE LOAN: _____

OTHER LOANS: _____

IMPORTANT NOTICE: In order to enjoy the extra cash that Skip-A-Payment provides, all parties who signed the loan(s) must sign this coupon. Incomplete signatures will void your request and you will be required to make your regular scheduled payment(s).

Your Signature _____ Joint Signature _____

By signing above you authorize ABCO Federal Credit Union to advance your next loan payment date to the month following the one selected thereby extending your repayment term. There is a \$25 processing fee for each loan for which you elect to skip a payment. You authorize the credit union to deduct the fee(s) from any account that you have with the credit union that has funds available. Interest will continue to accrue on your loan during the month you skip your payment. If you have multiple loans, we will select the loan with the highest payment to skip unless otherwise directed.

Return this form by mail, in person at any Branch Office or FAX to the Lending Dept. at 609-877-9368.

Board of Directors Nominations and Election Procedures

James Cotten and Ellen Kuiper have been selected by the Nominating Committee to fill two vacancies on the 2012 ABCO FCU Board of Directors.

Additional nominations for the Board of Directors may be made by petition. If you are interested in being nominated by petition for one of the seats on the 2012 Board, please send your request in writing to: Secretary of the Board of Directors, ABCO Federal Credit Union, P.O. Box 503, Rancocas, NJ 08073. You will receive a packet of information explaining the procedure. This packet must be completed and received by close of business December 31, 2011.

The 2012 Annual Meeting is scheduled for March 27, 2012. The election of two Directors will take place at that time. Nominations from the floor will not be entertained unless circumstances prior to the election result in an insufficient number of candidates for the vacancies.



\$1,200 Loan*

12.00% APR • 12 month term

Call us or go online to apply.

*Not a guarantee of refinancing. All loans are subject to credit approval and other restrictions. Ask us for details.

ABCOSM Federal CU Credit Union

MAILING ADDRESS

P.O. Box 247, Rancocas, NJ 08073-0247

goabco.org



PHONE (ALL LOCATIONS)

800-225-1859

MEMBER CARE: Ext. 7600

Email: membercare@goabco.org

24/7 TOUCH-TONE TELLER

800-808-2226

OTHER SUPPORT NUMBERS

Visa® – Evenings, Weekends and Holidays

Visa® Credit Card.....800-453-4270

Visa® ATM/Check Card.....800-523-4175

Bill Payer.....877-760-6004

OFFICE LOCATIONS

WILLINGBORO AREA

MAIN OFFICE

FULL SERVICE BANKING CENTER

690 Beverly-Rancocas Road

LENDING CENTER

East Ridge Shopping Center

621 Beverly-Rancocas Road

RANCOCAS VILLAGE

215 Main Street

BRANCH OFFICES

ATLANTIC CITY

2652 Atlantic Avenue

BROWNS MILLS

81 Pemberton Browns Mills Road

COOPER HOSPITAL

(Hospital Employees Only)

1 Cooper Plaza, Camden

EGG HARBOR TWP.

6716 Black Horse Pike, Suite 8

GLASSBORO

Doubletree Center

870 Delsea Drive

RIDER UNIVERSITY

Ground Floor of the BLC

Next to University Bookstore

FOR CURRENT HOURS OF OPERATION AND DIRECTIONS TO OFFICES

Go online @ goabco.org or call us.

ABCO FCU's ROUTING AND TRANSIT NUMBER

2312-7827-4

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Like Us?

MAKE IT OFFICIAL.

Like Us on Facebook and Enter to WIN one of (2) iPad 2s

now thru Dec.15th

FACEBOOK.COM/ABCOFCU2

Must be a member in
good standing to win.



Important Notices

Inactive Accounts

Beginning in 2012, members who have an inactive account will only receive an annual statement and we will be assessing a fee for that paper statement of \$1.00. You can avoid that fee by:

1. Enrolling in Free Online Banking and signing up for Free e-statements.
2. Starting to use your existing ABCO Account and opening additional ones.

We ARE the best value for all the services you use. See Good Reasons to SWITCH on the front page.

Attention Members with Vehicle Loans at ABCO

In an effort to improve our member service and operational efficiency, we have implemented a new tracking procedure for the required vehicle insurance on each loan. Our loan agreement requires that loan collateral is continuously insured against physical damage losses during the entire term of the loan.

As part of this process, we are asking everyone who currently is financing a vehicle with ABCO to check their insurance coverage and verify the following information:

- Continuous insurance coverage with no lapses
- ABCO Federal Credit Union named as lien holder or loss payee
- Comprehensive and collision coverage (or physical damage)
- No excluded drivers

If you are not sure this information is current or need to provide us with updated information, you can reach us at the following contacts:

ABCO Federal Credit Union

P.O. Box 924115 - Fort Worth, TX 76124

Fax: 1-877-451-3533

Online: www.MyLoaninsurance.com

Thank you for your cooperation in this very important matter.

ABCO Donates Over 1,000 Pounds of Food to Food Bank of South Jersey



“Credit Unions Build A Better World” was the theme for this year’s International Credit Union Week. To help build a better world locally, ABCO employees organized a food and membership drive to benefit the Food Bank of South Jersey.

During that week, ABCO set up food collection bins in their nine locations throughout New Jersey. For each person that joined, ABCO donated the new member fee of \$10 to the Food Bank.

At the conclusion of the week, 1,085 pounds of food was collected from employees, members and non-members and \$940 was given as a cash donation.

“It’s nice to see local organizations working to help others,” said Norma Stanton of Delanco, NJ, “especially in times like these.” Norma donated stuffing, mashed potatoes and other items typically served with Thanksgiving dinner.



Norma Stanton – Delanco, NJ

The Food Bank of South Jersey runs a large-scale food distribution program that annually links 8 million pounds of food with over 200 charitable food providers, such as food pantries, soup kitchens and emergency shelters. The Food Bank of South Jersey is the largest source of government and non-government food assistance in South Jersey.

To learn more about how you can help Food Bank of South Jersey, visit www.foodbanksj.org



Steve Gremmels, Mailroom Assistant, loads the donated items into the Food Bank’s van.



Kristen Buchanan, Willingboro Branch Supervisor, welcomes members and guests.

Steps to Boost Your Credit Score

Every time you apply for a loan, your application is judged in part by your credit score. Lenders use your credit score, ranging from 300 to 850, to determine whether to grant credit, and at what rate.

Fortunately, you can take steps to boost your credit score. Shown in order of the percentage of impact they have on your credit score, these tips can maximize your score and influence your credit worthiness.

- **35%—Pay your bills on time.** Late or missed payment, foreclosures, and bankruptcies have greatest negative effect.
- **30%—Keep debt in check.** Try to keep your account balances below 50% of your credit limit. For instance, if your credit card has a limit of \$2,000, keep the balance less than \$1,000.
- **15%—Keep accounts open.** Closing old accounts—especially ones with a good payment history—shortens your credit history and lowers your score.
- **10%—Avoid excessive inquiries.** A lot of new credit requests—in a short period of time—can reduce your score.
- **10%—Keep a healthy mix.** The remaining 10% of your credit score depends on the types of credit you’re using. Make sure to have a healthy mix of credit.

For more FREE BALANCESM financial fitness information contact

Phone: 888-456-2227

Online: balancepro.net

BALANCESM



FINANCIAL FITNESS PROGRAM

BALANCESM en Español.

e-statements Keep you Rolling and Help the Environment

Members who use our Free e-statements and Online Banking can save time, be secure and save the environment.

- **Save time**—all your account information is right at your fingertips online, 24/7.
- **Be secure**—avoid paper statements being lost or stolen in the mail. And, best of all, eliminate the shredding hassle.
- **Save the environment**—ditch the clutter and eliminate paper. Saving trees has never been easier.

Two lucky ABCO members signed up for e-statements during our Third Quarter promotion and were the winners of Jamis Earth Cruisers.



Susan Evans



Dameka Cross



Milton J. Hershberger Named 2011 CEO of the Year by the New Jersey Credit Union League

Honored for 52 Years of Service and a Stellar Year at ABCO

Milton "Milt" Hershberger, CEO of ABCO Federal Credit Union, founded the credit union in 1958 as the Burlington County Teachers FCU. The credit union was established with only a handful of members, with Hershberger taking deposits in his garage, the first being a mere \$1.50.

Since then, the credit union has grown to almost \$170 million in assets and now serves over 30,000 members. In 2010 in particular, Hershberger led the credit union to new heights and gained recognition for it—under Hershberger's leadership, ABCO FCU was voted "Burlington County's Best Credit Union" for 2010. For his dedication to the credit union over the years and the credit union's major accomplishments over the past year under his leadership, Milt Hershberger is the 2011 CEO of the Year.

During his tenure as CEO, Hershberger has shown unrelenting dedication to the communities—especially the underserved—and schools the credit union serves.

"Reaching our underserved communities is one of his passions," states ABCO FCU Member Care Center Manager Loretha Bingham. This passion led to the credit union opening two new branches in communities classified as underserved areas.

Hershberger has also initiated, reviewed and implemented programs to assist underserved members, including educational programs and small credit builder loans without a credit check in an effort to assist members with establishing good credit, which, says Bingham, don't necessarily bring in substantial income, but are "valuable to those in need."

In collaboration with ABCO FCU President Ellen Kuiper, the Board of Directors and Senior Management team, Hershberger has developed and implemented strategies that have preserved the credit union's assets, minimized its risks, and produced and maintained a grounded, efficient and effective financial operation, even in the challenging economy.

In addition to his dedication to serving the underserved and motivating his staff to be the best they can be, Hershberger also embraces and defends the credit union philosophy.



"Our mission of 'people helping people' is woven into the fabric of his being and lived out through a culture of service," Bingham said.

Hershberger has led ABCO FCU and the credit union movement valiantly, with over 52 years of service to the credit union, and it has not gone unnoticed.

"I feel Mr. Hershberger is an asset to our organization simply because he has been smart enough to establish it, grow it, maintain it and pass on the credit union philosophy as a viable alternative to commercial banks," states Bingham.

Congratulations "Mr. H!"



Paul Gentile, NJCUL President/CEO (left) and Shawn Gilfedder, Chairman of the NJCUL Board (right) present the CEO of the Year award to our "Mr. H."



ABCO Named Best Credit Union in Burlington County

Your credit union has been voted the 2011 Best Credit Union in Burlington County by the *Burlington County Times* newspaper. This award was based on votes by the people who live and work in the county and is due to the efforts of all our staff to provide to our members a winning combination—up-to-date services and the "small town friendliness" attitude. We are proud to have received this honor again.