

Hotel deadline extended!

The hotel deadline for LCUL's 2010 Annual Meeting & Convention has been extended to Friday, July 23. A special room rate of \$129 has been negotiated with the Sheraton Hotel for LCUL attendees. To make your reservations, visit <http://www.starwoodmeeting.com/Book/laul>.

LCUL introduces 'Louisiana Credit Union Hall of Fame'

Inductees honored at LCUL Annual Meeting & Convention

LCUL is excited to introduce the Louisiana Credit Union Hall of Fame, a program sponsored by the Louisiana Credit Union Foundation. This program has been established in order to recognize the valuable leadership, commitment, dedication, and contributions of credit union professionals and volunteers throughout the state.

Inductees into the Louisiana Hall of Fame will be individually honored and recognized at LCUL's Annual Meeting & Convention. A special wall designated for the Louisiana Credit Union Hall of Fame will be located in the League's headquarters where the names of those inducted will be prominently and permanently displayed so that they are forever recognized for their achievements and contributions. Additionally, they will be recognized each year in LCUL's Annual Report distributed during the Annual Meeting.

Inductees can be submitted by an individual, credit union, chapter, or organization representing or working with credit unions. Inductees can include active and/or retired individuals as well as those who have passed away. If you would like to induct an individual into the Louisiana Credit Union Hall of Fame, visit www.lcul.com to download the form.

There is no deadline for submission. Inductees received after July 23, 2010 will be recognized at our 2011 Annual Meeting & Convention. For more information, please contact Connie Major at cmajor@lcul.com or (800) 452-7221, ext. 3051.

Regulators Gauging Oil Spill Impact on CUs

Let us know if your credit union members are being affected

Regulators in Louisiana are about ready to conduct a more formal, second survey of financial conditions impacting credit unions as a result of the BP oil spill, said the state's top examiner, Sidney Seymour. "So far the biggest concern we've been hearing is the domino effect from the moratorium [on off shore oil drilling]," said Seymour in detailing the watch-and-wait stance of the Louisiana Office of Financial Institutions in measuring the fallout on both banks and CUs.

As occurred during the aftermath of hurricanes Katrina, Rita and others and now with the BP spill, the agency joined with NCUA and the banking agencies in urging the regulated institutions to provide prudent financial assistance to customers and members impacted by the catastrophe, he said.

On Wednesday, NCUA joined with the Federal Reserve, FDIC, and the Comptroller of the Currency in a statement stressing that financial institutions "are encouraged to work with their customers and consider measures to assist creditworthy borrowers affected by the Gulf oil spill. Such measures can help customers recover financially and be better positioned to honor their obligations."

We ask that Louisiana credit unions contact the League and let us know if your credit union and/or members are being affected by this disaster. The League has resources available to help credit unions such as compliance information, strategic planning, and others. Louisiana credit union can contact Connie Major, EVP, at cmajor@lcul.com or (800) 452-7221, ext. 3051.

Louisiana credit unions facilitate donation of over \$7,500 to World Council of Credit Union

A joint effort spearheaded by the Louisiana Credit Union League (LCUL) has resulted in donations in excess of \$7,500 to the World Council of Credit Unions (WOCCU). Through the generosity of local chapters, credit unions, and businesses, LCUL put together a "New Orleans Vacation Package", which was auctioned off

during WOCCU's annual meeting silent auction last night. The package included airfare, accommodations, tickets to various attractions in New Orleans, a video camera, and a shopping gift card; the winning bid was \$3,200.

Additional donations of \$4,500 made by chapters, credit unions, local businesses, and the League were sent to WOCCU to support their work with an orphanage in Busia, Kenya. The orphanage provides safety and shelter to 47 orphans from new-born to high school graduate age. WOCCU provides IDA accounts for the children in the credit unions; these accounts are then used to pay the school fees for the children so that they can get an education.

"We were overwhelmed by the generosity of everyone who helped make this possible and I would like to extend my personal thanks to each of them. Our chapters appreciate the important work that the World Council does every day and they were delighted to support this organization. The funds provided to the orphanage will make a real difference in the lives of the children there," remarked Anne Cochran, LCUL President & CEO. "We also hope that the winning bidder of the vacation package enjoys Louisiana's southern hospitality and has a wonderful time visiting our state."

Special thanks to those who made this possible, including:

- Alexandria Chapter of LCUL
- Aneca Federal Credit Union
- Audubon Institute
- Barksdale Federal Credit Union
- Blaze Courier
- East Orleans Chapter of LCUL
- Lafayette Chapter of LCUL
- Monroe Chapter of LCUL
- National WWII Museum
- New Orleans Paddlewheels
- Sheraton New Orleans Hotel
- Shreveport Chapter of LCUL
- The Basketry
- Travel Central Vacations
- West Orleans Chapter of LCUL

Southwest Corporate's Board appoints new Director

Rodney L. Taylor, President/CEO of Barksdale Federal Credit Union in Bossier City, Louisiana, has been appointed to the board of directors. He replaces Jim Girardeau, who resigned from the board due to his retirement. Taylor has been the President/CEO of Barksdale FCU since 2008 and prior to that served as the credit union's executive vice president for 16 years. Taylor joins four recently appointed new volunteers including Bill Anderson to the board of directors, and Angela McCathran, Tim Delise and Arna Reynolds to the Supervisory Committee.

Chairman Brent Taylor said, "Rod brings considerable expertise to Southwest Corporate and will be a strong addition to the board."

Ten tips aim to make technology more efficient for credit unions

Information technology is the third top expense--behind staffing and facilities--for credit unions. With nearly half of credit unions having negative earnings last year, 2010 should be a year of automating tasks and work processes to drive efficiency."

So says Rudy Pereira, senior vice president operations and technology at Alliant CU, Chicago, who addressed 10 tips for increasing technology and operational efficiency--best practices from the CUNA Technology Council--during a Wednesday morning breakout session at The 1 Credit Union Conference in Las Vegas.

The 10 tips are:

- Automated work flow. Enterprise content management will drive making processes more efficient, Pereira said, noting that often a member's phone call request is forwarded on and not followed through with a single call;
- Integration. Integration of platforms and information from departments "lets you go from technology victim to leader," he said. An integrated platform can handle 90% of calls from members.
- Virtualization. By consolidating and lowering the number of servers, Pereira's credit union saved 60% in costs-and reduced energy used.
- Cloud computing. Linking a large group of servers via high speed networks to create a massive data storage system is in the future. By 2012, nearly 80% of Fortune 1,000 companies will engage in cloud computing. It will bring these benefits, Pereira said: scalability, skilled vendors, reduced cost, flexibility, quality of service, security and privacy. Small companies and start ups are at the front of the trend because they haven't invested in legacy systems that would need replaced.
- Task automation. This would include job scheduling, lock box, log reviews and allows the tech staff to work on meaningful projects.
- Member self-service. Members making transactions themselves will increase. At Pereira's credit union, 32% of members were online in 2005 and 60% in 2009. Among the hot new self-service options: ATMs with check image catchers and phones that take photos of a check and can deposit its image instead of the check.
- Continuous process improvement. By breaking through patterns of "the way it's always been done," credit unions can improve service, ensure quality and reduce expenses.
- Fraud analysis tools for online banking ATM and self-service phones. In 2005, credit unions saw significant budget losses beyond their insurance deductibles, with Pereira's credit union losing \$700,000 on its \$208,000 deductible. Insurers have put more responsibility on credit unions to manage their fraud losses.
- Single sign-ons. Having a single password to log into all the credit union's systems will reduce help desk calls, save employees time waiting to reset passwords, reduce risk of the password being written down, add layered security, and engage employees.
- Collaboration. More credit unions are beginning to consider partnering with other credit unions to use the same core system and staff. "The key is standardization (among vendors). It can drive up efficiency," Pereira concluded.

(Source: CUNA's NewsNow 7/15/2010)

Condolences

CU Board Member passes

Mrs. Clara J. Ogea, Board Member for Calcasieu Teachers and Employees Credit Union, passed away on July 11. Mrs. Ogea was a dedicated board member who served for over 20 years and knew many in the credit union community throughout the region.

Bruce Thomas, Calcasieu Teachers and Employees CU CEO, added, "She loved volunteering her time and talents and serving credit union members. She will be greatly missed by the credit union and entire Lake Charles community that she loved."

Member Services

BSA: Frontline Dues Supported Training

Take advantage of an upcoming dues-supported training! This program will provide a review for credit union frontline staff on all the required information for their annual training requirements. Plus we will talk about what is new in the updated BSA/Anti-Money Laundering Examination Manual.

In this program we will cover:

- Currency Transaction Reports (CTRs)
- Exemptions for CTRs
- Red Flags for Money Laundering

- Reporting Suspicious Activity
- Customer Identification Programs
- Monetary Instruments
- Wire Transfer record keeping

About the Trainer

Deborah Crawford is the President of gettechnical, inc. and has been educating credit union employees for over 20 years. Prior to her seminar years she worked for Hibernia National Bank. She received both a bachelors and masters degree from Louisiana State University. She is well-known for her humor and practical approach to learning.

Program Dates and Locations:

July 15th from 12:30 - 4:00 PM in Shreveport
(Holiday Inn, 5555 Financial Plaza)

July 20th from 12:30 - 4:00 PM in Lafayette
(Hilton, 1521 West Pinhook Road)

July 26th from 12:30 - 4:00 PM in New Orleans
(Four Point Hotel, 6401 Veterans Blvd)

July 27th from 12:30 - 4:00 PM in Baton Rouge
(Embassy Suites, 4914 Constitution Avenue)

July 29th from 12:30 - 4:00 PM in Alexandria
(Best Western Inn & Suites, 2720 N. McArthur Dr.)

These programs are offered as dues-supported trainings at no additional cost to LCUL member credit unions. Space is limited and registration is available on a first come, first served basis, so please register early!

For more information or to register, please contact Jill Kitchens, Director of Education by email at education@lcul.com or by phone at 800-452-7221 ext. 3021.

Survey winner

Congratulations to Shirley Hollins from Post Office Employees Federal Credit Union in Shreveport! Shirley has just won a \$100 Visa Gift Card simply by filling out our online survey after her training session. Every quarter we draw a winner from all completed surveys from training and planning sessions. Don't miss out on your chance to be our next winner!

Every time you attend a training session or planning session with your LCUL Member Services Representative, be sure to legibly include your email address on the sign in sheet. Within a few days of the session, you will receive an email link to complete a short online survey and if you include your name, you're automatically entered into the drawing. It's that simple - Next time you could be our big winner just like Shirley!

Educational Opportunities

Are you using the correct bankruptcy reaffirmation forms and are you completing them properly?

After making significant changes to the official reaffirmation forms in December 2009 (as discussed in a NorthLegal Webinar last December), the court system changed some (but not all) of the forms again in April 2010 and withdrew the December forms. The April forms fixed some of the defects in the December forms but other errors remain. The April forms also make it easy for a creditor to make errors that could cause it to lose some or all of its claim!

This NorthLegal Webinar will help creditors understand which forms to complete, how to complete them, and what common errors to avoid. During this program, attorney Eric North will talk participants through the most recent rules and forms, line by line, and will discuss

- The two deadlines for completing and filing a reaffirmation - one hard and one soft.
- How to complete the Official Form "cover sheet."
- How to avoid getting burned by your answers to certain questions on the cover sheet.
- How to prepare the April 2010 Official Reaffirmation Agreement; language you may add to clarify the information on the form to prevent confusion or loss of part of your claim later; and mistakes not to make!
- Whether you may continue to use the 1/2007 Official Reaffirmation Agreement, why you might want to do so, and what common errors to avoid if you do.

The webinar is scheduled for Thursday, July 22 at 12:00 noon. Like other NorthLegal Webinars, this program gives your credit union the opportunity to train several staff members for a single low price, right in the convenience of your office!

For more information, visit <http://www.culaw.com/webinars.asp> and click on the link for this program at the top of the list, or call NorthLegal Training and Publications at 623.537.7150.

Upcoming webinar discusses loan portfolio

A credit union is only as strong as its loan portfolio. In the last two years, many loan portfolios have contained a significant amount of risk. While the recession may be abating, there is still the threat of loan losses lurking in portfolios. As credit unions attempt to recover from the recession, it is essential that management is aware of potential weaknesses in their portfolio. This webinar will cover a variety of methods lenders can use to review their loan portfolio, identify risk, and maximize repayment on loans.

Session highlights include information on mortgage loans which are your single-largest risk, auto loans which are your most-common loan type, credit card loans, the value of working with members to restructure their debt, business loans, and more.

This session is a cost-effective way for CEOs, chief lending officers, lending supervisors, loan officers, loan processors, other key staff members, board members, and financial services personnel to learn how to identify risky loans in your portfolio and heed the early-warning signs. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

Join Tim Harrington, CPA, as he shares his expertise in consulting, strategic planning, and training.

This program will take place on Wednesday, July 21, 2010 from 2-3:30pm. The cost of this 1.5 hour webcast is \$169 with CD Available for an additional \$25 if also registering for live webcast. If not registering for live webcast, CD cost is \$169.

To register, contact Christopher Johnson at 800-452-7221 ext. 3012 or education@lcul.com.