

Leader

Fourth Quarter 2009

Mobile Banking
Is Here!

Langley Financial
Insurance Agency
offers AARP Product.

Eagle Harbor
Now Open!

Jean Yokum named CEO of the Year

Jean M. Yokum, Langley's President/CEO, has been selected as the NAFCU (National Association of Federal Credit Unions) CEO of the Year. Mrs. Yokum received her award at NAFCU's 42nd Annual Conference & Exhibition in July.

"This is a tremendous honor for Jean and everyone associated with Langley Federal Credit Union," said LFCU Board Chairman Rich Biege. "She is a consummate leader, and Langley's impressive growth, excellent reputation, and financial strength are all clear examples of her leadership ability."

Award entries detailed characteristics such as leadership and management skills, service to the community, involvement in the credit union industry, and commitment to credit union philosophy. Highlights of Mrs. Yokum's submission included the development of innovative products, services and educational initiatives to help improve the financial well-being of people in the community. In addition, key projects completed in 2008, such as the redesign of the LFCU website, online banking conversion, and branch openings were featured. LFCU also demonstrated good financial performance and strong growth during a difficult economic environment.

Yokum joined Langley Federal Credit Union as a teller in 1953. She rose through the ranks to become President/CEO in 1979 when LFCU had \$75 million in assets. The credit union now serves over 170,000 members, has approximately \$1.6 billion dollars in assets and 18 branches. There are over 8,000 credit unions in the United States.



Jean Yokum, President/CEO accepts award from NAFCU Chair Brad Beal and NAFCU President Fred Becker

Let LFCU take the stress out of your next car buying experience.

Buying a car can sometimes be a stressful experience. Simplify your purchase with LFCU's quick, easy, and low rate financing! Special rates are available through November. Finance your vehicle at one of our dealer partners or get pre-approved (see web site for a complete dealer list).

Visit any LFCU branch. Call 827-EASY/800-588-EASY.
Click www.langleyfcu.org.

*Vehicle loan rate available through November 30, 2009 based on member creditworthiness, term of loan, vehicle mileage and year. Rate includes Premier discount. Other rates, terms and restrictions may apply. Membership eligibility required.

Rates As Low As
3.99% APR*
up to 48 months

Langley 
Federal Credit Union
Spirit of community. Warmth of family.
Pride of membership.



From the President



Jean M. Yokum
President/CEO

Some very exciting things are happening at LFCU. First, I'm proud to say our Eagle Harbor Branch officially opened August 31. We have some longtime members who are native to that area and many LFCU members have moved to the Smithfield/Isle of

Wight community in the past several years. They've been politely persistent in requesting a branch and we are delighted to be able to accommodate!

While a number of our members continue to enjoy conducting business in branches, LFCU recognizes that in today's world, mobile access is essential. So I am pleased to announce that LFCU has entered the mobile age! Now, members can access their accounts through our L@ngley Link online banking service three ways; by computer, touch-tone phone (CHIPS), and now mobile phone - but don't forget, we love to see you in our branches too!

Often you get a glimpse of the outside of LFCU. Here's what's happening inside. All of our employees are going through training sessions to further improve our service delivery to you. Plus, each staff member has signed a pledge to provide you with world-class service. If you ever feel you don't receive world-class

service, feel free to let me know.

Finally, you may have heard that The Credit Card Act of 2009 went into effect on August 20. This legislation was passed to tighten up controls on credit card providers who found all kinds of ways, many unscrupulous, to squeeze profits out of consumers' wallets. We're proud to say that LFCU continues to operate in our members' best interest. We didn't have to make mass changes as a result of this legislation because we have never and will never use unethical practices to make a quick buck.

It's early to say this, but have a wonderful Holiday Season! Thank you for being a member and owner of Langley Federal Credit Union.

LEADER Briefs

Mortgage Report Available

As required by the Home Mortgage Disclosure Act of 1975, LFCU members are advised that a report summarizing data on mortgage loans made during 2008 has been on file since July 2009 and is available at the City Center Branch in Newport News. This report is required by Regulation C issued by the Board of Governors of the Federal Reserve System.

You've Been Saving All Year . . .

Putting aside a little money each month is now paying off. Holiday Savings Accounts will be disbursed into members' specified accounts on October 15, 2009. If you do not have a Holiday account, be ready next year by starting your Holiday Savings Account now! You won't miss the small contribution each month. Plus, it's easy and funds can be payroll deducted. Visit any LFCU branch or call 757-827-LFCU or 800-826-7490 for more information.



Skip-A-Payment

With the holidays approaching, life gets expensive. So we're giving LFCU Visa, Visa Platinum, MasterCard and Gold MasterCard users the option of skipping their December payment! In December, qualified members will receive their regular credit card bill and a choice to pay it as usual or to skip a payment without penalty.* If you don't already have an LFCU no annual fee credit card, call 757-827-EASY, 800-588-EASY, or visit www.langleyfcu.org to apply.

* Does not apply to delinquent accounts or cardholders who are on the automatic payment plan. Regular interest will accrue on the unpaid balance.

Facebook Sweepstakes Winners



In August, Langley Federal Credit Union offered Facebook fans the opportunity to win big by automatically entering all fans into a Sweepstakes. Congratulations Melanie Barker, Erika Cowling and Victor Sothcott. All fans get current news, events, promotion details and more! Not already a fan, become one today.

Eagle Harbor Branch Now Open

The new Eagle Harbor Branch located at 13478 Carrollton Street in Carrollton, Virginia opened in August. This new location in Eagle Harbor Shopping Center features full lobby services, one walk-up ATM and a night depository.



2008 Financial Statements

2008 financial statements have been available in branches and on the LFCU website since July. If you'd like to see last year's financial statements, please visit any branch or go to <http://www.langleyfcu.org/community/publications/annual-report.html>.

FREE Member Education Seminars

The following educational seminars are planned for the remainder of 2009. Seminars are free and held at LFCU's Member Education Center in the Oyster Point Branch, 11742 Jefferson Avenue, Suite 110, Newport News, Virginia. Register by calling Kitty Simon, Director of Member Education, at 757-825-7112 or online at www.langleyfcu.org/community/seminars. For course descriptions, please visit www.langleyfcu.org.

DATE	TIME	TOPIC/OVERVIEW
October 13th	6:30 p.m. - 8:00 p.m.	Car Buying Seminar
November 5th	6:30 p.m. - 7:30 p.m.	Crimes Against People Being Safety Conscious
November 7th	8:30 a.m. - 3:00 p.m.	Homeownership Seminar
November 12th	6:30 p.m. - 7:30 p.m.	Long Term Care

PREPARING FOR COLLEGE SERIES

College is one of the major financial decisions facing most parents and their children. Langley Federal Credit Union's Preparing for College seminar series can help.

All seminars run from 6:30 p.m. to 8:00 p.m.

October 8th
College Admissions – Getting In!

October 15th
Understanding College Financial Aid

October 29th
College Search & Campus Visits



A GIFT TO LANGLEY FCU MEMBERS

Save 20 percent when you purchase your Christmas Town tickets through the L@ngley Link site.

Langley FCU
Member Rate

\$15.99 per person

Valid for one evening admission to Christmas Town 2009



CHRISTMAS TOWN
A Busch Gardens Celebration

Nov. 27 - Dec. 27 (select days)

Christmas Town is a separate ticketed event. Annual Platinum, 1- and 2- Park Passes or Here's To The Heroes tickets not valid for admission. For details and spending schedule visit christmas-town.com. Prices and products subject to change without notice. ©2009 Busch Entertainment Corporation. All rights reserved.

YOUR
MONEY YOUR
CHOICE



YOUR CREDIT UNION™

Why do 177 million people worldwide choose a credit union? Value, trust and service to members are among the reasons. Combine that with the credit union philosophy of people before profits and it's no surprise that credit unions are the popular choice. On October 15, LFCU will join 49,000 credit unions from 96 countries and their 177 million members around the world to celebrate International Credit Union Day®. Stop in at your nearest LFCU branch to learn more about the credit union difference.

CYBER News

Mobile Banking Is Here!

LFCU is pleased to announce our newest service, Mobile Banking. This new service now allows members to have 24/7 secure access to their account by using their cell phone or mobile device. There's no need to log into a home computer or try to find a "hot spot" for a laptop when away from home. All that's required to use Mobile Banking is a cell phone or mobile device with Internet access and a L@ngley Link password.

Mobile Banking can be accessed from all carriers and device types, including cell phones, iPhones, Blackberry, Palm and Pocket-PC PDAs, pagers and WAP. With LFCU Mobile Banking, you can:

- Log-in Securely
- Access Account Balances
- View Account History
- Perform Transfers
- Pay Bills
- View Rates
- Locate Branches and more

This service is free to anyone enrolled in L@ngley Link. You may incur a fee from your mobile service provider if you do not have a data plan and should check your mobile plan before accessing your LFCU account via cell phone.



Get Your Credit Report!



Did you know you can request a FREE copy of your annual credit report at annualcreditreport.com? Through this web site, you can receive one free credit report annually from each of the three major credit reporting agencies: Equifax®, Experian® and TransUnion®. You can request all three at one time or order them individually at different times during the year. By ordering them at different times throughout the year, you will have the ability to monitor the accuracy of reported information and catch potential fraud quickly.

The primary benefit in reviewing your credit report is to verify the information being reported. This information is the basis for most credit decisions made by lenders and is used in determining the outcome of your loan request. Inaccurate information can be very costly, affecting the interest rate you pay, term of the loan, and the total finance charges. It is important that you review your credit report four to six months prior to requesting any major loans. Looking at your report ahead of time will give you the opportunity to fix any errors or omissions.

Check your credit report information today. It's free!



Beginning October 26, 'Coats For Kids' collection boxes will be in LFCU branches. Show your community support by donating a new or gently used coat today. If your child is in need of a coat, call 757-393-1010 for distribution information. Coats will be collected through Monday, December 28.

Langley Federal Credit Union

presents

In The Line of Duty

The Art of
America's
Armed Forces



Above: James Montgomery Flagg, *Don't Read American History, Make It!*; below left to right: Marjorie Allen Parry, *Marine in Booney Hat*, watercolor; Dwight Shepler, *Air Defense - Battle of Santa Cruz*, watercolor



Through November 1, 2009
Peninsula Fine Arts Center

Mariners' Museum Park ★ 101 Museum Drive ★ Newport News VA
757.596.8175 ★ www.pfac-va.org



In the Line of Duty: The Art of America's Armed Forces is presented by Langley Federal Credit Union in cooperation with the Daily Press, WHRO, the Mary E. & Curtis M. Chappell Jr. Fund of the Norfolk Foundation, and Alion Science and Technology.

Regulation J - Wire Transfers

If you send or receive a wire transfer, Fedwire may be used. Regulation J is the law covering all Fedwire transactions.

Langley Federal Credit Union (LFCU) may establish, from time to time, security procedures to verify the authenticity of a payment order. You will be notified of the security procedure, when necessary, to be used to verify payment orders issued by you or for which your account will be liable. You agree that the authenticity of payment orders may be verified using that security procedure unless you notify LFCU in writing that you do not agree to that security procedure before the payment order is executed by us. In that event, LFCU shall have no obligation to accept any payment order from you or other authorized parties on the account until you and LFCU agree in writing on an alternate security procedure.

If you give LFCU a payment order which identifies the beneficiary (recipient of the funds) by both name and identifying number or account number, payment may be made by the beneficiary's bank on the basis of the identifying or bank account number even if the number identifies a person different than the named beneficiary.

If you give LFCU a payment order which identifies an intermediary or beneficiary's bank by both name and an identifying number, a receiving bank may rely on the number as the proper identification even if it identifies a different person than the named bank.

LFCU may give you credit for automated clearing house (ACH) payments before it receives final settlement of the funds transfer. Any such credit is provisional until LFCU receives final settlement of the payment. You are hereby notified, and agree, if LFCU does not receive final settlement, that it is entitled to a refund from you of the amount credited to you as a result of the ACH entry.

ACH transactions are governed by the operating rules of the National Automated Clearinghouse Association. In accordance with these rules, the LFCU will not provide you with next day notice of a receipt of ACH credit transfers to your account. You will continue to receive notices of receipt of ACH items in the periodic account statements which we provide.

The cut-off time for processing wire transfer requests is 3:30 p.m. EST for domestic and foreign wire transfers. Any request received after the cut-off time may not be processed until the next business day. For security purposes, this wire request may be verified by telephone confirmation with the authorizing member.

Wire transfer fees are charged according to the current Rate and Fee Schedule.

This season, Visa could be your ticket to Gameday!

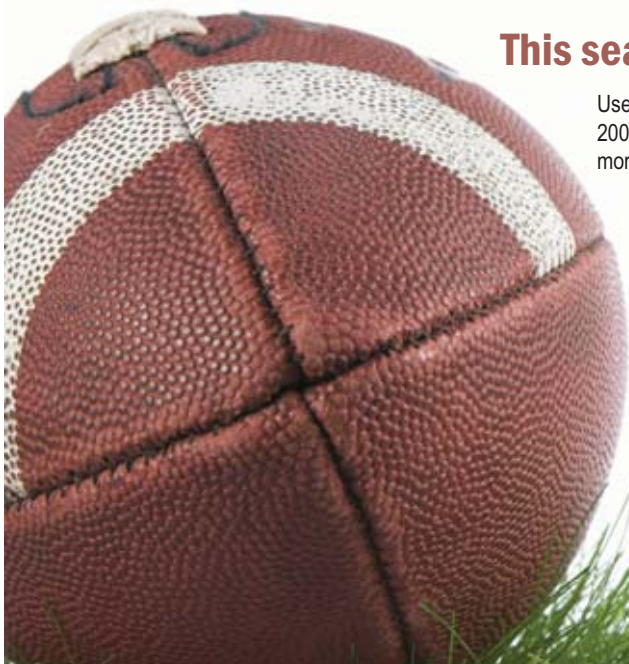
Use your Visa card to score! When you use your Visa card between now and November 30, 2009, you'll automatically be entered for a chance to win the ultimate NFL experience. The more you use your Visa card, the more chances you have to win.

The Grand Prize winner and three friends will receive a trip to a 2009 NFL Playoff game, the 2010 NFL Pro Bowl and Super Bowl XLIV, including:

- Four tickets to each game
- Roundtrip airfare
- Deluxe hotel accommodations
- NFL themed Visa Gift card
- NFL Tailgate

For more information, visit www.visa.com/NFL.

No purchase or obligation necessary to enter or win the 2009 Visa Megafan NFL Sweepstakes. Non-purchase entries and purchase entries have an equal chance of winning. See official rules at www.visa.com/NFL. PIN based and ATM transactions are not eligible. Void in Puerto Rico and where prohibited. Sweepstakes ends 11/30/09. Sponsored solely by Visa Inc.





Surprise Your Deployed Loved One With A Holiday Greeting

Langley Federal Credit Union is inviting the military and their families to webcast special holiday messages to family members back home or to deployed loved ones during Operation Best Wishes. This free service will be offered from 11 a.m. until 7 p.m. on Monday, October 26th at the credit union's Oyster Point Branch Member Education Center, located at 11742 Jefferson Avenue, Newport News.

Military families and personnel interested in taking advantage of this offering are encouraged to sign up and register for a webcast recording session on, www.operationbestwishes.com. Select the Langley Federal Credit Union location and a recording time that is convenient for your schedule. And don't forget, be sure to make it even more special by showing up attired in your finest Halloween!

Operation Best Wishes is offered free to families by America's credit unions through the Defense Credit Union Council and WesCorp Federal Credit Union.

Notice – Credit Union Members

The Langley Federal Credit Union (LFCU) Supervisory Committee has the responsibility to ensure that management's financial reporting objectives have been met and that management's practices and procedures are adequate to safeguard members' assets. LFCU also has a full-time Internal Audit Department, which works each day to ensure that the Credit Union is safe and sound. The Supervisory Committee has established procedures to investigate member concerns and a means for members to report them.

You may send a letter to the Supervisory Committee at the address below, or send us an email at lfcusupvcom@langleyfcu.org. Please include your name, address, and telephone number on all correspondence. We will investigate and respond to your concerns as quickly as possible.

MAIL:
LFCU Supervisory Committee
P.O. Box 120107
Newport News, VA 23612

Retired Board Member Honored with Prestigious Award

United States Air Force Lieutenant Colonel (Retired) James "Jack" L. Frost, LFCU Director Emeritus, was inducted into the Defense Credit Union Council's (DCUC) Hall of Honor. Frost received the honor August 18 at the DCUC's 46th Annual Conference. Only 34 individuals have been selected for this coveted award.



Jack Frost accepts Hall of Honor Award from DCUC President/CEO, Arty Artega

Jack's selection was based on his 28 years of voluntary service at Langley Federal Credit Union. Since 1980, Frost worked with a number of committees in addition to the Board of Directors, and was instrumental in ensuring LFCU's financial posture and its safety and soundness were firm. Frost's concern for Langley's members --- especially our troops and their families at Langley Air Force Base --- received optimal service and the highest level of support to accommodate their financial needs.

"Since his retirement in December 2008, Jack has remained very active and dedicated to Langley Federal Credit Union," said LFCU's President/CEO Jean Yokum. "To this day, he continues to make certain Langley FCU delivers world-class service to our members."

DCUC's Hall of Honor was established ten years ago as a means of recognizing individuals whose contributions and support of the credit union movement added great value to the Defense Credit Union Council and defense credit union community.

Fraud/Scam MONITOR Staying Safe Using Plastic Cards

Consumers need to be aware of a new skimming scam targeting ATMs (automated teller machines) and other automated machines that accept credit or debit cards. The scam works by placing a "skimming device" that fits over the card slot, disguised to look like the actual machine apparatus. The device then records information from the magnetic strip on customers' cards. Please be on the lookout for anything unusual when using an ATM, gas pump or at other places that accept plastic. If you think your information has been compromised, report it immediately to LFCU at 757-827-LFCU or 800-826-7490. As always, examine your statements promptly to identify unauthorized transactions.



Langley Financial Insurance Agency rolls out AARP Product

We are pleased to announce that Langley Financial Insurance Agency (LFIA), part of Langley Financial Services, a wholly owned subsidiary of LFCU, has been authorized to offer AARP Insurance Agency. Previously, AARP automobile insurance was only available by contacting The Hartford directly. With this new distinction, AARP members can now contact LFIA to obtain their AARP insurance. LFIA is one of only a few insurance agencies in the area to have received this distinction.



"AARP Insurance is known for its favorable rates for experienced drivers and we're very happy to be able to offer this to our members," said President/CEO Jean Yokum.

Highlights of the program include:

Lifetime continuation - assures that the customer's insurance policy will not be dropped as long as a few simple requirements are met.

RecoverCare - helps customers pay for assistance with daily errands and responsibilities, like cooking, cleaning, shopping, dog walking, transportation and yard work if they are injured in an auto accident.

Standard 12-month rate protection - versus the traditional six month policies offered by most companies.

The AARP Auto Insurance is available for AARP members only. For more information on joining AARP visit www.aarp.org/membership. To learn more about the new AARP Insurance through LFIA, call 757-224-4775 or visit www.getaquoteforme.com.

AARP Driver Safety Class

Join AARP Instructor, Paul Sanborn, to learn about current rules of the road, how to safely operate your vehicle, and adjusting to common age-related changes in vision, hearing and reaction time.

**October 19th & 20th
9:00 a.m. to 1:00 p.m. (both days)**

Member Education Center, Oyster Point Branch
11742 Jefferson Avenue, Newport News, VA 23606.

There is a course fee of only \$12 (payable to AARP on the day of the class) for AARP members; \$14 for non-AARP members. Upon completion of the AARP Driver Safety Program classroom course, you may be eligible for an automobile insurance premium reduction or discount. Please consult with your insurance company or agent for further details.

Call Kitty Simon, Director of Member Education, at 757-825-7112 or register online at: langleyfcu.org/community/seminars.



HOLIDAY CLOSINGS

- ▲ MONDAY, OCTOBER 12th - Columbus Day
- ▲ WEDNESDAY, NOVEMBER 11th - Veterans Day
- ▲ THURSDAY, NOVEMBER 26th - Thanksgiving Day
- ▲ FRIDAY, DECEMBER 25th - Christmas Day
- ▲ FRIDAY, JANUARY 1st - New Year's Day

BOARD OF DIRECTORS

Richard A. Biege.....Chairman
 Peter A. Morley (CMSgt. USAF-Ret.).....Vice Chairman
 Jean M. Yokum.....Treasurer
 George R. Hayes.....Secretary
 William E. Griffith, Jr.....Assistant Secretary
 Buena E. Crawford.....Director
 Bruce R. Hoogstraten.....Director
 R. Lester Wingrove, Jr.....Director
 Joyce M. Wright.....Director



James L. Frost (Lt. Col. USAF-Ret.).....Director Emeritus

BRANCH LOCATIONS

- ◆ ABERDEEN
409 Aberdeen Rd., Hampton
- ◆ AIR FORCE
Building 467, LAFB, Hampton
- ◆ CHESAPEAKE CROSSROADS
4107 Portsmouth Blvd., Ste 114, Chesapeake

- ◆ CITY CENTER
721 Lakefront Commons, Newport News
- ◆ COAST GUARD
USCG Tracen, Building 46, Yorktown
- ◆ COLISEUM
1055 W. Mercury Blvd., Hampton
- ◆ DENBIGH
12644 Jefferson Ave., Newport News
- ◆ EAGLE HARBOR
13478 Carrollton Blvd., Unit A, Carrollton
- ◆ HAYES
3140 George Wash. Mem. Hwy., Hayes
- ◆ NASA
Bldg. 1310 LaRC, Hampton
- ◆ OYSTER POINT
11742 Jefferson Avenue, Newport News
- ◆ POQUOSON
415 Wythe Creek Rd., Poquoson
- ◆ STONEYBROOK
15463 Warwick Blvd., Newport News
- ◆ WARWICK
11107 Warwick Blvd., Newport News
- ◆ WILLIAMSBURG CITY
1222 Richmond Road, Unit 16, Williamsburg
- ◆ WILLIAMSBURG NEW TOWN
5220 Monticello Avenue, Williamsburg
- ◆ WILLOW OAKS
225 Fox Hill Road, Suite D5, Hampton

- ◆ YORKTOWN
4822 George Washington Memorial Highway, Grafton

For a complete list of Credit Union Service Centers, visit www.cuservicecenter.com.

GENERAL INFORMATION

PHONES, LOCAL
 Contact Center.....757-827-LFCU
 Phone Loans.....757-827-EASY
 CHIPS.....757-827-9434
 Mortgages.....757-825-7108
 Langley Financial Services, LLC.....757-898-0089

PHONES, TOLL-FREE
 Main.....800-826-7490
 CHIPS.....800-233-2819
 Phone Loans.....800-588-EASY

MAILING ADDRESS
 P.O. Box 7463, Hampton, VA 23666

WEBSITE
www.langleyfcu.org

CORE VALUES

Ethics · Accountability · Loyalty · Passion · Honesty



Federally insured by NCUA.