



Leader

Second Quarter 2010

The time is now for a
Home Equity Loan.

Kids can win during
National Credit Union
Youth Week.

LFCU opens branch in
Norfolk!

we offer
**ENDLESS
POSSIBILITIES**
with our HOME EQUITY LINE OF CREDIT

Put the equity in your home to work for you. Take a well-deserved vacation, make home improvements, or fund a college education. With a Home Equity Line of Credit from LFCU, the possibilities are endless.

Enjoy the following benefits:

- ◆ No closing costs*
- ◆ Rates as low as PRIME+0%**
- ◆ Fast turnaround
- ◆ Possible tax advantages**

APPLY TODAY:

757-827-LFCU/800-826-7490
www.langleyfcu.org

* We'll pick up the closing costs typical to the Hampton Roads area on lines of \$15,000 or more with an initial advance of \$10,000. A no annual fee VISA Gold Card is offered with the HELOC featuring a limit up to \$20,000. Your credit limit is based on your home's value, less any mortgage balance or balances. ** Rates range from Prime+0% to Prime+3% based on your Loan-To-Value and other factors. The interest rate on the line of credit is variable based on the Prime Rate published in the money rate column of the Wall Street Journal — currently 3.25% APR — plus a margin and is subject to change. Floor of 5.25% APR, ceiling of 15% APR. Property insurance required. Some restrictions may apply. ** Consult your tax adviser for details.



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

From the President



Jean M. Yokum
President/CEO

It's early in the year, but we've already had a very busy three months. In January, despite frigid temperatures and icy roads, I am pleased to say the Groundbreaking Ceremony for our third Habitat house was held as planned. The

future Hampton residence, built in conjunction with Fox 43 and other sponsors, will be the home of Pearlean Brooks, her daughter Mariah and Grandson Armond. It is wonderful to see a family's dream of homeownership

come true. Look for progress updates and volunteer opportunities on our website.

In February, the LFCU Board generously agreed to match funds deposited in our Haiti Relief account. With matching funds, a total of \$5,460 has been donated to the American Red Cross for Haiti Relief.

LFCU is also working on raising funds this year for the Honor Flight Network. The Honor Flight Network transports veterans to Washington, D.C. to visit the memorials built in their honor. Top priority is given to the senior veterans—World War II survivors, along with those veterans who may be terminally ill. Of all the wars in recent history, it was World War II that truly threatened our very existence as a nation and as a culturally diverse, free society. Now, with over one thousand World War II

veterans passing away each day, our time to express thanks to these brave men and women is running out. Honor Flight Network is the perfect way of saying thanks! You'll hear more about our efforts as the year progresses.

On a business note, we are pleased to announce the opening of our newest branch in Wards Corner, Norfolk. We are delighted to serve nearly 8,000 members located on the Southside and welcome new members to the LFCU family. Please see branch details below, and please visit your newest facility when you're in the Wards Corner area.

I am looking forward to seeing many of you at our upcoming Annual Meeting in April. As always, thank you for your continued loyalty to Langley Federal Credit Union.

LEADER Briefs

Wards Corner Branch Opens

The newest LFCU Branch officially opened March 1st. The Wards Corner Branch is located at 7420 Granby Street in Norfolk and has a full-service lobby, a drive through ATM and a night business depository.

LOBBY:

Monday - Thursday 9:00 a.m. - 4:30 p.m.
Friday 9:00 a.m. - 6:00 p.m.
Saturday 9:00 a.m. - 1:00 p.m.

DRIVE-THRU:

Monday - Friday 8:30 a.m. - 6:00 p.m.
Saturday 9:00 a.m. - 1:00 p.m.



Wards Corner Branch - 7420 Granby Street in Norfolk

Circus Coupons Available

Ringling Bros. and Barnum & Bailey Circus discount coupons are in all LFCU branches. Members will receive \$4 off normal ticket prices for the following shows:

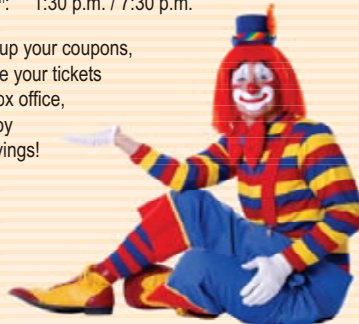
NORFOLK SCOPE

April 16th: 7:30 p.m.
April 17th: 11:30 a.m. / 3:30 p.m. / 7:30 p.m.
April 18th: 1:30 p.m. / 5:30 p.m.

HAMPTON COLISEUM

April 22nd: 7:30 p.m.
April 23rd: 7:30 p.m.
April 24th: 11:30 a.m. / 3:30 p.m. / 7:30 p.m.
April 25th: 1:30 p.m. / 7:30 p.m.

So pick up your coupons, purchase your tickets at the box office, and enjoy your savings!



State Quarter Inventory Clearance Sale

The State Quarter Program is ending at LFCU. We're liquidating our remaining inventory. Hurry in to complete your set and take advantage of our discounted prices:

Only \$3.00/state!
(that's over 25% off retail prices)

Order quarters at your local branch or pick up directly at the Yorktown Branch. Variety and quantity of quarters is limited by existing inventory.

Call the Yorktown Branch at 827-700 ext. 3720 to make sure we have the quarters you need prior to visiting. Full sets available only while supplies last. All sales final.



FREE Member Education Seminars

Take advantage of our free educational seminars 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 langleyfcu.org/community/seminars. For course descriptions, please visit langleyfcu.org.

TOPIC	DATE	TIME
Long Term Care	April 22 nd	6:30 p.m. - 7:30 p.m.
Car Buying Seminar	May 6 th	6:30 p.m. - 7:30 p.m.
Understanding Your Social Security Benefits	May 20 th	6:30 p.m. - 7:30 p.m.
Homeownership Seminar	June 5 th	8:30 a.m. - 3:00 p.m.
Identity Theft	June 10 th	6:30 p.m. - 8:00 p.m.
Women & Investing*	June 24 th	6:30 p.m. - 7:30 p.m.

*Investments offered through Financial Network Investment Corporation/member SIPC. Financial Network and Langley Federal Credit Union are not affiliated. INVESTMENTS ARE NOT NCUSIF INSURED. MAY LOSE VALUE. NO CREDIT UNION GUARANTEE. NOT A DEPOSIT. NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY.



Fraud/Scam MONITOR

REDUCE JUNK MAIL IN 3 EASY STEPS

If there is a bright spot to the recession, it is the decrease of unsolicited direct mail. But, chances are you are still getting a lot more junk mail than you'd like. By putting yourself on a Do Not Mail list at each of the below services, you will see your junk mail dramatically drop. Keep in mind, companies that you have a "business relationship" with can still contact you with offers. You'll have to directly request that the company stop sending you solicitations.

Here are three sites you can visit to reduce your junk mail. Each one should take you only a few minutes of time to complete. Think of all the trees you'll be saving!

OptOutPrescreen.com – This is where you can register to opt out of "firm offers of credit or insurance." When you sign up, you opt out for five years or permanently (and you can opt back in through the site). By opting out, you will no longer receive firm (preapproved/prescreened) offers of credit.

DMAchoice.org - The Direct Marketing Association has a mailing list that is used by member merchants for direct mail. Through their site, you can put your name on a do-not-mail list and all DMA members are required to stop marketing to consumers who opt out.

AbacusOptOut - Abacus, a division of Epsilon Data Services, has the largest database of mailing addresses for store and online catalogs. Companies join the "cooperative" by sharing information about their customers and transactions, which in-turn is used for mailings.



LFCU Selects Employees of the Year

Each employee of the year was selected and nominated based on their demonstrated exemplification of LFCU's mission to provide world-

class services to meet members' needs. This year we are pleased to award Employee Excellence Awards to a group of first-rate people.



From left to right: Robin Huxford, Barbara Rosa, Sally Mitchell, Jean Yokum, Earsie Brown, Lindsey Stelzig and Jim Kirkman.

Member Service Representative of the Year

Lindsey Stelzig, MSR III at Hayes Branch

Support Office Employees of the Year

Barbara Rosa, Executive Assistant to the President
Sally Mitchell, Contact Center Representative II

Financial Service Officer of the Year

Earsie Brown, FSO III at Aberdeen Branch
Jim Kirkman, MSD at Coliseum Branch

Supervisor of the Year

Mick Doonan, Distribution Supervisor
Robin Huxford, Training Supervisor

CYBER News

lownLFCU.com

Have you been to our new micro-site lately? Visit lownLFCU.com and find out why it's better to be a member-owner than a customer. Plus you'll see some entertaining videos and even have the opportunity to whack a fee monster.



Watch Regulation D Transactions

Federal Regulation D limits you to six electronic transfers or automatic payments from shares each month. Transactions falling under Reg. D include:

- CHIPS transfers from shares
- Preauthorized payments from shares such as mortgages, insurance, Life Help, CU Benefit and NEBA
- Telephone transfers from shares
- Transfers from shares to cover overdrafts
- L@ngley Link (on-line account access) transfers from shares
- Faxed share withdrawal requests

Once you have reached your six (6) per month limit, we cannot execute further transactions as listed above. You will still be able to make transfers in person, by written request and by ATM. If your transactions exceed six per month, a transfer from shares to cover an overdraft will not be completed. The check will be marked "Non-Sufficient Funds" and a NSF fee charged. To avoid this, Langley Federal offers a line of credit as overdraft protection. Transfers from the line of credit to cover overdrafts are not counted under Regulation D. To apply, call (757) 827-EASY (3279) or (800) 588-EASY (3279).

Please watch the number of electronic share transfers on your account. If you have any questions concerning this topic, please call (757) 827-LFCU (5328) or (800) 826-7490.

Planning To Travel Abroad?

Because of increasing fraudulent activity, members traveling abroad are advised that all LFCU charge card transactions originating in the countries below will not be approved. However, ATM transactions under \$200 per day will be approved.

- China
- Indonesia
- Israel
- Japan
- North Korea
- South Korea
- Malaysia
- Morocco
- Singapore
- Taiwan
- Turkey

Charge card transactions originating in the countries below will be approved only if the transaction is performed by reading the magnetic strip on the card. In these countries, transactions requiring merchants to manually key the account number will not be approved:

- United Kingdom
- Germany
- Italy
- Mexico

ATM/POS (PIN based) transactions on ATM/Debit cards will not be approved in the countries below until further notice:

- Bulgaria
- Romania

If you are traveling to any of the countries listed and wish to use your LFCU Credit Card, please call 757-825-7101 or 1-800-826-7490 ext. 7101

and we will recode your account, allowing you usage in any country for those limited days of travel.



YOUR BILLING RIGHTS

KEEP THIS NOTICE FOR FUTURE USE

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

Notify Us In Case of Errors or Questions About Your Statement of Open-End Loan Account

If you think your statement is wrong, or if you need more information about a transaction on your statement, write us (on a separate sheet) at P.O. Box 7463, Hampton, VA 23666. Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to pay any loan obligation automatically from your savings or checking account, you can stop the payment on any amount you think is wrong. To stop the payment your letter must reach us three business days before the automatic payment is scheduled to occur.

Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the statement was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid

amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your outstanding balance that are not in question.

If we find that we made a mistake on your statement, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your statement. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your statement was correct.

Special Rule for Credit Card Purchases

If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right:

- (1) You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and
- (2) The purchase price must have been more than \$50.

These limitations do not apply if we own or operate the

merchant, or if we mailed you the advertisement for the property or services.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Telephone us at (757) 827-5328 or write us at P.O. Box 7463, Hampton, VA 23666 as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will tell you of the results of our investigation within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will recredit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not recredit your account.

If we decide that there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

New life insurance options available at Langley Financial Services



Langley Financial Services (LFS) is pleased to make available life insurance from Credit Union National Association (CUNA) Mutual Insurance Society. These life insurance plans are customized financial solutions exclusively offered to credit union members and their families.

Offering Term and Whole Life, CUNA Mutual helps prepare for the unexpected, such as death or loss of a job, and is designed to safeguard growing financial commitments such as marriage, children or mortgage.

Life insurance is a valuable way to help protect loved ones should you and/or your spouse die prematurely. It can also

protect funds for a child's college education, accumulate and secure money for retirement, or provide a cash value to help balance your more aggressive investments.

The insurance offered through CUNA Mutual Insurance Society is not federally insured or guaranteed or sold by your credit union. Products may not be available in all states. Be sure to understand the complete details of coverage, including any exclusions and limitations.



Want to find out more information about the life insurance made available through LFS?

Call 757-898-0089 or visit the website at www.langleyfinancialservices.com.

350 Credit Union Supporters Join Together at the Capitol

Credit union supporters from across Virginia traveled to Richmond on January 28th to oppose legislation that would pave the way for banks to acquire credit unions. With 350 credit union supporters in the halls of the General Assembly sporting red credit union scarves, lawmakers learned that credit union members fear banks are looking to employ a new strategy in their bid to drive the financial cooperatives from the marketplace.

"With 350 credit union supporters at the Capitol, 2,000-plus e-mails and hundreds of phone calls, we got our message across," said Virginia Credit Union League President Rick Pillow. "Everyone who belongs to a credit union has an ownership stake in their credit union. The question at the heart of this legislation is this: Should banks be allowed to buy up credit unions without adequate protections for those member-owners?"

Great news--the VA Credit Union League officials and lobbyists successfully negotiated a compromise that protects credit union members. We'd like to thank all credit union members who took the time to contact their legislators personally regarding this matter.

National Credit Union Youth Week

Save at LFCU and you could win up to \$200!*

Make saving at the credit union a habit this April and join the saving team. Make a deposit to a Constellation Club account (or open a new one) during Youth Week, April 18 - 24, 2010 to participate in the National Youth Saving Challenge.*

Ten young savers will be selected nationwide to each win \$100. To be eligible, simply make a deposit into your savings account at any LFCU branch location during the month of April. Plus, courtesy of LFCU, you'll also be registered for a chance to win a \$100 share deposit.



LFCU Saving Challenge & National Youth Saving Challenge Rules: Open to all youth under age 18 who visit an LFCU branch during regular business hours in April. While youth are encouraged to make a deposit at the credit union, no deposit is required to enter. Those parents/guardians giving permission for their youth to enter can submit on a 3" x 5" piece of paper the following information to the credit union: Name, date of visit, current age, and amount deposited that day. Limit one entry per person. All entries must be submitted between April 1 - 30, 2010. On May 5, 2010, the Credit Union National Association (CUNA) will randomly select and give ten (10) \$100 awards to 10 participating credit unions. LFCU will draw winners on 05/05/10 and will notify winners by mail. Winners' names will be listed in the 3rd quarter Constellation Club newsletter. The odds of receiving the \$100 will depend on the number of entries. Void where prohibited.



Representatives from Virginia credit unions gather in Richmond.



Credit Insurance Change

Recent changes have positively impacted our credit insurance product. The maximum loan coverage was increased from \$50,000 to \$70,000. Credit Life is increasing from 69 to 70 years of age with a termination age increasing from 70 to 71. Credit Disability coverage is also increasing from 64 to 69 years of age with the termination age of 70 remaining the same. Below are the new rates:

INSURANCE PLAN	CURRENT COST PER \$1,000	NEW COST PER \$1,000
Single Credit Life	\$.55	\$.52
Joint Credit Life	\$.91	\$.86
Single Credit Disability	\$1.92	\$1.51

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

HOLIDAY CLOSINGS

- ▲ Monday, May 31st - Memorial Day
- ▲ Monday, July 5th - Independence 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
- ◆ WARDS CORNER
7420 Granby Street, Norfolk
- ◆ 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 Mem. Hwy., 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.