Frequently Asked Questions
About Alabama Telco Credit Union

What are the advantages of using Alabama Telco Credit Union?

We have been in business for over 75 years. We have over $440 million in assets and currently serve more than 600 employee groups and organizations. We have a "5 Star" Superior Rating by Bauer Financial for Safety and Soundness, are federally insured, stand ready to lend and are not-for-profit, meaning higher dividends, lower loan rates and free or low-cost services for our members.

Our size and experience provide us with the resources necessary to offer outstanding member service, convenient access throughout the U.S., and an extensive product lineup comparable to any major financial institution.

Are there any costs involved for the company or employee members?

For the company, there is no liability or contractual agreement to include Alabama Telco Credit Union in the employee benefit package. The only cost would be to administer the payroll deduction program, if it is offered.

For the employee, there is no cost to join Alabama Telco. Members must simply deposit a minimum balance of $5 in their savings (share) account, which represents one share in the credit union. The new member is immediately eligible to apply for any service, including loans. The new member will either need to open another product or service or make a deposit of $100 or more within 90 days of opening their savings account to keep it open and avoid a fee.

Are family members eligible to join?

Yes. Any relative, by blood or marriage, is eligible to join.

How frequently is Alabama Telco audited?

In order to safeguard member assets, our audit procedures ensure regulatory compliance and monitor internal operations. We are supervised by the Alabama Credit Union Administration. Alabama Telco also has an annual CPA opinion audit. We are regularly audited by our insurance provider, the National Credit Union Administration (NCUA).

How do Alabama Telco's interest rates compare with other financial institutions?

In general, Alabama Telco members earn higher interest for their deposits and pay less interest on their loans. Contact an Alabama Telco branch or call our toll-free number for current rate information. Rate information is available 24/7 on our website at www.alatelco.org.

How does the loan approval process work?

There is no waiting period for a new member to apply for a loan. Our loan process requires a completed loan application, available at any Alabama Telco branch or online, as well as our Call Center, who takes applications over the phone. Want to apply after hours? Call our 24-hour Loan Link at 1-866-484-2262 to fill out an application over the phone with one of our representatives. A credit and budget analysis will be performed on each application. Response to a loan request can vary from minutes to 24 hours depending on the availability of the necessary information.

How can employees access their accounts, including those outside the state of Alabama?

- **Internet Banking with Telco Online —** FREE access to your Telco accounts 24 hours a day, seven days a week at alatelco.org. It's secure and confidential. You can perform most any Alabama Telco account transaction from your personal computer at home, work or on the road. Plus get up-to-the-minute information on your account and current rates, apply for new accounts and loans, make loan payments and more.

- **Mobile Banking —** FREE access to your Alabama Telco account information from the touch of your cell or mobile phone as long as you are a Telco Online user and have access to the web on your mobile device. You can manage your account(s) whenever and wherever, access our ATM and Branch Locator and view the latest rates. It's convenient and free!*

- **Telephone Banking —** Toll-free account information system allowing account transactions 24 hours a day, 7 days a week with our automated teller, Bella. To access Bella, call (205) 985-0550 or 1-800-874-1394. To sign up for Bella, call Member Services at 1-800-24-TELCO.

- **Credit Union Service Centers —** A network of shared branch facilities located throughout the United States. Call an Alabama Telco branch for information about Credit Union Service Centers outside of Alabama or visit www.cuservicecenter.com.

- **Call Center —** Our friendly and knowledgeable representatives can answer your questions and handle transactions by mail or telephone, including withdrawals and loans.

- **Nationwide ATM Network —** Debit or ATM cards let you access your checking or savings accounts from anywhere VISA, STAR and PLUS are accepted. Free ATMs nationwide is an option with our Choice and Choice with Interest checking accounts.

In addition, loan payments can be made by mail, ACH, phone or online. And with direct deposit and payroll deduction, all or part of a member's paycheck can be deposited directly to any Alabama Telco account, including loan payments.

Alabama Telco Credit Union
P.O. Box 360287 • Birmingham, AL 35236-0287
1-800-24-TELCO (83526)

Telco Services Overview

Savings Accounts
Checking Accounts
Health Savings Accounts (HSAs)
Kids Savings School
Christmas Club Accounts

Investments

Certificates of Deposit
Individual Retirement Accounts (IRAs)
Money Market Accounts
Financial Planning Services**

VISA® Platinum Credit Cards

Platinum Best Rate Card features a great low rate with no frills.
Platinum Rewards Card earns you points with every purchase that can be redeemed for merchandise or travel discounts.
Platinum Cashback Card earns an annual cash rebate based on your amount of purchases.

All feature a great low introductory rate, low fixed rates, no annual fee, available payment protection, emergency cash disbursement and card replacement and zero liability on fraudulent transactions.

Loans

New/Used Car Loans
Boat, RV and Motorcycle Loans
Loans at participating Alabama Telco Dealerships
Mortgage Loans
Lines of Credit
Signature Loans
Share Secured Loans
CD Secured Loans
Stock Secured Loans
Student Loans

Convenient Services

Internet Banking
Mobile Banking
Telephone Banking
Free Online Bill Payment
Free e-Statements

For other products and services see our Member Services brochure.

*You will be charged access rates depending on your carrier. Check with your cell phone service provider for details on specific fees and charges. Mobile Banking will be available to Telco Online users at www.alatelco.org from your cell or smart phone browser.

**Representatives are registered through, and securities are sold through, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member NASD/SIPC, A Registered Investment Advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Insurance sold through licensed CUNA Mutual Life Insurance Company Representatives, and in New York, licensed insurance representatives of other companies. Nondeposit investment products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the credit union. CBSI is under contract with Alabama Telco Credit Union to make securities available to members.

Alabama Telco is an Equal Housing Lender. EQUAL HOUSING LENDER

The credit union is federally insured by the National Credit Union Administration. Additional coverage up to $250,000 provided by Excess Share Insurance Corporation, a licensed insurance company. Services and rates described may be periodically changed and/or deleted. 09/22/09