

# aspire!

WINTER 2019

REDSTONE FEDERAL CREDIT UNION®

## BUILDING FOR THE FUTURE



Credit Union of the Year



**REDSTONE**  
FEDERAL CREDIT UNION®

*Live Brighter!*

# from the CEO: Joseph H. Newberry



As we say goodbye to 2018 and welcome in a new year, it's customary to take time to reflect on past accomplishments.

I could highlight our explosive membership growth or the national and international awards we received. I could list the various products and services we introduced last year that give our members added value and increased benefits for their membership.

I'm always happy to talk about our wonderful community partnerships and sponsorships, such as the partnership with The Catalyst Center for Business & Entrepreneurship and Neighborhood Concepts to offer business microloans in amounts from \$5,000 to \$25,000.

These, and many more accomplishments, helped Redstone have a successful 2018.

However, giving back to our members is what makes us stand out from other financial institutions.

In 2017, Redstone gave \$33.7 million back to our members in the form of dividends, reduced HELOC fees, reduced mortgage fees, and other promos and giveaways.

By the end of October 2018, we had already given back 52.59 percent of our budgeted net income. Once we have reviewed all of our 2018 givebacks, we believe those numbers will be much higher than last year.

Additionally, our employees broke their previous years' record for United Way giving – contributing more than \$225,000.

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Send your comments, suggestions or questions to:

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Editor:

**Patricia Dedrick Lloyd**

## Joe Newberry's LEGACY OF LEADERSHIP

Henry Kissinger is quoted as saying, “The task of the leader is to get their people from where they are to where they have not been.”

When Joe Newberry took over the reins of President and CEO of Redstone Federal Credit Union in 2008, the Great Recession was ravaging the country. However, while other financial institutions lost members and revenue, Redstone continued to grow.

His leadership abilities are well-known in Alabama and within the credit union industry.

Newberry received the **CUES' 2018 Outstanding Chief Executive** award in November. *CU Management Magazine* calls his leadership style “transformative.”

Now in his 11th year as leader of the 428,200-member credit union, Newberry received the honor for his professional achievements, his support of employee motivation and his dedication to the community.

“It’s always appreciated to be recognized by your peers. I am especially honored to receive this award and am grateful to work with a talented team of executives and board members who put our members first each day,” Newberry said.

“A strong leader models, motivates and inspires others to be excellent, and I try to do that in every area where I serve,” he said.

Employees, members and non-members all find him easily approachable and ready to listen.

Jan Bias, Redstone’s Executive Vice President for People and Culture, said Newberry possesses the qualities necessary for a great



leader: integrity, trust, passion, commitment, humility, and empathy.

“He openly communicates with our employees and welcomes their feedback,” she told *CU Management*.

Newberry’s leadership continues to be a catalyst for positive change.

He’s active on several statewide boards, such as the Alabama Space Science Exhibit Commission (Space & Rocket Center Board).

His impact is strongly felt in his local community, where he has served as chairman of the board for the Huntsville/Madison County Chamber of Commerce, United Way and the Rotary Club of Greater Huntsville.

“We’ve created a culture that’s going to ensure the success of this cooperative and its community for generations to come,” says Newberry. “It’s the culture that will propel us, and we can promise that no matter what happens in the future, Redstone will be here for its members.”



## Building for the Future

### Meeting Members' Needs

Redstone Federal Credit Union's first downtown branch represents the organization's commitment to meet its members where they are.

The 66,718-square-foot building at 200 Davis Circle in Twickenham Square will span five floors and include a Community Room and Rooftop Terrace.

"We are excited to participate in the revitalization of downtown Huntsville," said Joe Newberry, Redstone's President and CEO.

This is Redstone's most ambitious building project to date, said Fred Trusty, Redstone's Chief Marketing Officer. "Members have been asking for a downtown branch for years that will handle their real estate and business accounts. This branch will do that and so much more," Trusty said.

The downtown branch will also be the closest branch to Redstone's largest membership partner – Huntsville Hospital. In addition to the branch office, it will also offer two floors of multi-tenant lease space.

"We are growing to meet current and future needs," Trusty said. "As downtown Huntsville continues to attract young professionals, new business start-ups and retailers, a Redstone branch that fits into that mix is needed."

The design is contemporary and unique to downtown, said architect Kristine Harding of KPS Group.

“The rooftop will be an outdoor terrace with guardrails that are translucent, with a gold thread that carries throughout the outside of the building. At night, it will draw everybody’s eyes to the building,” Harding said.

Inside, the branch design is open, flexible and allows space that can be configured to accommodate numerous set-ups.

Solar panels on the roof of the parking deck are used to power the parking deck lights and outdoor perimeter lights.

The branch complex is expected to open in fall 2020.

### **Drive-thru Teller Station at North Parkway**

A new Drive-thru Teller Station on North Parkway will stand out for its design, its convenience and its functionality.

The structure, at 3025 North Memorial Parkway, offers drive-thru services with the assistance of a video teller. It also handles general ATM functions.

Again, Redstone responded to members who sought more service options for that area. This facility is set to open in January 2019.



### **Tennessee Complex**

The 26,000-square-foot facility will be Redstone’s Tennessee flagship branch. It will consist of a retail branch, office space, call center, and a Community Room and Terrace on its top floor. Its location at 2404 Medical Center Parkway will enhance the “live, work, shop, dine” appeal of the 31-acre development nearby – the Fountains at Gateway.

The complex is set to open in summer 2019.

# APPLY NOW FOR A \$5,000 Redstone Scholarship

Apply online now for a Redstone Federal Credit Union scholarship at [redfcu.org/scholarship](http://redfcu.org/scholarship).

Redstone is awarding a \$5,000 scholarship to 14 deserving members who are currently enrolled in or accepted to an associate's or bachelor's degree program.

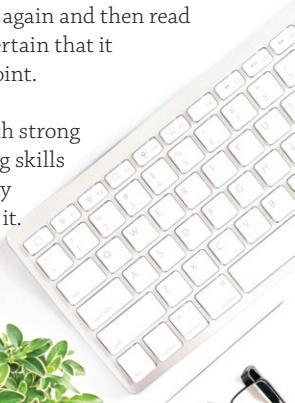
Seven of the scholarships are designated to students attending partner schools: Alabama A&M University, University of Alabama in Huntsville, Calhoun Community College, Drake State Community and Technical College, Middle Tennessee State University, Athens State University and Oakwood University; and seven scholarships will be awarded to members attending any other accredited college or university.

**Application deadline is February 28, 2019.**

## Tips for Writing YOUR BEST SCHOLARSHIP ESSAY

Don't let the thought of writing a scholarship essay frighten you. Put these tips to the test and write your best scholarship essay ever.

- 1 Read the instructions and make sure you understand what is requested. Be sure your essay fits the theme.
- 2 Think about what you are going to write and organize your thoughts before you start writing.
- 3 Begin the writing process by writing an outline. Write your essay by elaborating on each of the points in your outline. Use clear, concise and simple language throughout the essay.
- 4 Share a slice of your life. State your accomplishments but remember that your success is based on what kind of person you are, how you approach challenges and what your work ethic values are.
- 5 Make sure your grammar and spelling are impeccable. Show, don't tell, and use present tense when possible. Write a compelling conclusion.
- 6 Read the question again and then read your essay to be certain that it addresses every point.
- 7 Have someone with strong writing and editing skills proofread the essay before you submit it.
- 8 Good luck!





# CHECKING RECHARGE!

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New Options and Features  
to Make Life Easier

At Redstone, we're always refining our products and services to best serve our members and provide more choices. And since your checking account is a financial tool you probably interact with most in your busy schedule, you'll love the checking improvements we've made to simplify your life!

Take a look at our new options and enjoy checking choices that work for you, your budget and your lifestyle:

**Rewards Checking** – Lets you earn points redeemable for cash back, gift cards, travel or charity. Plus, get free personal checks, official checks and money orders.

**Safeguard Checking** – Protects you from spending more than your available balance\* and has no monthly maintenance fee if you're age 24 or younger. Plus, get free money orders.

**Easy Checking** – Offers you simple, straightforward checking with no or low monthly maintenance fee.

Our checking accounts offer even more convenience and security when you add Online Banking with bill pay and free Mobile Banking with remote check deposit.

If you are 24 or younger, you never pay a monthly maintenance fee on any checking product.

You'll also get a Redstone Debit Card usable at 70,000+ surcharge-free ATMs nationwide and discounts on debit card purchases at participating merchants through Redstone Discounts!®

## Need some help deciding?

Visit [redfcu.org](http://redfcu.org) and click "Banking" followed by "Checking" to see accounts by feature or a visual comparison grid.

\*If you do not have sufficient funds available in your account to cover a transaction, the transaction will be declined in most cases. However, based on how the payment transaction was presented to Redstone and whether the merchant requested available balance verification, it is possible a payment could be posted to your account resulting in an overdraft situation. In the rare case that your account is overdrawn, Redstone will not charge you a nonsufficient funds (NSF) fee.

Redstone Discounts! & Visa® Discounts:

You must have an RFCU Visa debit or credit card to participate in Redstone Discounts! Restrictions may apply. Discounts are provided by participating merchants. RFCU does not warrant, guarantee, or insure any product, purchase, or service offered by participating merchants. RFCU and participating merchants are separate entities.



# NEXUS ENERGY CENTER

## Bringing Energy Efficiency to Alabama, One Home at a Time

Are your heating bills rising this winter? Are you fighting to stay consistently comfortable in your home? Help is available! Check out Nexus Energy Center – a great resource for improving your home's energy efficiency, reducing your utility bills and providing a more comfortable environment.

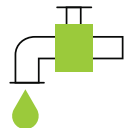
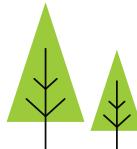
A non-profit with a mission to build smart energy communities, Nexus Energy Center was founded by Ruchi Singhal. Her inspiration for the center was spurred by time spent in Raleigh, North Carolina. There she saw how the entire community diligently pursued energy efficiency.



When she moved to Huntsville, she believed the area was in a prime position to do the same. With support from the Huntsville city government and a consortium of communities around the southeast, in addition to grants from the Department of Energy, Singhal founded the Nexus Energy Center in 2011.

The center quickly began using energy audits to help create a more energy-efficient home. These audits then formed the basis for suggested improvements, such as filling holes, sealing cracks, adding insulation, as well as addressing the heating and air system. The center has helped more than 1,700 homeowners.

Seeing the positive impact of the center's work propelled Singhal to find new funding sources. She finally found a partner in Redstone Federal Credit Union.







“Other financial institutions blocked our ideas to help the community,” says Singhal. “But John Cook, Vice President of Lending at Redstone Federal Credit Union, offered so much support. Even at our very first meeting, Redstone was already offering ideas on how to help the community.”

This help came through Redstone’s Community Partner Loan Program.

**By partnering with Redstone, the center now offers low-cost, one-percent, 24-month loans to homeowners for qualified energy-saving home improvements.**

“The aim of our Community Loan Program is, in part, to be a catalyst for positive change in our communities,” said Peter Alvarez, Assistant Vice President of Redstone’s Business Development. “The important work that Nexus Energy is doing to improve our communities aligns perfectly with our goal for the Loan Program,” added Alvarez.

With the advice they receive from Nexus Energy Center, homeowners can save an average of 20 percent on their utility bills. The Nexus Energy Center also partners with CASA (Care Assurance System for the Aging) to provide no-cost services to help disadvantaged, elderly homeowners. The Comfort Project, as it’s called, has been a wonderful relief to so many in the local area.

To help entice the community to become more energy efficient, the center takes a tiny home to various events, schools and even parades. The home showcases a wide selection of methods to increase energy efficiencies, including solar power, foam insulation, tankless water heater, and ductless air conditioning.

Are you ready to enjoy a cozier winter and a more refreshing summer? Contact Nexus Energy Center to get started. They can be reached at 256-426-6941 or [contactus@nexusenergycenter.org](mailto:contactus@nexusenergycenter.org).

# DO YOU HAVE THE RIGHT INSURANCE COVERAGE FOR NATURAL DISASTERS?



If you live in Alabama or Tennessee, you likely experience tornado warnings several times a year. And while you have a safe space ready to protect your family, do you know if your insurance is ready to protect your house and belongings?



Redstone Services Group<sup>SM</sup>, LLC, d/b/a Redstone Insurance Services, is a wholly owned subsidiary of Redstone Federal Credit Union<sup>®</sup> (RFCU<sup>®</sup>) but they are separate entities. Redstone Services Group, LLC is a licensed insurance agency that sells insurance policies issued by third-party insurance companies. The insurance products are not products or obligations of RFCU, are not NCUA or federally insured and are not endorsed, warranted, recommended, or guaranteed by RFCU or any government agency. The insurance products may be offered by a dual employee who also sells insurance products on behalf of a third-party insurance company. RFCU and Redstone Insurance Services are affiliated, but RFCU, Redstone Insurance Services, and third-party insurance companies are separate entities.

## Wind Damage

The good news for our tornado-prone area is that damage from tornadoes is typically covered in most home insurance policies. The damage during these storms is usually caused by the high winds – sending trees crashing into homes and vehicles or lifting roofs off houses. This wind damage tends to be covered in a standard homeowner's policy. Wind damage might be covered in an auto policy. Review your comprehensive coverage with a qualified agent.

## Flooding

What if your home is flooded by an act of nature? Unfortunately, most standard policies do not cover those damages. Water damage from a burst pipe or other such house-related issues can be covered in the typical homeowner's policy, but not flooding from rain. If you live close to a waterway, you may want to consider special flood insurance to protect your home and belongings.

## Earthquakes

What about earthquakes? It is not unusual to have small earthquakes in the Tennessee Valley once or twice a year. If one of those earthquakes were powerful enough to damage your home, most insurance policies would not cover the expenses necessary to replace or fix it. There is special earthquake coverage available though, just like with flood insurance.

## Review Your Policies

As the next severe weather season approaches, it is a good time to review your home and auto insurance policies to see exactly what yours cover. Redstone Insurance Services<sup>SM</sup> will help you review your current home and auto policies and the best options for protecting your family and your belongings.

**Life changes quickly. Call Redstone Insurance Services at 256-722-8301 for an insurance review today.**

# POST-HOLIDAY TO-DO LIST

NO SPENDING REQUIRED

The holidays are a wrap, and the gifts have all been exchanged. There's no time like the present to start those post-holiday to-do's:

## Check credit card statements

'Twas the season for fraud. Make sure you check statements to confirm you were charged correctly for holiday purchases – especially online transactions – and that there are no extra, unauthorized charges. Then shred your receipts (assuming loved ones don't need them for returns).

## Use gift cards

By law, gift cards can't expire in less than five years – but there are still good reasons to use them now. There may be non-use fees over time, and there's also a risk that the company could go out of business, or that you could misplace or forget about the card. As a reminder to use it, keep your gift card in your wallet next to the debit or credit card you use most.

## Hang on to used prepaid debit or credit cards

It's tempting to toss a Visa® gift card, for example, once you've used it up. But if you later return items you bought with that card, it's likely the store will issue your refund directly to that card – which you can't use if you no longer have it.

## Return, donate or trade in unwanted gifts

Don't put off returns, as there's usually an expiration date. For unwanted gift cards, you can mail them to sites like Gift Card Granny and Cardpool in exchange for cash or a different gift card.

## Document charitable gifts

If you made a charitable donation on behalf of a loved one as a gift, you may be able to deduct the donation to reduce your taxable income. For more information, visit the IRS website.

## Get ready for next year

As you're cleaning up, update contact information from holiday cards or envelopes before tossing them and save bows and gift bags for re-use. Also, consider a Redstone Christmas Club Savings Account to ease next year's purchases.

# CELEBRATE ALABAMA'S BICENTENNIAL!

2019 marks the last year of a multi-year celebration recognizing Alabama's journey from territory to statehood. Discover the rich history of the state through exhibits and events, culminating with Alabama Day on December 14, 2019, which celebrates the 200th anniversary of statehood. Here is a small sampling of bicentennial events happening in north Alabama.

**Theatre Huntsville's  
"To Kill a Mockingbird"**

Experience one of Alabama's most famous literary creations in live theater.  
*January • Huntsville*

**Alabama Then and Now**

Explore a collection of paintings created to celebrate the bicentennial in this traveling art exhibit.  
*February • Athens*  
*April • Marshall County*  
*June • Jackson County*  
*October • Huntsville*

**Maria Howard Weeden Art Exhibit**

Discover a collection of historically significant watercolor paintings.  
*February • Weeden House*

**Making Alabama:  
A Bicentennial Traveling Exhibit**

Take in a gathering of historical artifacts and interactive displays in this traveling exhibit.  
*June • Huntsville Botanical Garden*  
*December • Alabama Center for the Arts in Decatur*

**Alabama State Games  
Opening Ceremony**

Celebrate Olympic-style games featuring top Alabama amateur athletes.  
*June • Huntsville*

You can also explore the state's history through the Alabama Bicentennial PastPort, a smartphone app highlighting important dates and locations in all of Alabama's 67 counties.

**You're Invited**  
**Annual Meeting**  
Set for  
**February 21**

Redstone Federal Credit Union's annual members' meeting will be held on February 21, 2019, at 7 p.m. in the East Hall of the VBC in Huntsville. The meeting is open to all Redstone members.

# THE UPSIDE

.....to.....

## Rising Interest Rates



Rising interest rates can be motivation to both get rid of consumer debt and to make saving a priority.

One way to pay off your consumer debt is to use the debt snowball method. That's

where you pay your debts off from smallest to largest. Pay as much as you can toward the smallest balance while making minimum payments on the rest of your debt. The snowball gains traction as you pay off each debt and roll over what you were paying on the last debt into the next.

Another method is to pay off the debts with the highest interest first.

If you're out of consumer debt (with the exception of your home), keep on saving for your fully funded emergency savings of three to six months of expenses. Thanks to the rising interest rates, your savings will grow a little bit more than it was before. This is where interest rates actually work in your favor. Take advantage of it!

Also consider this savings strategy: Don't just settle on a single share certificate or a bank's certificate of deposit. Buy several share certificates and stagger the terms, so you'll be able to reinvest regularly as rates rise, according to Robert Frick, author of the Decoding Economy blog.

"You can beat inflation by a little bit right now if you pick a good CD," says Frick.



## NOW, GET YOUR DEBIT CARD THE SAME DAY

You asked, and we answered!

Redstone members can now walk into any branch and walk out with a replacement debit card that's ready to use.

Members whose debit cards have been lost or stolen no longer have to wait a week to get a replacement card.

You, our members, asked for more convenience and this new service provides it! Members get to choose from three new designs in bright, vibrant colors available only at the branches.

Members must be present and must choose their PIN before leaving the branch.

Thanks to our members for making Redstone's debit card their card of choice.

A checking account is required for debit card usage. Must not have caused RFCU® a loss in order to be eligible to open a checking account. Minimum opening deposits and monthly checking maintenance fees may apply to the checking accounts, and the monthly maintenance fees vary per checking account type. Contact RFCU for more information about these amounts and fees. Age and other restrictions may also apply.

# Money Repair

YOU ASK – WE ANSWER!



Need a “get out of debt” plan or just need someone to read over your credit report with you? Redstone Federal Credit Union’s accredited financial counselors can help.

**Q I’m trying to choose between a home safe or a safe deposit box. What items can I keep in a safe deposit box?**

**A** Good candidates for a safe deposit box include originals of key documents, such as birth certificates, property deeds, car titles and U.S. Savings Bonds.

You may also keep family keepsakes, pictures or videos of your home’s contents for insurance purposes, and other valuables. Keep in mind, however, that those items won’t be accessible immediately, including when your credit union or bank is closed.

You’re better off keeping your cash in savings or other share accounts. Why? Financial institutions generally do not insure the contents of safe deposit boxes, and the money cannot earn interest or pay dividends.

**Q Is a home safe a good substitute to a safe deposit box?**

**A** A home safe could be used to store replaceable items you may need immediate access to, such as a passport or insurance policies. But home safes are generally not as secure as safe deposit boxes, according to Luke W. Reynolds, Chief of the FDIC’s Community Outreach Section. Certain personal treasures that you want to access can also go in the home safe. These items may include a power of attorney document or jewelry.

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**If you have a financial question you want answered in a future Money Repair column, send it to [aspire@redfcu.org](mailto:aspire@redfcu.org).**

# Member's Moment:

**Kenedee Brazelton** was all smiles when we met her this past summer as she deposited money from her princess bank into her STAR Club® savings account. Her mom shared the photo on her social sites.

We wondered...what makes a 5-year-old so excited about savings, and what else does she jump up and down about? We talked to Kenedee and her parents, Renita and Albines Brazelton, and it became clear that her love of learning covers everything – even saving money.

## Q: What are some of your favorite things?

A: School, riding my bike, dancing, reading and My Little Pony Fluttershy. Oh! And my fluffy toy rabbit.

## Q: What are you saving your money to buy?

A: Her mom answers that Kenedee shakes her banks to see how full they are. Then they make the trip to Redstone to run her money through the coin machine and then deposit it. So, she is not saving to buy a particular item – but to get into the habit of it.

## Q: Any New Year's resolutions for Kenedee?

A: This year she is going to start giving 10 percent of the money she earns to her church so that she can understand about giving back. At school, she read over 150 books through December. This year, she hopes to exceed that.

**Want your young member featured? Just send us an email at [aspire@redfcu.org](mailto:aspire@redfcu.org) and tell us a little about him or her.**

*(Continued from page 2)*

Why is giving back to our members so important? It's simple: As a not-for-profit cooperative, our success is directly attributed to you – our members. It's your participation in the cooperative that drives down fees and allows us to give back to you. Cooperatives work better when everyone is actively engaged, and for that I say, "Thank you!"

This year, don't hesitate to take advantage of all the exceptional products and services available to make your life brighter.

*Joseph H. Newberry*



## BUSINESS DEVELOPMENT OFFICERS:

*North AL and Fayetteville, TN*

### T. LeJuan George

[lgeorge@redfcu.org](mailto:lgeorge@redfcu.org)

### Kasie Tanley

[ktanley@redfcu.org](mailto:ktanley@redfcu.org)

*Murfreesboro, TN*

### Lori Cutler

[lcutler@redfcu.org](mailto:lcutler@redfcu.org)

Must be RFCU member to open a Member's Choice certificate. Minimum balance to open certificate account, maintain certificate account, and earn the applicable annual percentage yield (APY) is \$1,000. After 90 days from certificate opening date, members may request a change to current dividend rate applicable to that certificate term. Future rate changes may be requested every 365 days after the last rate change to certificate. Fees and other conditions could reduce earnings on account. A penalty will be imposed for early withdrawal of principal prior to maturity. Non-compounding certificates will have dividends credited to primary share account. Dividends cannot remain on a non-compounding certificate. The payout of dividends is mandatory. Rates, terms, and conditions are subject to change at any time. Option to open multiple Member's Choice Certificates is available. Must have RFCU online banking and PIN to open share certificate online. Other restrictions may apply.

RFCU cannot guarantee future increases of certificate rates. Rate change request must be initiated by the member, either in writing or by telephone call. Please contact RFCU or refer to Share Certificate Account Rate Sheets for current dividend rates and APYs.

Federally insured by NCUA.



Attention Marketing  
220 Wynn Drive, Huntsville, AL 35893

# The Certificate That Lets You Increase Your Rate

## Member's Choice Certificates

- Opportunity to change annually, if rates go up
- Open for as little as \$1,000
- Highly competitive rates

Call **855-809-8982**  
to get started today.

