

We're just like you!

Have you given us your answer about **Courtesy Advance** yet? See back for details

FIRST AMERICAN CREDIT UNION

# The Eagle

July  
Aug  
Sept  
2011

## Reaching Out to Members in Window Rock and Gallup

Members and Friends,

Even though First American's Casa Grande headquarters is more than 300 miles from our branches in Window Rock and Gallup, the distance doesn't diminish the spirit that makes us feel as close as family.

For me, it's important to connect on a personal level with members and staff in all our locations as much as possible. This past May, I brought Julia Tena with me to visit the people who make First American such an important part of the Window Rock and Gallup communities. Julia is one of our front-office staff in Casa Grande, and she also takes the lead on many of our marketing and business development efforts. All First American employees wear multiple hats to help our credit union succeed, so this was also a great opportunity for Julia to meet the people in person that she usually works with by phone and e-mail.

**At our Window Rock branch,** we met with manager Reyna Tso, Jane Williams, Michelle Hoskie, Orlena Nez and Nora Begay. We learned how important the Treaty Days Celebration and Navajo Nation Fair are to many of our members. The whole staff wanted to participate, and I'm proud to announce that we're sponsoring both events this year.

From there, we helped Jane and Michelle (right) talk with students at Tsehootsooi Middle School's Career Day, handed out First American goodies at our booth, and we even discussed the possibility of developing an educational program with Dr. Kate Porterfield to help kids learn how to manage money.

Getting to know the people we do business with is important to me, so we also made a point to visit with Vernon Yazzie of Navajo Times and have agreed to sponsor the NavajoTimes.com website. This valuable online resource gets more than a million hits per month, so we definitely want to be seen there!

**Up in Gallup,** we spent some quality time at the branch with manager Lydia Olguin, as well as staff members Jonnie Naranjo and Leann Sorrell. We also met up with Sammy Chioda, an all-around great guy and one of our key business partners. Everyone in Gallup knows Sammy. He not only runs radio stations KYAT, KYVA, and KXXI — where we advertise our products and services — he's also the top on-air personality in town.

Every time I visit with our members, staff, and business partners, I get inspired with great ideas on how First American can serve you better. Expect to see a lot more of us in your communities in the months ahead — and please take time out to let us know how we're doing.

Respectfully, *Rico*



President & CEO Rico Bautista speaks with students of Tsehootsooi Middle School



Julia Tena visits Window Rock and the Navajo Code Talkers Monument

### In this issue:

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- Skip-A-Pay Program
- \$10 Gift Deposits
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- Courtesy Advance, Yes or No?
- Staff Spotlight

### Event Calendar

#### Independence Day

Branches closed  
Saturday, July 2  
Monday, July 4

#### Labor Day

Branches closed  
Saturday, September 3  
Monday, September 5

#### 65th Annual Navajo Nation Fair

September 5-11

## Did you know? First American can help you get More cold cash for an even hotter summer!

**Skip-A-Pay** — Skip an entire monthly loan payment and free up the cash for more fun in the sun this summer! As long as your loan account is in good standing for 12 months or more, you can defer up to two payments each calendar year for a low fee. Terms and conditions apply, so ask about Skip-A-Pay at your local branch, or download the sign-up form at [firstamerican.org](http://firstamerican.org).

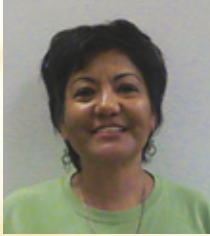
**\$10 Refer-a-Friend Bonus** — Whenever you refer a friend to First American, you BOTH get a \$10 gift deposit! Ask for the required coupon at your local branch or when you see us at our community events.

# We're your community credit union!



## HAVE YOU SAID TO COURTESY ADVANCE?

New Federal regulations require us to get your permission for Courtesy Advance overdraft protection. If you don't already have Courtesy Advance on your checking account, visit [firstamerican.org/courtesy](http://firstamerican.org/courtesy) and get a \$1 thank-you deposit just for giving us your answer.



Lydia Olquin  
Manager, Gallup

## Staff Spotlight

Thanks to Lydia Olquin for pulling off May's "Business After Hours" mixer at the last minute for the Gallup McKinley County Chamber of Commerce. First American employees from Gallup and Window Rock, along with 30 other chamber members, gathered at the Gallup branch for snacks, beverages, and the chance to network with local business owners.

## Read *The Eagle* online!

Visit [firstamerican.org/communications.htm](http://firstamerican.org/communications.htm) to see current and past newsletters, annual reports, and links to articles and news about your community credit union.



### 5/21: Casa Grande Union High School Charity Golf Tournament

First American contributed \$500, provided water for the golfers, and awarded fun-filled lunchboxes to the winning foursome.



### 4/23: Shred Day

In partnership with Casa Grande Youth Commission, First American helped shred 9,080 lbs. of paper and showed people how to avoid identity theft.



### 4/21: Mayor's Committee on Disability Issues' Annual Awareness Day

First American team members gained a new appreciation for people living with disabilities.



### 5/11: Food, Drink, and Fun with Pinal County Lifestyles

First American sponsored t-shirts and raffled off goodie bags at the Gym Grill and Bar.



### 6/11-12: Pinal County Lifestyles "Inspire Women's Expo"

First American was proud to be part of this weekend of pampering, entertainment, and inspiration. We handed out \$25 gift deposit coupons!



### 4/15: Casa Grande Chamber of Commerce Biz Outlook Luncheon

First American staff and board members met with other business leaders to discuss "Our Schools, Our Future: Together We Can Make a Difference."



## Get your VISA cards ready for summer traveling!

This summer, keep your First American Visa® Debit Card or Visa® Gold Card handy so you don't miss out on any of the fun. Our Visa Gold Card offers a low 6.9% interest rate on purchases and cash advances, with no annual fee, no balance transfer or cash advance fees! For members who need to establish better credit and build a payment history, our Secured Visa provides a credit limit that's secured to your savings. Apply today at your local branch.

### CASA GRANDE OFFICE

1001 North Pinal Avenue • Casa Grande, AZ 85122  
Phone: (520) 836-8848 Fax: (520) 421-1706

ATM	SAT	LOBBY HOURS	DRIVE-THRU
Mon - Thur		9:00 - 5:00	8:00 - 5:00
Wed		9:30 - 5:00	8:00 - 5:00
Fri		9:00 - 6:00	8:00 - 6:00
Sat		9:00 - 2:00	8:30 - 2:00

### GALLUP OFFICE

1375 North Highway 491 • Gallup, NM 87301  
Phone: (505) 863-9381 Fax: (505) 863-9382

ATM	SAT	LOBBY HOURS
Mon - Thur		8:30 - 5:00
Wed		9:30 - 5:00
Fri		8:30 - 6:00
Sat		9:00 - 2:00

### WINDOW ROCK OFFICE

Highway 264, Route 12 • Window Rock, AZ 86515  
Phone: (928) 871-4772 Fax: (928) 871-4393

ATM	LOBBY HOURS
Mon - Thur	8:30 - 5:00
Wed	9:30 - 5:00
Fri	8:30 - 6:00



Toll-Free: 1-800-759-9442 // [firstamerican.org](http://firstamerican.org)

