

Celebrate **International Credit Union Day** with us. See back for details.



Oct  
Nov  
Dec  
2011

*We're just like you!*

FIRST AMERICAN CREDIT UNION

# The Eagle

## Going Strong and Growing Stronger



**Rico Bautista**  
President & CEO

Members and Friends,

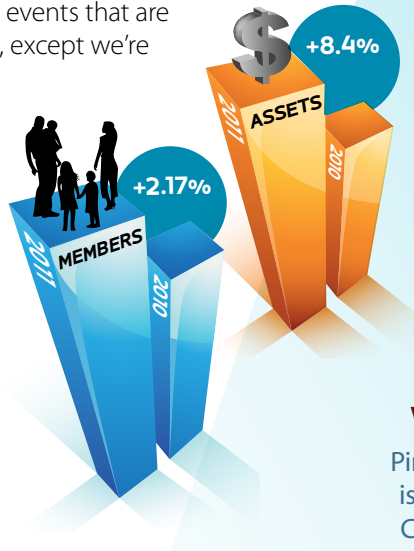
I joined the team at First American Credit Union last October. As I look over all the things we've accomplished together since then, I'm proud to see that First American hasn't just weathered the current economy, we've actually grown. From October 2010 through July 2011, we attracted 401 new members and increased our assets by more than \$6 million.

How did we do it? By letting the community know exactly who we are. We're the people who help you with your finances. We're the people who support local events that are important to you. We're just like you, except we're always wearing our red shirts!

You've probably noticed us more during this past year, as we've expanded our community presence and updated our corporate image. These efforts have paid off for our members, and you have my word that we'll continue to grow and impact the community in exciting ways.

I'd like to thank you all for making this past year such a thrill for me and a success for the credit union. You've welcomed me into your community, and you can be sure that I'll continue to work hard to earn your trust.

Respectfully, *Rico*



### In this issue:

- Strength in the Community
- Cash for the Holidays
- Online Banking Upgrades
- Are we the "Best Financial Institution"?
- International Credit Union Day
- Upcoming Events and community report
- Staff Spotlight

### We'd Like Your Vote

Pinal County Lifestyles magazine is holding their annual Reader's Choice awards. Help us win the award for "Best Financial Institution" for the second year in a row! Please go to [pinalcountylifestyles.com](http://pinalcountylifestyles.com) and vote before Halloween. Thanks!

*Lifestyles*  
Pinal County  
magazine

**"READERS CHOICE AWARDS"  
BEST OF 2011**

### Event Calendar

**International Credit Union Day**  
Thursday, October 20

**Shred Day – Casa Grande**  
Saturday, October 22

**Holiday Closures**  
Columbus Day  
Monday, October 10

Veterans Day  
Friday, November 11

Thanksgiving Day  
Thursday, November 24

Christmas Observance  
Monday, December 26

## Want to free up more cash for the holidays? We can help!

We want you to have a great holiday season—and here are two ways we can help you free up some extra cash for presents and parties:

- **Shop with your First American Visa Card.** Get a lower rate than most credit cards (starting at just 6.9%)—and peace of mind when you shop online with Verified by Visa. And if you transfer balances from cards with higher rates, you'll lower your monthly payments without paying any balance transfer fees.
- **Make your loan payment later with Skip-A-Pay.** Skip-A-Pay allows you to skip up to two loan payments each calendar year for a low fee. Just ask about program terms and conditions at your local First American branch.



## Online Banking Is Getting Better!

### NetBranch 4.0 Is Coming on 12/14/2011!

Our online banking service is getting an extreme makeover. Soon, you'll enjoy one-click access to the activities that matter most to you, including new features like automatic transfers when an account balance gets too high or too low.

The first time you log in after December 14, you can create a new user ID that's personal to you and easier to remember than your member number. You'll also set up additional security layers for greater peace of mind.

If you haven't yet taken advantage of online banking, there's no better time to begin. Just go to [firstamerican.org](http://firstamerican.org) and click "NetBranch Online Banking" on the top navigation bar.



# You are cordially invited

## Party with us on October 20!

First American Credit Union will be celebrating International Credit Union Day in a major way—with goodies and giveaways at all of our branches!

This festive occasion, which has been going on since 1948, recognizes the role credit unions play in the lives of more than 184 million members in 97 countries. This year's theme, "Credit Unions Build a Better World," celebrates the important economic and social contributions credit unions make to communities worldwide—like ours!

Please stop by your local First American branch for a fun time on **Thursday, October 20!**



CREDIT UNIONS  
BUILD  
A BETTER  
WORLD.



### On the Air with KTNN at the Navajo Nation Fair

Starting with live broadcasts at the Navajo Nation Fair this September, you can now listen for First American ads in both English and Navajo on radio station KTNN, the Voice of the Navajo Nation.



### Learn how we protect you and our country

By verifying members' identities in compliance with the Patriot Act, First American Credit Union does its part to prevent terrorist financing. Learn more at [firstamerican.org/patriot\\_act.htm](http://firstamerican.org/patriot_act.htm).

## More Upcoming Events

**10/04** Find a Masterpiece  
**11/01** at Art in the Alley  
**12/06**

Explore your creative side on the first Tuesday of the month in historic Downtown Casa Grande. Join us at our booth and meet our featured artists, like First American Credit Union teller Nicole Stevenson and her mother Carol Triquart, who make beautiful, custom beaded jewelry. If you're an artist who wants to exhibit with us, please contact Julia Tena at 520-836-8848.

**10/12** Expand Your Network at the Casa Grande Chamber of Commerce Business Showcase

Connect with local business leaders at The Property Conference Center from 5:00–7:30 p.m. on Wednesday, October 12: \$5 admission. Learn more at [casagrandechamber.org](http://casagrandechamber.org).

**10/22** Reduce Your Risk of Identity Theft at Community Shred Day

Everyone is welcome to bring old documents, statements and receipts for shredding to First American's Casa Grande branch from 9:00 a.m. until Noon on Saturday, October 22. Get two boxes shredded for free, and more with a donation to the Casa Grande Youth Commission.

## Let's Be Facebook Friends!

You like us in person, now like us on Facebook — just search for "First American Credit Union" in Pages, then look for our eagle logo and join the conversation!

## Staff Spotlight



Julia Tena  
Marketing & Business Development, Casa Grande

Casa Grande native Julia Tena has grown with First American Credit Union over the past year, taking on exciting new responsibilities in the areas of marketing and business development. She's a huge part of our community outreach efforts, and her many talents include producing events, coordinating sponsorship appearances and managing marketing campaigns. She looks at her new role not just as a learning experience, but also as fun. We look at Julia as one extraordinary employee, who always has a smile on her face and gives back to the community in her own way through the Home of Hope, a center for women and children.

If you see Julia out in the community or behind the teller's window, be sure to congratulate her on receiving her Marketing Management certification through the Credit Union National Association (CUNA).

## Your community credit union in action!



**On the March at Gallup Inter-Tribal Ceremonial**  
Every August, Gallup, New Mexico hosts Native Americans across the country for a huge celebration of tribal cultures. First American employees had a great time at the five-day event, and we marched in one of the parades as a proud sponsor of the White Mountain Apache Tribe.

Learn how buying local supports jobs for our communities.

We joined **Local First Arizona** to support local businesses, and you can, too. To learn more, go to [localfirstaz.com](http://localfirstaz.com).



**Congratulations to Esther Charley** of Chinle, Arizona! She won the \$250 Grand Prize VISA® Gift Card for telling us Yes or No about Courtesy Advance.

**Going back to school:** First American helped the St. Vincent De Paul organization buy new clothes for 350 school kids.

*"It was very gratifying to see how much the children and parents appreciated this program, as shown by their bright smiles and shouts of 'Thank you!'"*

— Deanna Cecil, Secretary  
St. Vincent de Paul Benevolent Office



### 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)

