



# 2013

ANNUAL REPORT



April 3, 2014 marks a very important day in the history of Smart Financial Credit Union. On this day in 1934 the charter was approved to start a Credit Union and "Houston Public School Teachers Credit Union" was formed.

Over the past 80 years, the Credit Union has grown from its meager beginning to what it is today, a member-owned financial cooperative with 18 locations serving over 76,000 members.

Like the world around us, the Credit Union has seen many changes. The corporate identity has changed three times as the field of membership has been expanded. New locations and shared branch facilities have been added to serve the growing membership. New products and services have been introduced to keep pace with advancing technology - ATMs, Loan By Phone, Home Banking, Mobile Banking, Online Account Opening. However, one thing has remained constant - our commitment to serving our members and the communities they live in.

Thank you for helping us to celebrate 80 years of Providing Superior Service.

State of Texas



Department of Banking

\*\*\*\*\*

I, E. C. BRAND, Banking Commissioner of Texas, hereby certify that the attached instrument is a true and correct copy of the charter of

"HOUSTON PUBLIC SCHOOL TEACHERS CREDIT UNION"

Houston, Texas, the original of which is now on file in and forms a part of the permanent records of this Department.

CHARTER No. 65



In Testimony whereof I have hereunto subscribed my name officially, and have hereon impressed my Seal of Office at the City of Austin, in the State of Texas, on this 3rd day of

APRIL A. D. 1934.

*E. C. Brand*  
Banking Commissioner of Texas.

HOUSTON PUBLIC SCHOOL TEACHERS CREDIT UNION CHARTER, APRIL 3, 1934

# **Meeting Agenda:**

Invocation

Ascertainment of Quorum

Appointment of Recording Secretary

Welcome and Introduction of Guests

Adoption of Standing Rules

Approval of Minutes of the 79th Annual Meeting

Report of the Board of Directors - Mr. Larry Frazier, Chairman of the Board

Report of the President - Mr. Gary Tuma, President / Chief Executive Officer

Unfinished Business

New Business - Report from the Nominating Committee & Election of Directors

Smart Financial Foundation Report

Drawing for Door Prizes

Other New Business

Adjournment

## ***Standing rules:***

- I. Robert's Rules of Order, Newly Revised, are the governing rules of this meeting.
- II. Debate by any one member is limited to two minutes at one time on any motion.
- III. A member may speak only twice on any motion and the second time only after others who wish to have been allowed to speak once.
- IV. Affirmation and negative views will be recognized alternately, when possible.
- V. All motions must be submitted in writing, signed by the maker, if requested by the Chairman.
- VI. The Credit Union bylaws state that written ballots shall be required for any contested position; otherwise, the election may be by voice vote. The nominee receiving a majority of the votes cast shall win the election.



SMART FINANCIAL CREDIT UNION, CONROE OFFICE, 2004



HOUSTON AREA TEACHERS CREDIT UNION, CONROE OFFICE, 1970

# Annual Meeting Minutes

The Annual Meeting of the members of Smart Financial Credit Union was called to order by the Chairman of the Board, Mr. Larry Frazier, Thursday, March 21, 2013, at 7:06 p.m. at the Sheraton Houston Brookhollow Hotel, 3000 North Loop West, Houston, Texas.

Mr. Samuel Massie gave the invocation. The Chair determined that a quorum was present and appointed Mrs. Sandra Torres as Recording Secretary.

Chairman Frazier welcomed members to the 79th Annual Membership Meeting. He then introduced the persons seated at the head table and special guests seated in the audience. Mr. Frazier then introduced the Board of Directors and Audit Committee members of Smart Financial Credit Union.

Mr. Frazier referred to the Standing Rules as printed in the Annual Report and requested adoption of the Standing Rules as distributed. Dr. William A. Young, Jr. moved, Mr. Solomon Silva seconded that the Standing Rules be adopted as presented. The motion carried.

Mr. Frazier then referred to the printed minutes of the March 29, 2012 Annual Meeting contained in the Annual Report and asked for any corrections. Mr. Arthur M. Gaines, Jr. moved, Dr. Jane K. Silva seconded approval of the minutes as presented. Carried.

Mr. Frazier commented that as Chairman of the Board of Directors of Smart Financial Credit Union, he was very proud to be a part of an organization that has a long standing commitment to ***“Providing Superior Service to Every Member”*** and giving back to the communities it serves. He added that the members could read about the many ways their Credit Union is working to build better communities and a better Credit Union in his report on page 10 in the Annual Report. He thanked the membership for their continued support on behalf of the Smart Financial Credit Union Board of Directors, Management, and Staff.

Mr. Gary Tuma, President and CEO, thanked Mr. Frazier and welcomed the members to the 79th Annual Membership Meeting.

Mr. Tuma then took a moment to apologize to the members for the change in venue (from the Boy Scouts of America (BSA)) with less than two weeks before the Annual Meeting. Smart Financial staff had secured the BSA location, however, there was a meeting conflict with BSA that could not be changed.

Mr. Tuma commented that while the U.S. economy continued to “inch” forward again in 2012, the Houston economy showed definite signs of growth. This economic improvement is reflected in the financial performance of Smart Financial.



The highlights for 2012 can be summarized as a solid year of growth, increased lending to members and continued financial strength and stability.

Year-end total assets of approximately \$528.4 million grew over \$45 million in 2012. Two factors impacted this number. First, members continued to save during the year and second, we also experienced strong growth in new member accounts.

After several years of declining loan demand, gross loans also increased over \$6 million during the year. Most of this growth occurred during the second half of 2012, reflecting the economic improvement trend locally. It appears that consumers will continue to borrow at an increased pace, taking advantage of the current interest rate environment that keeps borrowing costs at a low level.

Mr. Tuma added that the most common metric used to measure financial strength in credit unions is the ratio of Net Worth to Total Assets. As assets grow, earnings must be sufficient to maintain this ratio at a desirable level. In 2012, Smart Financial posted earnings that not only kept pace with the 9.49% asset growth, but actually increased the Net Worth ratio to 9.14%, an increase of .17% from 2011.

By regulation, credit unions must confirm on an annual basis that financial reporting is accurate and provides a clear picture of the organization's strength. Mr. Tuma stated that the Board of Directors once again received reports reflecting the safety and soundness of our Credit Union from our regulatory exam process and the audit by an outside CPA firm.

Mr. Tuma then announced that Dr. William A. Young, Jr. had been selected as 2013 Texas Credit Union League Volunteer of the Year and would be recognized in April at the TCUL Annual Meeting. All applauded.

He then announced that Smart Financial had been selected as one of Houston Business Journal's Best Places to Work for 2011 and 2012. He stated that he was very proud to have such a wonderful executive team and staff. All applauded.

Mr. Tuma stated how pleased he was again to report that the Credit Union remains strong and growing. He then expressed his sincere gratitude to the Board of Directors and Audit Committee and added that they work so hard on the members' behalf and give so much of their time to represent the members. He also commended the management team and dedicated staff that works every day to deliver service consistent with our Mission Statement - "Provide Superior Service to Every Member."

Mr. Tuma thanked the members for their continued support and allowing Smart Financial to be their financial services provider.

Mr. Frazier asked if there was unfinished business from the last Annual Meeting and stated the Chair knew of none.

Mr. Frazier gave an Explanation of the Election Process. He then turned the meeting over to Mr. Chad G. Greer, Chairman of the Nominating Committee who introduced the 2013 Nominating Committee members. Mr. Greer reported that the Committee placed the following slate of nominees before the membership for their consideration:

Position	Name	Length of Term
6	Dr. Jean Wren	3 Years
7	Mr. Samuel Massie	3 Years
8	Mr. Michael O'Neill	3 Years

Mr. Frazier reported that no nominations by petition had been received for Positions Six, Seven, and Eight, therefore, election for these positions may be held by voice vote. Mr. Solomon Silva made a motion for election by acclamation for Positions Six, Seven, and Eight for the new terms. Mrs. Lena Gilmore seconded the motion. The motion carried. Mr. Frazier congratulated the re-elected Board members.

Mr. Tuma then stated that for over a decade, Smart Financial has presented \$10,000 in scholarship funds a year to deserving high school seniors. He added that now in our fourteenth year, the scholarship program continues to be a staple of our dedication to education. In 2003, the scholarship program was renamed in honor of Mrs. Ruby Sue Clifton as a lasting tribute to her unmatched devotion to education. The funds for these scholarships are raised through various funds throughout the year, including our very popular candy sale and annual Ruby Sue Clifton Scholarship Golf Tournament. Mr. Tuma noted that the tournament was scheduled for September 24, 2013, at the Blackhorse Golf Club.

Mr. Tuma introduced the Scholarship Committee and expressed his appreciation for their work. Scholarships will be awarded as a one-time disbursement to each recipient in the amount of \$1,000. Funds are awarded by SFCU to the school of the recipient's choice upon evidence of full-time enrollment.

Recognized as the 14th Annual Ruby Sue Clifton Scholarship Recipients, Dr. William A. Young, Jr., and Dr. Jane K. Silva presented checks to:

<b>Joshua Alvarez</b>	<b>Spring High School - Spring ISD</b>
<b>Dmitri Baldwin</b>	<b>Spring High School - Spring ISD</b>
<b>Aric Barnes, Jr.</b>	<b>Nimitz High School - Aldine ISD</b>

Courtney Davis	Northland Christian School
Jacob McClean	The Woodlands College Park High School - Conroe ISD
Tonië Miller	Vidor High School - Vidor ISD*
Michelle Roy	Incarnate Word Academy
Acara Turner	Debakey High School for Health Professionals - Houston ISD
Thomas Vogel	Saint Louis Catholic High School
Cassie Wang	Clements High School - Fort Bend ISD*

\*Not in attendance

Mr. Tuma congratulated all of the scholarship recipients and wished them the best of luck with their future educational endeavors.

Mr. Tuma then announced the creation of the Smart Financial Foundation. He stated that the Foundation will raise funds, hold charitable events, coordinate community volunteerism and distribute funds to many charities and organizations. He then took a moment to announce the members of the Smart Financial Foundation Board of Directors.

Mr. Tuma then introduced Smart Financial Resources service providers and special guests. Mr. Michael Warrell, Senior Vice President - Member Services, conducted the drawings for door prizes.

Mr. Frazier asked for any other new business, and hearing none he expressed his appreciation to the membership for attending and adjourned the meeting at 8:10 p.m.



Mr. Jeffrey Hamlin, Secretary  
Board of Directors



HOUSTON AREA TEACHERS CREDIT UNON CORPORATE HEADQUARTERS, 1310 GRAY BUILDING REMODELED IN 1967

## Report from the Chairman

Over the past year, it has been my honor and privilege to represent the membership as your Chairman of the Board of Directors. 2013 was another exciting and successful year. Today we celebrate a milestone in the history of the Credit Union, 80 years of Providing Superior Service. On behalf of the Board of Directors, I am proud to make my report to the membership of Smart Financial Credit Union.

In 2013, Smart Financial continued our commitment to improving the financial lives of credit union members and the communities it serves. Throughout the year, we added several new products and services and branch locations.

The Smart Scholars Checking, once only available at the Lamar High School Branch, was made available to all High School students ages 14 and up. A Family Credit Card was also introduced. The card allows you to share a credit line with a family member and assign individual spending limits. It's a great way to teach children about responsible spending and help them develop good credit habits.

In February, the new North Loop location was opened. The branch relocation was a well-deserved upgrade for members and staff of the old branch. The new facility features a three-lane drive up with state-of-the-art depository ATM machines that can be accessed 24 hours a day, 7 days a week.

In January of this year, a new "Express Branch" was opened at the intersection of FM 2920 and Rhodes Road in Northwest Houston. This new branch model is the perfect mix of "high tech" and "high touch", offering a blend of self-service and consultative staff assistance. Two interactive teller machines provide the personalized experience of a teller with the convenience of an ATM. The friendly branch staff is always there to answer questions and assist members with all of their financial needs.

The staff of Smart Financial Credit Union contributes greatly to the organization's success. The Credit Union was named one of the Best Places to Work in Houston for the third consecutive year. This is an accomplishment that is almost unheard of. In addition to this great achievement, Smart Financial was also named one of the Best Companies to Work in Texas, as published in Texas Monthly Magazine.

Many exciting things are in store for the remainder of 2014. A new Rewards Credit Card, the iQ Card, will be added to our vast array of products and services. The new card will allow members to earn points for making purchases and redeem them for a variety of rewards. A new branch location in Missouri City is in the works. The Credit Union will also be moving into a new corporate

headquarters located just off of Beltway 8 in the Westchase district. Our 80th year promises to be a very busy and exciting one!

I would like to take a moment to thank my fellow board members for their tireless work on behalf of you, the credit union members. They volunteer their time and do an outstanding job representing the membership of your Credit Union. On behalf of the Board of Directors, Management, and Staff, I want to thank you for your membership and continued support of Smart Financial Credit Union.

Sincerely

A handwritten signature in black ink that reads "Larry Frazier". The signature is written in a cursive, flowing style.

Larry Frazier  
Chairman



NEW SMART FINANCIAL CREDIT UNION CORPORATE HEADQUARTERS, OAK PARK PLAZA, 6051 N. COURSE DR. HOUSTON, TX 77072

# Report from the President

I am pleased to report that in 2013 Smart Financial enjoyed a solid year of growth and financial performance. Some of the financial highlights for last year include exceptional growth in our total loans outstanding. Year-end loans totaled \$293,211,340 and this reflected an increase of \$24,674,665 during 2013. I am also pleased to report that the quality of our loan portfolio remains very strong with delinquency (.36% of total loans outstanding), and loan losses (.61% of average loans) at year-end.

Members increased their combined total deposits in 2013 by \$25,187,002 over the prior year and this produced year-end total assets of \$562,176,679. This represents an increase of \$33.7 million during the year.

Another significant highlight is reflected in the year-end Net Worth ratio. This is the primary measurement of a credit union's financial strength and I am pleased to report that SFCU increased this ratio from 9.14% to 9.30% during 2013. Keeping a strong capital position is critical and addition of the net earnings of \$3,739,231 ensured that our Net Worth remains strong.

By regulation, a certified public accounting firm must perform an audit of the Credit Union's financial reporting each year. Once again in 2013 the CPAs reported that our accounting records accurately reflected SFCU's financial position.

Your Board of Directors also received a positive report from the annual regulatory examination performed by the Texas Credit Union Department and the National Credit Union Administration. This process occurs to ensure compliance with all applicable regulations and that appropriate oversight is maintained by the Board of Directors and Audit Committee.

Speaking of the great volunteers that serve as Board and Committee members, I want to thank each of them for their many hours of service to SFCU. They are the 'backbone' of the organization and do a marvelous job of representing the interests of their fellow members.

Finally, I want to recognize the greatest group of employees that I have had the pleasure to work with during my thirty-seven years in credit unions! The executive team here is second to none in our business.

The combination of our excellent staff and the outstanding leadership from the volunteers has produced an award winning culture at Smart Financial. This



is evidenced by the recognition for three consecutive years as one of “Houston’s Best Places to Work” by the Houston Business Journal, and most recently, state wide recognition as one of the “Top 100 Employers in the State of Texas” as selected by the Texas Association of Business.

I am so proud that we can celebrate this prestigious recognition in conjunction with the 80th anniversary of continuous operations in 2014. Our founders had a great vision in 1934 that a credit union could help members improve their financial well-being and get them through some tough economic times. That vision continues to be viable today and your continued participation will keep Smart Financial strong and growing for many more years to come. We thank you for your support.

Sincerely,

A handwritten signature in black ink that reads "Gary Tuma". The signature is written in a cursive, flowing style.

Gary Tuma  
President/CEO

*Summary*

*Houston School Teachers*  
BANK OF CREDIT UNION

PAGE NO. 1  
MONTH OF March 1934

FORM 8 - CASH RECEIPTS - CONTINUED

**CASH RECEIPTS**

DATE	NAME	CHECK NO.	AMOUNT PAID	CASH PAID	LIBRARY	INTEREST	FIDELITY	ADVANCE		MISC. CREDITS		INTEREST	TOTAL CASH
								PAID	PAID	AMOUNT	AMOUNT		
28	Moyes, S.H.	1	10.00										10.00
	- Bell, Mrs. S.H.	2	5.00										5.00
	- Byrnes, Mrs. Ray	3	5.00										5.00
	- Dore, Hassan S.	4	5.00										5.00
	- Higginbotham, Blanche	5	5.00										5.00
	- Hooster, Ruby A.	6	5.00										5.00
	- Hyde, S.H.	7	5.00										5.00
	- Johnson, C.H.	8	5.00										5.00
	- Jones, R.H.	9	5.00										5.00
	- Mackay, Albert	10	5.00										5.00
	- Manure, Julia	12	5.00										5.00
<hr/>													
	Transf. Credit	- 57	60.00										
	Guaranty Fund, Cr.	- 81											60.00
	Cash debit	- 1											
<hr/>													
<i>Total to date</i>			60.00										65.00
<i>Carried Forward</i>													

HOUSTON PUBLIC SCHOOL TEACHERS CREDIT UNION, FIRST FINANCIAL STATEMENT MARCH 28, 1934

## Statement of Financial Position

	DEC. 31, 2013	DEC. 31, 2012
<b>ASSETS</b>		
Cash	\$ 12,998,419	\$ 9,982,267
Investments	185,597,916	204,417,318
Loans	293,211,340	268,355,506
Receivables	15,321,799	14,598,072
Accrued Income	1,493,578	1,416,496
Land	4,977,146	3,596,630
Building and Leasehold Improvements	17,975,391	8,675,747
Furniture and Equipment	2,341,630	2,411,257
Other Assets	28,259,460	14,954,584
<b>TOTAL ASSETS</b>	<b>\$ 562,176,679</b>	<b>\$ 528,407,877</b>
<b>LIABILITIES</b>		
Accounts and Drafts Payable	\$ 9,387,342	\$ 9,593,656
Other Payables	1,783,227	1,173,294
	<b>\$ 11,170,569</b>	<b>\$ 10,766,950</b>
<b>MEMBERS' DEPOSITS</b>		
Member Shares	\$ 213,725,917	\$ 193,357,991
Other Member Deposits	288,567,115	283,748,039
	<b>\$ 502,293,032</b>	<b>\$ 477,106,030</b>
<b>RESERVES and UNDIVIDED EARNINGS</b>	<b>\$48,713,078</b>	<b>\$ 40,534,897</b>
<b>TOTAL LIABILITIES, MEMBER DEPOSITS, and RESERVES</b>	<b>\$ 562,176,679</b>	<b>\$ 528,407,877</b>

*As of December 31, 2013, Smart Financial Credit Union's investment portfolio included Treasury and Federal Agency Securities classified as available for sale with a book value of \$48,486,478. At December 31, 2013, these Treasury and Federal Agency Securities had a market value of \$48,589,194. The unrealized gain on these securities was included in the calculation of the Credit Union's reserves and undivided earnings.*

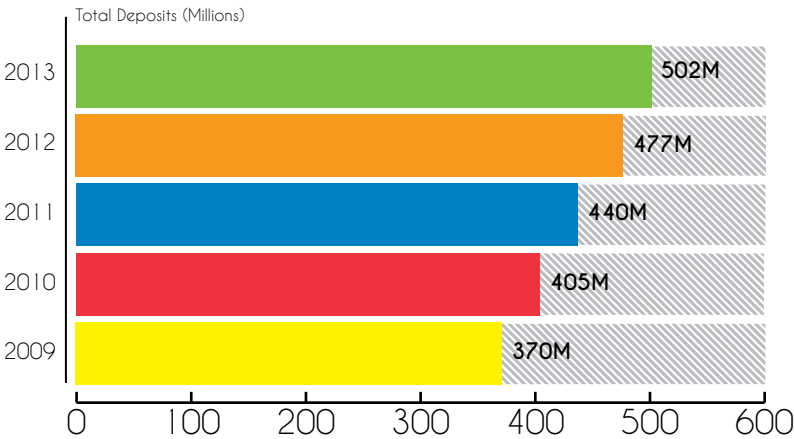
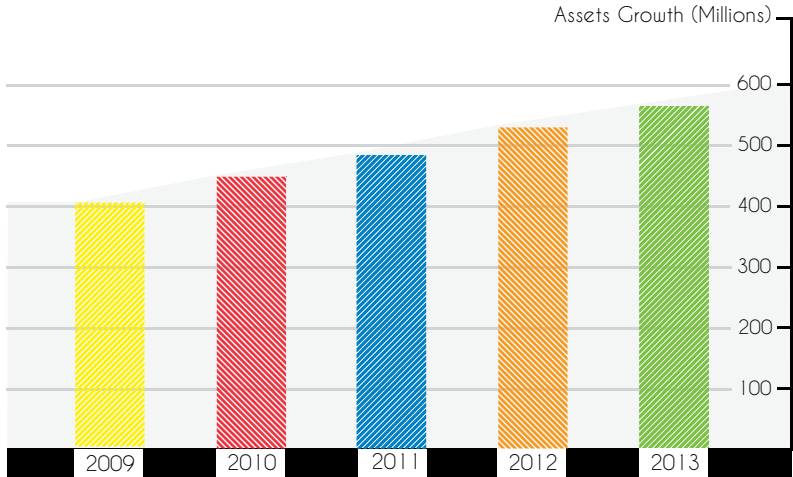
## Statement of Income & Expenses

	DEC. 31, 2013	DEC. 31, 2012
<b>INCOME</b>		
Income on Loans	\$ 17,263,770	\$ 17,101,494
Income from Investments	1,159,794	1,751,396
Other Income	17,131,520	16,484,880
<b>Total Operating Income</b>	<b>\$ 35,555,084</b>	<b>\$ 35,337,770</b>
<b>EXPENSES</b>		
Salaries and Benefits	\$ 15,073,412	\$ 14,138,708
Travel and Conference	141,408	125,143
Office Occupancy	2,257,679	2,033,818
Office Operations	4,817,181	4,928,785
Marketing	1,394,134	1,232,255
Loan Servicing	785,112	839,987
Professional Services	3,480,333	3,179,591
Provision for Loan Loss	1,866,539	1,859,146
Interest	-	-
Other Operating Expenses	552,300	595,758
<b>Total Operating Expense</b>	<b>\$ 30,368,098</b>	<b>\$ 28,933,191</b>
<b>INCOME FROM OPERATIONS</b>	<b>\$ 5,186,986</b>	<b>\$ 6,404,579</b>
Non-Operating Gain (Loss)	278,066	5,736
Dividends Paid to Members	1,725,821	1,881,773
<b>NET INCOME</b>	<b>\$ 3,739,231</b>	<b>\$ 4,528,542</b>

# Smart Financial Credit Union Profile

## Asset Growth

2009	\$401,172,099
2010	\$447,301,339
2011	\$482,621,900
2012	\$528,407,877
2013	\$562,176,679



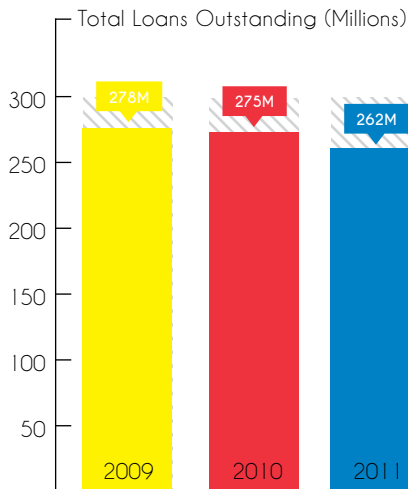
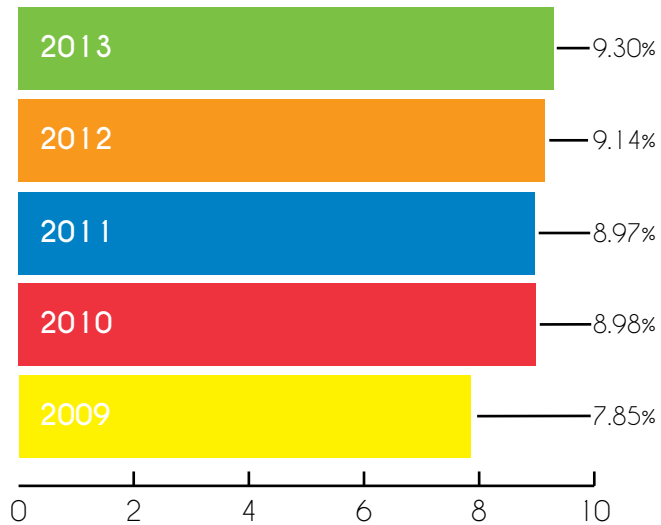
## Total Deposits

2009	\$370,586,537
2010	\$405,060,486
2011	\$440,409,789
2012	\$477,106,030
2013	\$502,293,032

# Financial Highlights

## Net Worth Ratio

2009	7.85%
2010	8.98%
2011	8.97%
2012	9.14%
2013	9.30%



## Total Loans Outstanding

2009	\$278,140,815
2010	\$275,131,363
2011	\$262,164,705
2012	\$268,355,506
2013	\$293,211,340

- 2013
- 2012
- 2011
- 2010
- 2009



NEW SMART FINANCIAL CREDIT UNION EXPRESS BRANCH, 5200 FM 2920, SUITE 100 SPRING, TX 77388.



SMART FINANCIAL CREDIT UNION SUGAR LAND OFFICE, 9810 HIGHWAY 90A, SUGAR LAND, TEXAS 77478

# Board of Directors and Officers

## Smart Financial Credit Union

### Board of Directors

**Mr. Larry Frazier**  
Chairman

**Mrs. Douthulia Gardner**  
Vice-Chairman

**Mr. Michael O'Neill**  
Treasurer

**Mr. Jeffrey Hamlin**  
Secretary

**Ms. Maria Diaz**  
Director

**Ms. Alys Dore'**  
Director

**Mr. Chad G. Greer**  
Director

**Mr. Samuel Massie**  
Director

**Dr. Jane Silva**  
Director

**Dr. Jean Wren**  
Director

**Dr. William A. Young, Jr.**  
Director

### Term Ends

2014

2013

2015

2013

2013

2013

2014

2015

2014

2015

2014

### Officers

**Gary Tuma**  
Chief Executive Officer

**Linda Webster**  
Executive VP

**Virginia Smith**  
SVP Business Development & Facilities  
President / CEO - CUSO

**LeAnn Kaczynski**  
SVP / Chief Financial Officer

**Michael Piwetz**  
SVP Chief Information Officer

**Larry Seidl**  
SVP / Chief Lending Officer

**Susie Smith**  
SVP Human Resources

**Janice Carothers**  
VP Quality Assurance

**Angela Chan**  
VP Finance & Analytics

**Susan Chapman**  
VP / Chief Marketing Officer

**Jason Deitz**  
VP Business Development & Facilities

**Jeffrey Keene**  
VP Consumer Lending

**Diane Ray**  
VP / Controller

**Sandra Robertson**  
VP Collections

**Nancy Schwind**  
VP Branch Operations

**Tricia Smith**  
VP Mortgage Services

**Matt Spisak**  
VP Sales & Services

**Sandra Torres**  
VP Board Services / Assistant to CEO

**Corbin Wilson**  
VP Channel Development & Integration

**Loretta Wolsey**  
VP Risk Management & Compliance

### Audit Committee

**Ms. Ann Petrillo**  
Chairman

**Ms. Lena Gilmore**  
Member

**Mr. Jerold Johnson**  
Member

**Mrs. Diana Carrion**  
Member





1972 BOARD OF DIRECTORS, HOUSTON AREA TEACHERS CREDIT UNION

# Fee Schedule Changes

## Loan Accounts All Loan Accounts (Unless otherwise listed)

Loan Late Charge - 5% of monthly installment or payment amount if 10 or more days late (minimum of \$5, maximum of \$30)  
Collection Agency Fee - all costs of collecting the amount you owe including court costs  
Collection Attorney Costs - all costs of collecting the amount you owe including court costs and reasonable attorney fees  
Returned Check - \$28 if a check is returned on a loan payment  
Application Fee (After 3 Denials Within a 12 Month Period) - \$25  
Loan Payoff Letter - \$5  
Skip-a-payment and extension fee - \$25  
Loan Rewrite Fee (Auto, Boat, Motorcycle, Signature, and Single Payment Loans) - \$25  
Loan Application Fee (Credit Builder and Stock Secured Loans) - \$25  
Lost Title - \$25

## CreditLine (Line of Credit)

Over limit - \$10  
Overdraft Protection Transfer - \$2 per transfer over \$10

## All Credit Cards including Classic MasterCard, Visa Classic, Visa Platinum, & Platinum MasterCard

Secured MasterCard Annual Fee - \$25 - (No Annual Fee on Classic and Platinum Credit Cards)  
Minimum Finance Charge - not applicable  
Transaction Fee for Purchases - not applicable  
Transaction Fee for Cash Advances - not applicable  
Late Payment - 5% of minimum payment amount, maximum \$25  
Returned Check - \$25 if a check is returned

## TRUTH-IN-SAVINGS FEE SCHEDULE Share (Savings) Accounts

Withdrawals - Two (2) FREE per calendar month, thereafter - \$2 each (waived with deposits \$3,000+)

## Holiday Club Accounts

Withdrawals Between March 1st and October 31st - \$10 each

## Vacation Club Accounts

Withdrawals Between September 1st and April 30th - \$10 each

## Money Market Accounts

Minimum Balance - \$10 per month - with balance below \$2,500 (Money Market Plus account only)  
Insufficient Check (NSF) - \$28 each  
Excessive Transfer Fee (after 6 transactions per month) - \$10 per item

## Checking Accounts - All Checking Accounts

Insufficient Check (NSF) - \$28 per item (paid or unpaid)  
Temporary Checks (8) - \$4 (starter checks are FREE)  
Stop Payment Order Per Series of 25 Checks - \$28  
Check Printing Fees May Vary  
Overdraft Protection Draw Fee (transfers over \$10 per day only) - \$2

## Freedom Checking

Monthly Service Charge - None with direct deposit.  
\$12 per month fee with no direct deposit.

## Primary Checking

Minimum Daily Balance to avoid Monthly Service Charge - \$400  
Monthly Service Charge - \$4 per month

## Superior Checking (Interest Bearing)

Minimum Average Daily Balance to Avoid Monthly Service Charge - \$1,000 or 55+ years of age  
Monthly Service Charge - \$10

## Smart Chance Checking

Monthly Service Charge - \$10  
Account Transition Fee - \$25  
No Check Checking (Special Account for Veteran's Hospital members)  
Monthly Service Charge - \$5

## Check Cashing Fee

Members with less than \$1,000 in aggregate deposit and/or loan balances will be assessed a \$3 check cashing fee. Members with more than \$1,000 in aggregate deposit and/or loan balances, less than sixteen years of age (minor) or in the College Advantage Program will be excluded from the \$3 fee.

## IRA

Closing/Transfer Out - \$10

## Debit MasterCard / ATM Card Services

Transaction with a SFCU Card at SFCU owned ATMs - FREE  
Transactions with SFCU Card at other ATM locations - \$1.50 each  
Replacement Debit MasterCard/ATM card - \$5 each  
Surcharge (terminal fee) free ATMs - Credit Union  
Friendly Network locations  
Currency Conversion Fee (Debit MasterCard Transactions) - 1% of transaction amount

## Safe Deposit Boxes

Key Deposit - \$25  
Box Size 3" x 5" - \$25 annually  
Box Size 3" x 10" - \$40 annually  
Box Size 5" x 10" - \$60 annually  
Box Size 10" x 10" - \$95 annually

## Non-Member

On Us Check Cashing Fee - \$5  
Notary Service - \$6

## Other Service Fees (applicable to all accounts)

Account Inquiry/Transaction by phone - \$5 each or FREE through Virtual Branch, SmartLine & mobile banking  
Cashiers Checks (On Us Check Conversion) - \$3  
Cashiers Checks Replacement Fee - \$30  
Cashier's Checks payable to Third Party - \$3  
Closed Membership/Account (within the first 6 months) - \$25  
Coin Sorter (except 16 years of age and under) - 5% of amount sorted  
Collection Items - Domestic \$20 each, Foreign \$30 each  
Document Copied - \$5 each  
Gift Cards - \$4 each\*  
Inactive Account - \$10 per month (excluding minor, custodial, and CAP)  
Incorrect Address - \$10  
Insufficient ACH Debit - \$28 each  
Insufficient Debit MasterCard Transaction - \$28 each  
Money Orders - \$2 each  
Overnight Delivery - \$25  
Paid Check Copy - \$5 each or FREE through Virtual Branch & mobile banking  
Research and Reconciliation (1 hour min. \$5/ additional page) - \$25 per hour  
Returned Deposit Item - \$28 per item  
Statement Copy - \$5 each or FREE through Virtual Branch & mobile banking  
Stop Payment Order - \$28 each  
Tax Levies and Garnishments - \$50  
Transaction History (90 days) - \$5 each or FREE through Virtual Branch & mobile banking  
Verification of Deposit (written - other than SFCU mortgage) - \$15  
Wire Transfers - Outgoing Domestic \$20 each, International \$40 each

## \*Fees and Charges Added or Changed in 2013

## Office Locations

### **Newcastle Office**

4605 SW Freeway, Suite 100  
Houston, Texas 77027

### **FM 1960 Office**

520 FM 1960 East (at Imperial Valley)  
Houston, Texas 77073

### **Conroe Office**

3201 West Davis  
Conroe, Texas 77304

### **Kingwood Office**

1120 Kingwood Drive  
Kingwood, Texas 77339

### **Rayford Office**

602 Rayford Road  
Spring, Texas 77386

### **Wayside Office**

4411 South Wayside Drive  
Houston, Texas 77087

### **North Loop Office**

1249 North Loop West  
Houston, Texas 77008

### **Sugar Land Office**

9810 Highway 90A  
Sugar Land, Texas 77478

### **Bingle Office**

8582 Katy Freeway, Suite 101  
Houston, Texas 77024

### **2920 Office**

5200 FM 2920, Suite 100  
Spring, TX 77388

### **Lamar High School**

## Outlet Locations

### **St. Joseph Medical Center**

1315 St. Joseph Parkway, Suite 302  
Houston, Texas 77002

### **Debakey VA Medical Center**

2002 Holcombe Boulevard  
Houston, Texas 77030

### **CHRISTUS St. John Hospital**

18300 St. John Drive  
Nassau Bay, Texas 77058

### **CHRISTUS St. Elizabeth**

2900 North Street, Suite 402  
Beaumont, Texas 77702

### **CHRISTUS St. Mary**

2001 9th Avenue, Suite 200A  
Port Arthur, Texas 77642

### **CHRISTUS St. Patrick**

1600 Foster Street  
Lake Charles, Louisiana 70601

### **CHRISTUS St. Francis Cabrini**

3330 Masonic Drive  
Alexandria, Louisiana 71301

### **Smartline:**

713-850-1254, 1-800-537-7133

### **Member Services:**

713-850-1600, 1-800-392-5084

[www.smartcu.org](http://www.smartcu.org)



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