



# 2016

ANNUAL REPORT

**smart**  **financial**  
CREDIT UNION



A blue ribbon banner with a white border, featuring the text "83<sup>rd</sup> Annual Membership Meeting" and "April 6, 2017" in white, italicized font.

*83<sup>rd</sup> Annual Membership Meeting  
April 6, 2017*

# Meeting Agenda:

Invocation

Ascertainment of Quorum

Appointment of Recording Secretary

Welcome and Introduction of Guests

Adoption of Standing Rules

Approval of Minutes of the 82nd Annual Meeting

Report of the Board of Directors - Mr. Jeff Hamlin,  
Chairman of the Board

Report of the President - Mr. Larry Seidl, President/Chief  
Executive Officer

Smart Financial Foundation Report - Ms. Sue Rightly,  
Chairman - Smart Financial Foundation

Unfinished Business

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

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. The nominee receiving a plurality of the votes cast shall win the election; otherwise, the election may be by voice vote.

# Annual Meeting Minutes

The Annual Meeting of the members of Smart Financial Credit Union was called to order by the Chairman of the Board, Mrs. Douthulia Gardner, Thursday, April 7, 2016, at 7:03 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 Gardner welcomed members to the 82nd Annual Membership Meeting. She then introduced the persons seated at the head table and special guests seated in the audience. Mrs. Gardner then introduced the Board of Directors and Audit Committee members of Smart Financial Credit Union.

Mrs. Gardner referred to the Standing Rules as printed in the Annual Report and requested adoption of the Standing Rules as distributed. Mr. Larry Frazier moved, Dr. Jean Wren seconded that the Standing Rules be adopted as presented. The motion carried.

She then referred to the printed minutes of the April 2, 2015 Annual Meeting contained in the Annual Report and asked for any corrections. There were none.

Mrs. Gardner commented that this was an exciting time as the Credit Union continues to add new locations, new products and services, and increased awareness of the Smart Financial brand with exciting new partnerships like our sponsorship of the Smart Financial Centre at Sugar Land.

She thanked everyone for another amazing year in 2015 and looked forward to a great year in 2016. She added that on behalf of the Smart Financial Credit Union Board of Directors, management, and staff that she would like to thank everyone for their membership and continued support of Smart Financial Credit Union. She then called attention to the written Report of the Chairman of the Board of Directors and reviewed highlights of the year.

Mr. Larry Seidl, President and CEO, thanked Mrs. Gardner and welcomed the members to the 82nd Annual Membership Meeting. Mr. Seidl commented that he

was very excited to attend his first Annual Membership Meeting as the President and CEO of this great organization.

Mr. Seidl reported that 2015 was another year of strong growth and performance for Smart Financial Credit Union. He stated that we produced a net income of \$5.3 million. With this contribution to capital, our Net Worth Ratio increased to 9.49%, up from 9.01% in 2014.

Assets grew \$25 million, and Outstanding Loans increased by \$54 million. We are very proud that we can continue to provide lending solutions to meet the needs of our members with consumer loans, real estate loans, and commercial loans.

Mr. Seidl commented that 2016 brings several changes to our Executive Management Team as shown in his report. He added that we are pleased that these changes are a result of promoting well qualified, tenured employees from within the Credit Union. These managers possess a wealth of knowledge and experience in their respective fields of expertise. Mr. Seidl noted that he was blessed to have the support of such a great team as well as a tremendously dedicated Board of Directors that represent our valued members.

Mr. Seidl then stated that the members could count on our continued focus in 2016 with keeping the Credit Union strong as well as our commitment to continue to Provide Superior Service to Every Member.

Mr. Seidl closed by thanking the members for their continued support and allowing Smart Financial to be their financial services provider.

Mr. Seidl then introduced Mr. Jeff Hamlin, Chairman of the Smart Financial Foundation.

Mr. Hamlin commented that over the past year, it had been a privilege to serve as the Board Chairman of the Smart Financial Foundation. He thanked and recognized each of the Foundation Board of Directors for all of their hard work and dedication over the past year. He also thanked the staff of the Foundation for all they do. The Foundation is a success because of the efforts of the Board of Directors and Foundation Staff.

Mr. Hamlin stated that each year the credit union industry awards credit unions with the Dora Maxwell Social Responsibility Award. He explained that this award is given to a credit union or chapter for its social responsibility projects within the community. He reported that the Smart Financial Foundation was awarded 1st place (in our asset category) for the Dora Maxwell Social Responsibility Award for the 2nd year in a row.

He then commented that due to the generosity of our donors and continued support from Smart Financial Credit Union, the Foundation was able to raise over \$140,000 and give more than \$100,000 to the communities in 2015.

Mr. Hamlin commented that the Credit Union values the importance of education and continued to grow partnerships with multiple school districts and their education foundations. Since its inception, our Ruby Sue Clifton Scholarship Program has awarded over \$170,000 to college-bound credit union members. We have also awarded over \$16,000 in scholarships to graduating high school students in Fort Bend County, through our partnership with the George Foundation's Youth in Philanthropy program.

He then reviewed additional highlights in 2015: The Foundation's 1st Annual Fall Luncheon was held in October honoring Richard Ensweiler, CEO of the Cornerstone Credit Union League, with the Lifetime Achievement Award; and Dee Koch, Director of Community Engagement at the George Foundation, with the Community Impact Award. Also, the Foundation committed to implementing a Financial Literacy Program within the Stafford Municipal School District, which educates all students beginning Kindergarten through 12th grade. This program will be followed by Texas Southern University and used as a case study for the next few years. We also continued our commitments to the medical community by partnering with the CHRISTUS Foundation for HealthCare to provide healthcare and social services to hard working families, children, and seniors within low-income communities in the greater Houston Area. The employees of the Credit Union along with the Foundation staff and their families participated in the Easter Seals - Walk with Me 5K at the Houston Zoo. This walk helped raise awareness and resources for the Easter Seals programs.

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



Mrs. Gardner gave an Explanation of the Election Process. She then turned the meeting over to Dr. Jane Silva, Chairman of the Nominating Committee who introduced the 2016 Nominating Committee members. Dr. Silva reported that the Committee placed the following slate of nominees before the membership for their consideration:

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

Mrs. Gardner reported that no nominations by petition had been received for Positions Five, Six, and Seven. Therefore election for these positions may be held by voice vote. Mrs. Gardner announced that the nominees were elected by acclamation for Positions Five, Six, and Seven for the new terms. She then congratulated the re-elected Board members.

Mr. Seidl introduced Smart Financial Resources service providers and special guests.

Mrs. Jenny Smith, Senior Vice President-Business Development & CUSO President, conducted the drawings for door prizes.

Mrs. Gardner asked for any other new business, and hearing none she expressed her appreciation to the membership for attending and adjourned the meeting at 7:34 p.m.



Mr. Michael O'Neill, Secretary  
Board of Directors

## Report from the Chairman

It has been my honor and privilege to serve as your Chairman of the Board of Directors over the past year. 2016 was an exciting and successful year filled with both opportunities and challenges. On behalf of the Board of Directors, I am pleased to make my report to the membership of Smart Financial Credit Union.

In 2016, Smart Financial continued our growth and expansion across Houston and surrounding communities. We added a new branch location in Westchase, with a prime location off of Beltway 8 and Harwin Drive. The contract for the new Katy-Fulshear branch has also been signed; we are very excited about expanding into this area of the community.

In the past, Smart Financial has been recognized for its continued commitment to support and giving back to the organizations and communities it serves. 2016 was no different. During the Thanksgiving holiday Smart Financial worked in conjunction with ABC13's Share Your Holidays food drive resulting in the donation of more food than ever to the Houston Food Bank. Following our participation in the food drive, we partnered with the Houston Chapter of Credit Unions to participate in KHOU11's Secret Santa Toy Drive which benefitted the Salvation Army.

An annual regulatory examination was conducted by the National Credit Union Administration and the Texas Credit Union Department. This process occurs each year to ensure compliance with all applicable regulations and that there is appropriate oversight by the Board of Directors and Audit Committee. Smart Financial received one of the highest ratings and was informed that your credit union is financially and operationally sound. This is a testament to the hard work from the staff and Board of Directors to ensure the ongoing safety and soundness of your credit union.

Through our partnership with ACE Theatrical and the City of Sugar Land the Smart Financial Centre at Sugar Land opened in January of this year. In the short time the Smart Financial Centre has been open, it has been a huge success and already made a positive impact on the community. Our affiliation with Smart Financial Centre has also made the name Smart Financial more widely known in the areas that we serve and to potential members.

In 2016, The Smart Financial Foundation raised more than \$127,000 through the Foundation Golf Tournament and Luncheon which in turn allowed us to distribute more than \$120,000 in scholarships, sponsorships, and other donations.

During 2016, we were once again recognized for our outstanding staff and the culture they have helped create at Smart Financial. For the fourth consecutive year, Smart Financial was named one of the Best Companies to work for in Texas. We were also named one of Houston's Top Work Places by the Houston Chronicle. It is an honor to receive both of these awards!

Finally, I wanted to recognize a major transition that took place in 2016; we welcomed a new CEO on board. The Board of Directors led a region-wide CEO search in 2015 with applicants applying from all areas of the country, even though we did not do an official national search. That bears witness to how the industry views Smart Financial Credit Union. We would like to thank Gary Tuma for his 26 years of service as CEO of Smart Financial and thank his successor, Larry Seidl as he has done a wonderful job in his first year as CEO.

In closing, I would like to take a moment to thank my fellow board members for their continued support. They do an outstanding job representing you, our members. 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, appearing to read "J Hamlin", with a long horizontal flourish extending to the right.

Mr. Jeff Hamlin, Chairman  
Chairman

# Report from the President

Keeping Smart Financial strong and growing is the primary focus of your Board of Directors and the management team. I am pleased to report that 2016 was another year of solid growth and financial performance for Smart Financial.

During the year, assets grew approximately \$16.7 million, ending the year at over \$650 million. Net income for the year was just under \$2 million. Our Net Worth Ratio continued to be strong, ending the year at 9.54%, well above the 7% regulatory threshold. Lastly, I'm proud to say that throughout 2016 we produced over \$190 million in new loans to our members.

In early 2016, the new drive-thru was completed and reopened at the Newcastle Branch making access easier for our members. Our new Westchase Branch also celebrated its grand opening in July, adding an additional convenient location to our branch network. Unfortunately, if you recall, parts of Houston suffered from major flooding in May of 2016, which forced us to remodel our Rayford Branch. This project was completed in November and Rayford is fully operational once again, with new, upgraded technology to better serve its members and the Woodlands community.

Our Board of Directors and management team continues to look for ways to improve service to you, our loyal members. I am excited to announce that we are currently in the planning stages for a new branch in the Katy-Fulshear area. We expect the branch to open in late 2017 or early 2018. We are also currently exploring options to relocate our Kingwood Branch due to the expiration of our lease in early 2018. We think that this change will make access to the branch easier for our current Kingwood members. We will be communicating plans for the move as we get further into the process.

Smart Financial is dedicated to finding new ways we can better serve you, our members, and we will continue to do so in 2017. In 2016, MobiMoney, our new card controls application which allows you to turn your card on/off, receive alerts, check your account balance, and much more was launched. Remote Deposit Capture, which allows you to make deposits by simply taking a snapshot of your check, also went live. The Smart Insurance Group now offers Life Insurance and has further enhanced its auto and mortgage insurance offerings. Work also began on a new mobile app and online banking platform, which will launch later this year.

Smart Financial was also awarded a \$15,000 grant for a financial education program for members and employees that will be rolled out on our website in the coming months, so we hope you take advantage of this educational opportunity.

For the fourth consecutive year, we have been awarded Best Companies to Work in Texas. For the first time, Smart Financial was also ranked as one of Houston's Top Workplaces by the Houston Chronicle. We are very proud of these honors and I am confident that it won't be the last time we receive this recognition. These awards are only possible with our great volunteers that serve as Board and Committee members. These individuals are the "backbone" of the organization and dedicate many hours to ensure Smart Financial is doing a superior job of representing the interests of members. They would also not be possible without our excellent staff and executive team. The combination of volunteers and staff are what produces the award-winning culture at Smart Financial.

And without members like you, Smart Financial would not be where we are today. Thank you for your continued support and loyal membership. We are pleased you continue to choose Smart Financial Credit Union as your financial services provider. We look forward to what 2017 has to bring and continuing to provide you with superior service.

Sincerely,

A handwritten signature in black ink that reads "Larry Seidl". The signature is written in a cursive style with a large, stylized "L" and "S".

**Larry Seidl**  
President/CEO

# Smart Financial Foundation Chairman Report

Smart Financial created the Smart Financial Foundation for the purpose of giving back to the communities by changing lives, improving communities and achieving dreams. Each and every organization we choose to partner with directly impacts the communities we serve.

I am proud to report that in 2016, the Foundation distributed more than \$120,000 in donations, scholarships and sponsorships. Even more impressive is that since its inception in 2013, the Foundation has donated over \$350,000 back to the communities in which we serve. Our partnerships with multiple school districts and their education foundations continue to grow and are still strong. Our commitment to Houston ISD for example, helps them reach their number one district goal of increasing student achievement to over 215,000 students and within more than 280 schools.

Financial Literacy has become a focal point within the Foundation. In 2016, we began the process of implementing a district-wide Financial Literacy Program within the Stafford Municipal School District. This program will help children, beginning in Elementary School all the way through their Senior Year in High School understand the importance of having good financial health. In magnitude and scope, this is the first effort of its kind. We hope this pilot program, set to start in August 2017, will become the standard so we can help implement this at other school districts.

Before the Smart Financial Foundation was created, the Ruby Sue Clifton Scholarship Program was in place. Named for one of the Credit Union's beloved board members Ruby Sue Clifton, this program continues to make the challenge of paying for college a little bit easier for the student and their families. To date, we have awarded over \$185,000 to graduating high school students. In 2016, the Foundation received a great surprise. A member of Smart Financial had not one child but three children awarded this scholarship at different times. In the letter we received, the member stated that all three of their children had graduated college and are doing well. The member thanked Smart Financial and the Foundation for their generosity and expressed the family's appreciation for the scholarships they received. At the end of

the letter, there were three words that spoke volumes – Pay. It. Forward. To our surprise, this family decided to donate all the money they had received for scholarships back to the Foundation and into the Ruby Sue Clifton Scholarship Fund in hopes to brighten another family’s hopes of a college graduate.

The Cornerstone Credit Union League’s Dora Maxwell Social Responsibility Award recognizes credit union efforts to strengthen local institutions and materially improve the lives of non-members through community outreach programs other than personal finance education. For the third year in a row, the Foundation helped Smart Financial win first place with its partnership and support of the CHRISTUS Foundation for HealthCare. We would not have been able to achieve this without the generosity and support of Smart Financial Employees, Board of Directors and our Community Partners.

Over the past year, it has been my privilege to serve as the Board Chairwoman of the Smart Financial Foundation. I would like to personally thank each of the Foundation Board of Directors and Foundation staff members for all of their hard work and dedication this past year. Their volunteered time and insights have been instrumental within this Foundation. I am excited for the possibilities that are ahead of us and look forward to reporting on the great things we achieve next year.

Sincerely,

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

Ms. Sue Rightly  
Chairwoman - Smart Financial Foundation

# Statement of Financial Position

	DEC. 31, 2016	DEC. 31, 2015
<b>ASSETS</b>		
Cash	\$ 32,410,738	\$ 33,238,503
Investments	184,902,008	170,841,657
Loans	380,038,512	375,248,541
Receivables	440,968	426,216
Accrued Income	1,586,684	1,539,844
Land	4,977,146	4,977,146
Building and Leasehold Improvements	19,107,861	19,337,991
Furniture and Equipment	4,762,692	3,389,694
Other Assets	21,926,695	24,501,651
<b>TOTAL ASSETS</b>	<b>\$ 650,153,305</b>	<b>\$ 633,501,243</b>
<b>LIABILITIES</b>		
Accounts and Drafts Payable	\$ 13,557,455	\$ 11,003,826
Other Payables	2,622,210	2,869,910
	\$ 16,179,665	\$ 13,873,736
<b>MEMBERS' DEPOSITS</b>		
Member Shares	\$ 272,559,925	\$ 263,095,320
Other Member Deposits	308,083,068	305,584,510
	\$ 580,642,993	\$ 568,679,830
<b>RESERVES and UNDIVIDED EARNINGS</b>	<b>\$ 53,330,647</b>	<b>\$ 50,947,677</b>
<b>TOTAL LIABILITIES, MEMBER DEPOSITS, and RESERVES</b>	<b>\$ 650,153,305</b>	<b>\$ 633,501,243</b>

As of December 31, 2016, Smart Financial Credit Union's investment portfolio included Treasury and Federal Agency Securities classified as available for sale with a book value of \$101,973,552. At December 31, 2016, these Treasury and Federal Agency Securities had a market value of \$102,050,869. The unrealized gain on these securities was included in the calculation of the Credit Union's reserves and undivided earnings.



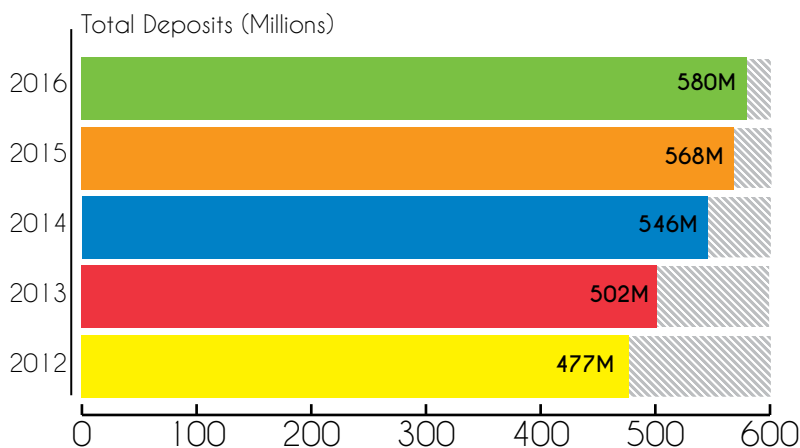
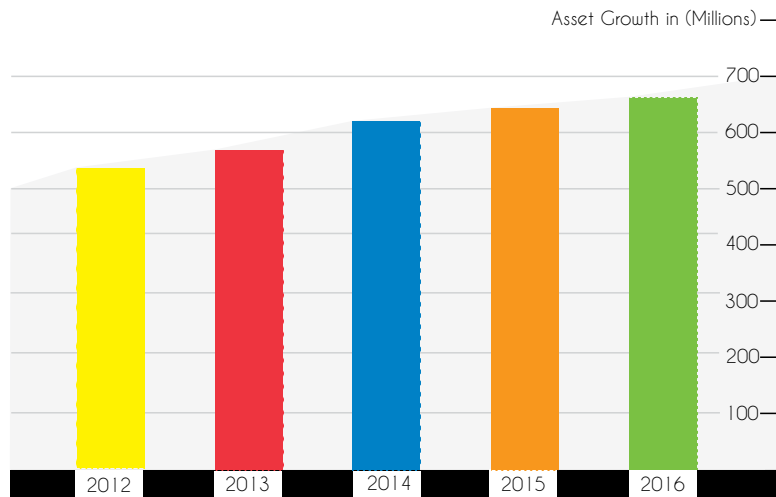
# Statement of Income & Expenses

	DEC. 31, 2016	DEC. 31, 2015
<b>INCOME</b>		
Income on Loans	\$ 21,565,758	\$ 20,687,235
Income from Investments	1,773,056	1,692,587
Other Income	17,896,377	18,192,408
Total Operating Income	\$ 41,235,191	\$ 40,572,230
<b>EXPENSES</b>		
Salaries and Benefits	\$ 18,102,779	\$ 17,589,003
Travel and Conference	108,877	179,998
Office Occupancy	3,008,167	2,787,904
Office Operations	6,157,034	5,854,763
Marketing	994,069	1,037,926
Loan Servicing	1,321,260	1,205,136
Professional Services	3,296,116	3,395,041
Provision for Loan Loss	4,717,686	1,942,487
Interest	437	-
Other Operating Expenses	187,840	186,320
Total Operating Expense	\$ 37,894,265	\$ 34,178,578
<b>INCOME FROM OPERATIONS</b>	<b>\$ 3,340,926</b>	<b>\$ 6,393,652</b>
Non-Operating Gain (Loss)	39,421	364,558
Dividends Paid to Members	1,477,806	1,470,308
<b>NET INCOME</b>	<b>\$ 1,902,541</b>	<b>\$ 5,287,902</b>

# Smart Financial Credit Union Profile

## Asset Growth

2012	\$528,407,877
2013	\$562,176,679
2014	\$608,603,691
2015	\$633,501,243
2016	\$650,153,305

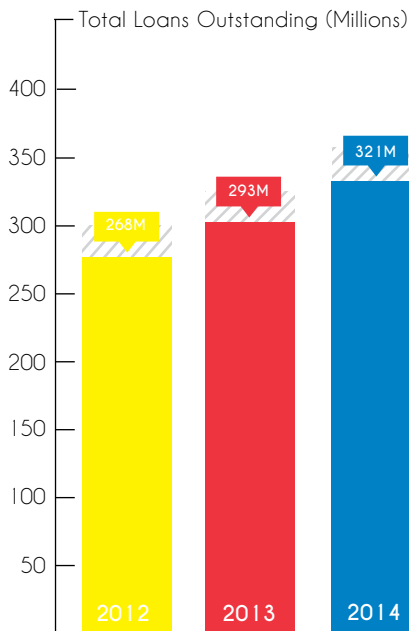
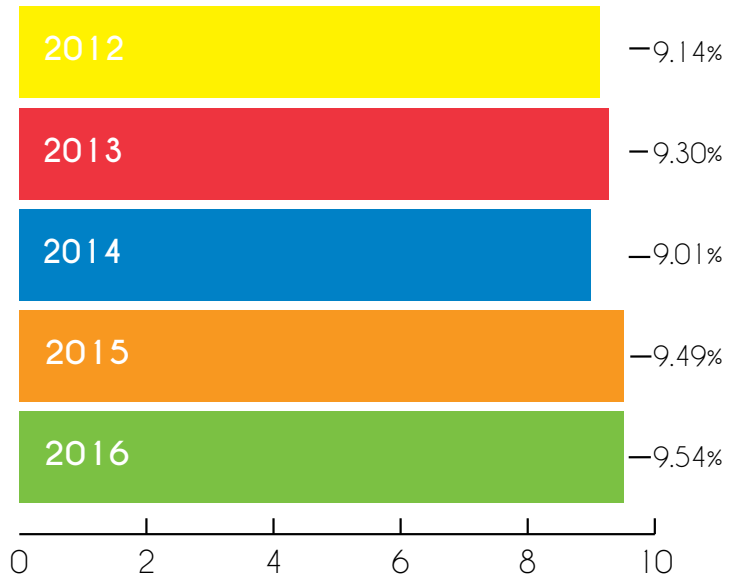


## Total Deposits

2012	\$477,106,030
2013	\$502,293,032
2014	\$546,760,354
2015	\$568,679,830
2016	\$580,642,993

## Net Worth Ratio

2012	9.14%
2013	9.30%
2014	9.01%
2015	9.49%
2016	9.54%



## Total Loans Outstanding

2012	\$268,355,506
2013	\$293,211,340
2014	\$321,132,419
2015	\$375,248,541
2016	\$380,038,512

# Board of Directors and Officers

## Board of Directors

## Term Ends

## Officers

**Mr. Jeffrey Hamlin**  
Chairman

2016

**Larry Seidl** - Chief Executive Officer

**Mr. Michael O'Neill**  
Vice-Chairman

2018

**LeAnn Kaczynski** - Executive Vice-President

**Mrs. Maria Diaz**  
Treasurer

2016

**Jason Deitz** - President Smart Financial Resources /  
Smart Financial Foundation

**Mr. Chad G. Greer**  
Secretary

2017

**Angela Chan** - SVP Chief Financial Officer

**Mrs. Douthulia Gardner**  
Director

2016

**Jeffrey Keene** - SVP Chief Lending Officer

**Mr. Larry Frazier**  
Director

2017

**Urjit Patel** - SVP Member Experience

**Mr. Samuel Massie**  
Director

2018

**Michael Piwetz** - SVP Chief Information Officer

**Dr. Jane Silva**  
Director

2017

**Susie Smith** - SVP Human Resources & Development

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

2017

**Angela Aguirre** - VP Lending Sales

**Susan Chapman** - VP Marketing Strategy /  
Chief Marketing Officer

**Ray Finnegan** - VP Facilities & Technical Operations

**Preston Price** - VP Commercial Services

**Sean Price** - VP Lending Operations

## Audit Committee

**Ms. Ann Petrillo**  
Chairman

**Sandra Robertson** - VP Collections

**Ms. Lena Gilmore**  
Member

**Nancy Schwind** - VP Central Operations

**Tricia Smith** - VP Lending Services

**Mr. Jerold Johnson**  
Member

**Matthew Spisak** - VP Member Service Delivery

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

**Mrs. Diana Carrion**  
Member

**Corbin Wilson** - VP Technology & Innovation

**Loretta Wolsey** - VP Risk Management & Compliance

# 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 Fee - all costs of collecting the amount you owe including court costs and reasonable attorney fees

Returned Check Fee - \$30 if a check is returned on a loan payment

Application Fee (After 3 Denials Within a 12 Month Period) - \$25

Loan Payoff Letter Fee - \$5

Skip-a-Payment and Extension fee - \$25

Loan Rewrite Fee (Auto, Boat, Motorcycle, RV, Signature, and Single Payment Loans) - \$25

Loan Application Fee (Credit Builder) - \$25

Lost Title Fee - \$25

## CreditLine (Revolving Line of Credit)

Application Fee - \$25

## All Credit Cards

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

Late Payment Fee - 5% of minimum payment amount maximum \$25

Currency Conversion Fee - 1% of transaction amount

Returned Check Fee - \$25 if a check is returned

Balance Transfer Fee (iQ Points Reward Card only) - 3% Fee on Balance Transfer Amount

Transaction Fee for Cash Advances (iQ Points Reward Card only) - 3% Fee for each transaction

Currency Conversion Fee (iQ Points Reward Card only) - 3% Fee on all foreign denominated purchases. MasterCard/Visa fees may still apply

Card Replacement fee \$10 (iQ Points Reward Card only)

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

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

## Money Market Accounts

Minimum Balance - \$10 per month - with balance below \$2,500

Insufficient Check (NSF) - \$30 per item

Excessive Transfer Fee (after 6 transactions per month) - \$10 per item

## Checking Accounts - All Checking Accounts

Insufficient Check (NSF) - \$30 per item (paid or unpaid)

Temporary Checks (8) - \$8 (starter checks are FREE)

Stop Payment Order Per Series of 25 Checks - \$30

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 (No longer offered)

Monthly Service Charge - \$10

Account Transition Fee - \$25

## No Check Checking (Special Account for Veteran's Hospital members)

Monthly Service Charge - \$5

## IRA

Closing/Transfer Out - \$10

## Debit MasterCard / ATM Card Services

Transaction with a Smart Card at Smart owned ATMs - FREE

Transactions with Smart Card at other ATM locations - \$2 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

Insufficient Debit MasterCard Transaction - \$30 each

## 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

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

Cashier's Checks (On Us Check Conversion) - \$5

Cashier's Checks payable to Third Party - \$5

Closed Membership/Account (within the first 6 months) - \$25

Coin Sorter (except 16 years of age and under) - 5% of amount sorted

Collection Items Fee - Domestic \$20 each, Foreign \$30 each

Document Copied Fee- \$5 each

Inactive Account Fee - \$10 per month (excluding minor, custodial, and CAP)

Incorrect Address Fee - \$10

Insufficient ACH Debit - \$30 each

Money Orders Fee- \$2 each

Overnight Delivery Fee - \$25

Paid Check Copy - \$5 each or FREE through Virtual Branch & Mobile Banking

Returned Deposit Item Fee - \$30 per item

Statement Copy Fee - \$5 each or FREE through Virtual Branch

Stop Payment Order ACH Fee - \$30 each

Stop Payment Order Check (Branch or Phone) - \$30 each

Stop Payment Order check (Online) - \$20 each

Tax Levies and Garnishments Fee - \$50

Transaction History (90 days) - \$5 each or FREE through Virtual Branch & Mobile Banking

Verification of Deposit (written - other than Smart mortgage) - \$15

Wire Transfers - Outgoing Domestic \$20 each, International \$40 each

**\*Fees and Charges Added or Changed in 2016**

## Branch Locations

### Newcastle

4605 SW Freeway,  
Suite 100  
Houston, Texas 77027

### FM 1960

520 FM 1960 East  
Houston, Texas 77073

### North Loop

2510 North Loop West  
Houston, Texas 77092

### Sugar Land

9810 Highway 90A  
Sugar Land, Texas 77478

### Lamar High School

### Conroe

3201 West Davis  
Conroe, Texas 77304

### Kingwood

1120 Kingwood Drive  
Kingwood, Texas 77339

### Westchase

5840 W. Sam Houston Parkway,  
Suite 100  
Houston, Texas 77072

### 2920

5200 FM 2920, Suite 100  
Spring, Texas 77388

### Stafford High School

### Rayford

602 Rayford Road  
Spring, Texas 77386

### Wayside

4411 South Wayside Drive  
Houston, Texas 77087

### Missouri City

10330 Highway 6, Suite J  
Missouri City, Texas 77459

### Pearland

10201 Broadway Street,  
Suite 117  
Pearland, Texas 77584

## 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. Elizabeth

2900 North Street, Suite 402  
Beaumont, Texas 77702

### CHRISTUS St. Mary

2001 9th Avenue, Suite 220A  
Port Arthur, Texas 77642

### Member Services:

713-850-1600

### Smartline:

713-850-1254

### Lending Team

713-407-1755

### Mortgage Team

713-407-1830

### Commercial Team

713-407-4389

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





P.O. Box 920719  
Houston, Texas 77292-0719  
713.850.1600 or 800.392.5084  
[www.smartcu.org](http://www.smartcu.org)