



CONSUMERS FEDERAL CREDIT UNION



Credit Union News, Fall 2009

Message from Customer Service

I would like to take this time to introduce myself, my name is Lauren Balasiano and I have worked part-time at Consumers Federal Credit Union for the past 4 years. After graduating from College I am now working as a receptionist and customer service representative in the main office. If you have any questions or concerns feel free to contact me anytime at 718-266-2204.



Home Banking (New Services Added)

Members using our Free Home Banking Service can now set up AFT's and CFT's when they sign onto our site, itsme247.com

AFT= Fund Transfers from one account to another as many times as requested and on requested dates

CFT= Check Fund Transfers create a Credit Union check out of your account as many times as requested and requested dates

For more information call us at 718-266-2204 or email customerservice@consumersfcu.org

Fax Check

Don't forget you can now fax a deposit or payment. It's that simple. Fax a copy of your check and have it posted to your account immediately. Once you have confirmed that the deposit has been made you can then void that check! Fax checks to 718-266-1976 or scan and email to lbalasiano@consumersfcu.org

Please remember to put your account numbers and breakdown of funds on your check!!!

Letter of Appreciation

Good Afternoon Mr. Jacoby,

I am writing to extend my greatest appreciation for your employee Omaira Perez. For the past couple of weeks I have been working with Ms. Perez to get my loan processed. During this time I think I may have called Ms. Perez at least twice a day. She was always pleasant, understanding and extremely helpful, for that I am very thankful.

If Ms. Perez could not come to the telephone when I called she would send an updated message via whoever answered the telephone. For this I was also appreciative. This type of customer service makes customers feel extremely confident in banking with your institution. Once I picked up my loan this afternoon, I knew that I had to send a letter of appreciation to Omaira because she went above and beyond the call of duty and I wanted to say Thank You.

Thank you,

NS (Member)



2009 Holiday Closings

Columbus Day- October 12

Veterans Day- November 11

Thanksgiving Day- November 26

Day After Thanksgiving- November 27

Christmas Day- December 25

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Limited Service, call for more details

YOUR SAVINGS FEDERALLY INSURED TO AT LEAST
\$250,000

AND BACKED BY THE FULL FAITH
AND CREDIT OF THE UNITED STATES GOVERNMENT
(NCUA)

NATIONAL CREDIT UNION ADMINISTRATION,
A U.S. GOVERNMENT AGENCY

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