serving members since 1960

EXCHANGE

ALPS FEDERAL CREDIT UNION

Summer 2012

Message from Your CEO

This past quarter saw ALPS Federal Credit Union undergo a lot of changes in our efforts to improve our ability to serve our members. We updated our core computer system to kick off the beginning of the second quarter, so that we can modernize our offerings for you.

Because the credit union had so many business lines with the same company, we also converted our debit card program, home banking and statement processing at the same time. While the core conversion went very well, we did have some problems come up with our debit program and to some extent our home banking as well. I would like to apologize to our members who were impacted by this, it created great inconveniences for some of you. We did plan for these changes, but were unable to deal with some of the last minute issues that came up as quickly as we would have liked.

I would also like to recognize and complement our staff for all their efforts and the work they put in leading up to, through and after our conversions. They did a great job of figuring out how to fix the problems and worked to help all the affected members to solve their problems as quickly as they could. I appreciate all the work and time they devoted to helping the credit union move forward and make it possible to ultimately serve you better.

Our new Home Banking site has a great deal more functionality than before, including online bill pay, a secure way to pay your bills without the hassle of writing checks and sending them through the mail. Member-directed ACH is a way for members to move money domestically overnight and avoid wire fees. You can access this through your Home Banking log-in and set up a transfer from anywhere, anytime you need to, without having to come into the credit union or call us. This makes it simpler for our members, especially since so many travel a lot.

We are adding mobile banking so that you can check your accounts and get alerts on your phone whereever you may be, so that you are able to stay aware of what your financial situation is as you go about your life. Along with mobile banking, we will be adding Remote Deposit Capture soon. This will make it possible for you to scan a picture of a check and deposit it to your account from anywhere you can get cell phone service, so that you don't have to wait for the mail or until you have a chance to get into the credit union.

We will be rolling out these and other enhancements as we are able to make them available to you. Please watch for them and other products and services we will be providing to you. Let us know if there is something else you would like to see, we would like to hear about it so we can look into providing the products and services you need in today's world.

Thank you,

John O'Brien, CEO

ALPS Federal Credit Union Board of Directors

Duane Vilandre	Chair
Jere Christner	Vice Chair
Jeffery Seifert	2nd Vice Chair
Roxanne Richter	Secretary
Bill Steinbach	Director
Ron Conner	Director
Stan Eliason	Director

Supervisory Committee

Ken Hammons
Mike White
Dirk White

Office Hours

Lobby: Monday - Friday 9:00 am - 5:30 pm
Saturday 10:00 am - 2:00 pm
Drive - Thru: Monday - Friday 8:00 am - 5:30 pm
Saturday 10:00 am - 2:00 pm

Visit us on the web at: www.alpsfcu.org
Email: loans@alpsfcu.org • membersvc@alpsfcu.org
907.747.6261 • 888.747.6261 • fax: 907.747.8038

401 Halibut Point Road • Sitka, AK 99835

ALPS FCU 2012 Remodel

Most have noticed the facelift the credit union has undergone this year. Who can miss the now rounded and relocated member service line or the glowing, modernized logo atop the building? What some don't know, however, is what transpired in October of 2011 to spur this event into action.

On the weekend of October 3rd, 2011 our building was flooded by a faulty hot water heater located on the second floor. To make matters worse, it broke on Saturday night and flooded all through the weekend. It was a catastrophe (to put it mildly), but our quick-to-act and resilient crew got things under control and we were open for business by noon on Monday.

The scope of damage was great. All the ceiling tiles on the first floor were destroyed. Electronics, computers and furniture were ruined. First and second floor carpets and sheet rock were beyond salvage and some of our beloved wall art will never be ogled again. These were just a few things destroyed in what seemed like a disaster for ALPS FCU. Good thing we have insurance!

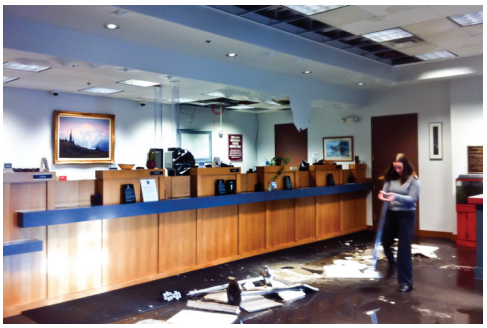
Insurance kicked in and offered us a fresh start. We were able to fix what could be salvaged and replace what was destroyed. This silver lining led us to put on our thinking caps to come up with some great new ideas of how to lay out the lobby to benefit the membership and employees alike.

We put a nice curve on the member service line to give it not only a more modern and aesthetically pleasing appearance, but also offer a better arena for our staff to work together and be accessible to any station or member situation.

We've also added two member services cubes with seating. Now, when you have a lengthy transaction or need account maintenance, you no longer have to stand uncomfortably at the counter.

These changes, with the addition of updated technology throughout the building, have turned a disaster into a triumph.

Thank you to everyone who weathered this storm with us. We hope you enjoy the new look and feel of ALPS Federal Credit Union!



A "before" picture of the water damage and the new remodeled "after" picture (top photo) shows the vast improvement in the member service area of ALPS FCU lobby.

New Online Member to Member Transfers

Tired of coming in or calling when all you want is a simple funds transfer to another member? Now you can enjoy free member to member transfers with ALPS Home Banking. Transferring money to your friends and family is as easy as selecting "Other Accounts/Members" under the Transfers link in the options menu on the left.

Online Bill Pay

Now offered through ALPS Home Banking

Office Closures

Wednesday, July 4
In observance of Independence Day

Monday, September 3
In observance of Labor Day

EQUAL HOUSING LENDER

NCUA

Your savings federally insured to $250,000 and backed by the full faith and credit of the United States Government.

Free ATM Service Nationwide

ALPS FCU is proud to be newly partnered with Credit Union 24 (CU24) to offer free nationwide ATM service whenever you use your ALPS FCU Visa Debit card. It's as easy as clicking on the new link at the top right of the www.alpsfcu.org home page and typing in your location. You'll be pleased to find a plethora of CU24 and Money Pass ATMs wherever you find yourself. So if you're traveling for business, going on vacation or simply find that life has relocated you, you'll always have access to your money, free of charge, with your ALPS FCU Visa Debit Card.