

making connections

A Nabisco Employee Exclusive!

PROVIDED BY REYNOLDS CAROLINA FEDERAL CREDIT UNION

Dec. 1998

Meet our Out-of-Town Services Department

At Reynolds Carolina Federal Credit Union, we want to be *there* for you when you can't be *here*. For the over 18,000 members who do not live in the Winston-Salem, NC or East Hanover/Parsippany, NJ areas, our Out-of-Town Services Department is ready to serve you.

Manager Ken Elkins and his staff are committed to providing you with quality service in as timely a manner as possible.

If you need to make a withdrawal from your account or get an advance from your loan, you may simply fax your request. Withdrawal requests received before 12:30 p.m. (ET) will go out the same day they are received. Requests received after 12:30 p.m. will be mailed the next business morning.

The Out-of-Town staff can also help you open accounts: *savings, money market accounts, certificates, etc.* And because they're loan officers, they can help you apply for loans: *from a Visa® credit card to an auto loan to an equity line of credit.* To



Out-of-Town Services Department Staff:
Pictured from left to right are
Lonnie Jones (Loan Officer),
Ella Holt (Loan Officer),
Ken Elkins (Manager),
Jeanette Snyder (Customer Service Assistant),
and Thomas Parks (Loan Officer).

speed up your loan processing, you may fax your completed application.

And for fastest service, you may use DirectApp 24®, our telephone loan application service. Once you become a member, simply call this service 24 hours a day, toll-free, and apply for most credit union loans right over the phone. Our Out-of-

Town staff will retrieve your information by the next business day and will contact you to complete the loan process.

Whatever your question or request, Ken, Ella, Thomas, Lonnie, and Jeanette are ready to help you. The telephone and fax numbers below are available for your

use. The Department closes from 1:00 - 2:00 p.m. (ET) for lunch, but the fax machine and DirectApp 24 never go to lunch!

Join your credit union and let our Out-of-Town Services Department help you!

800-782-4670 Fax: 800-746-6789

¡Hablamos Español! Nuestro Centro de

Llamadas para Servicios de Miembros pronto tendrá personal bilingüe disponible para atender a nuestros miembros de habla Española. Cuando clientes que hablan Español llamen al Centro de Llamadas, ellos deberán decir "Hablo Español" y de esta manera pondremos en contacto a esos clientes con nuestro personal bilingüe.

Bilingual Staff Available!

Our Member Services Call Center now has bilingual staff available to help our Spanish-speaking members. When Spanish-speaking members call Member Services, they should say, "Hablo Español," and that will alert us to put those members in touch with one of our bilingual staff.