

2009 Annual Report



Serving the community for 54 years!

Mission Statement

The mission of Sentinel Federal Credit Union is to maintain integrity and protect the financial future of its member owners.

You can feel secure knowing Sentinel Federal Credit Union is here for you every step of the way. From financing your new car, to finding the right mortgage, to saving for your family, Sentinel Federal knows how to look out for your financial future.



Nancy Ellwein,
President

Board of Directors



Ben Treadwell,
Chairman
2 Year Term (2011)



Doug Dlugosz,
1st Vice Chairman



James Ramp,
2nd Vice Chairman



Diana Phillips,
Treasurer/Secretary

Chairman's Report

It has been another outstanding year at Sentinel Federal Credit Union. The Board of Directors, the Supervisory Committee, the staff, and the members have all worked together to improve and grow our Credit Union. Our assets are at an all time high and our membership continues to grow.

Our guiding philosophy continues to be, "We will do whatever we can to serve our members." This philosophy has led to many creative initiatives this past year including the following:

- Upgrades were made to the Credit Union's data processing system which allows us to better serve our members.
- Our members now have real-time access to their accounts with our new It's Me 247 Online Banking.
- Our new phone banking system, CU*Talk, makes it possible for our members to take care of credit union business faster and easier.
- We switched our online banking users to e-Statements which helps reduce paper and save trees. E-Statements are safe, convenient, faster and free!
- We added construction loans to our list of products and we are now a participating lender with the South Dakota Housing Development Authority.
- We received a \$1,500 matching grant from the Armed Forces Financial Network which we matched and then donated \$3,000 to Airman & Family Readiness. They used the funds to purchase *Credit When Credit Is Due* books to teach the airman on Ellsworth AFB.
- Developed and implemented an incentive pay system where bonuses are paid based on measurable results.
- Formalized a Credit Union Service Organization (CUSO) with three other local credit unions that share like values and goals.
- Applied for and received the Community Development Financial Institution (CDFI) designation that allows us to partner in community development.

Yes, 2009 has been a busy full and successful year! Thank you to all who made it happen.

What will 2010 bring? With your help, a continuation of great things.

Let me end with a challenge. In the coming months, I challenge each member including staff and Board members, to bring a least one new member to **our** Credit Union. With growth, Sentinel Federal Credit Union will continue to increase its services for its members.

Thank you for giving us the opportunity to serve you.
Ben Treadwell, Board Chairman



Bruce Curington,
Director
2 Year Term (2011)



Pat Dupre,
Director
2 Year Term (2011)



Rosemary Harvey,
Director



Mary Stein,
Director
2 Year Term (2011)

Supervisory Committee Report

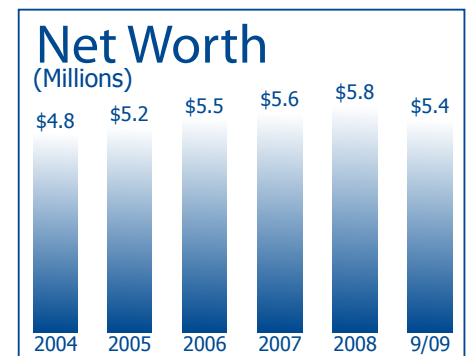
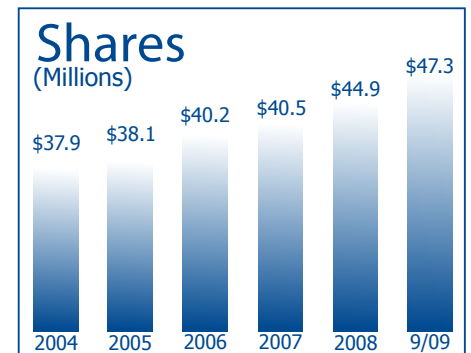
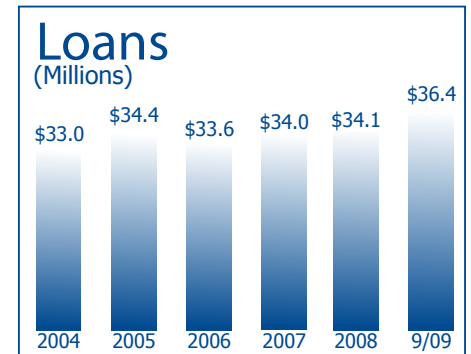
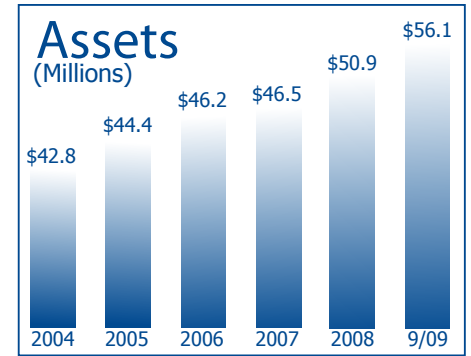
The Supervisory Committee of Sentinel Federal Credit Union represents the interest of the membership as the “watchdog” of the Credit Union. It is responsible for maintaining oversight of the Credit Union’s management and financial records to ensure that the Credit Union’s financial condition is fairly represented. The areas of responsibility range from ensuring an annual audit is performed by an outside, independent accounting firm; reviewing internal controls to ensure all members receive fair, accurate and honest service; and investigating all membership complaints.

The past year has been especially challenging for the Credit Union staff and management. The Credit Union implemented a new computer management system to help improve operations and service to its members. In order to ensure the Credit Union properly maintained records accountability, quarterly reviews were performed by a local CPA firm emphasizing functions that were affected by the conversion. As with all computer conversions there were some minor glitches, but your Credit Union managed them well. The Supervisory Committee will continue to monitor the computer conversion over the next year. Also, during the past year the National Credit Union Association examined the Credit Unions policies and procedures for compliance with applicable Federal and State laws. In addition the Supervisory Committee administered the required annual audit to ensure your Credit Union continues to operate in accordance with industry standards. This audit reports on financial stability and general operating performance as well as the presence of suitable internal controls. Ketel Thorstenson conducted this years’ audit from October 1, 2007, through September 30, 2008.

As we conclude this year’s activities, your Supervisory Committee is confident that Sentinel Federal Credit Union is firmly established in sound financial practices and its management and staff is focused on your needs as valued members. Our priorities for the coming year are to continue to provide a high level of support to you and the Board of Directors.

We want to commend our management and staff for continuing to provide professional and courteous service in meeting our members’ needs. It is a privilege to represent the general membership of Sentinel Federal Credit Union. The committee always welcomes your suggestions and observations. Direct correspondence may be submitted to the Supervisory Committee at P.O. Box 700, Box Elder, SD 57719.

Supervisory Committee Members
Ervin Alspaw, Arnold Ganje & John Tunnissen





OFFICE HOURS

Main Office on Ellsworth AFB

Lobby: Mon - Fri 9 am - 5 pm

Haines Branch

Lobby: Mon - Fri 9 am - 5 pm

Drive-Up: Mon - Fri 7:30 am - 5:30 pm

Drive-Up: Sat 9 am - Noon

Triple Crown Branch

Lobby: Mon - Fri 9 am - 5 pm

Drive-Up: Mon - Fri 9 am - 5:30 pm

Drive-Up: Sat 9 am - Noon

Winner Branch

Lobby: Mon - Fri 8:30 am - 3:30 pm

Drive-Up: Mon - Fri 8:00 am - 3:30 pm

ATM LOCATIONS

No surcharge to our members with your Sentinel Federal ATM or Debit Card.

Drive-up ATMs:

- Ellsworth AFB BX Parking Lot
- 208 Frontage Road, Box Elder
- Haines Branch Parking Lot
- Triple Crown Branch

Walk-up ATMs:

- Shoppette on Ellsworth AFB

CONTACT INFORMATION

PO Box 700 • Box Elder SD 57719

605-923-1405 • 888-923-1400

Phone Banking: 923-1448 or

866-923-1448

DSN-675-6303 • Fax 605-923-3960

www.sentinelfcu.org

Rapid City Branches

1430 N Haines Ave, Suite 101

Rapid City SD 57701

605-923-1405 • Fax 605-348-8047

4011 Triple Crown Drive

Rapid City SD 57701

605-923-1405 • Fax 605-342-2055

Winner Branch

757 W 2nd St (PO Box 87)

Winner SD 57580

605-842-3581 • Fax 605-842-1370

Products & Services

Checking Accounts

Personal Checking
 Business Checking
 Bonus Checking
 Prime Checking (55+)
 Rebuilder Checking

Savings & Investments

Regular Savings
 Business Savings
 Certificates of Deposit
 Money Market Accounts
 IRA Share Savings
 Christmas Saver Club
 Dream Saver Club
 Prime Saver Club (55+)

Debit & Credit Cards

Personal Debit Card
 Visa Grace Credit Card
 Visa Reloadable Debit Card
 Visa Secured Credit Card
 Bonus Points Program

Loans

Auto Loans (new & used)
 Recreational Vehicles
 Mobile Home Loans
 Mortgage Loans
 Constructions Loans
 Personal Line of Credit
 Signature Loans
 Home Equity Loans
 Home Equity Line of Credit
 Agriculture Loans
 Business Loans

Online Services

Online Bill Pay
 Online Banking
 Online Applications
 Check Reordering
 E-Statements

Additional Services

Phone Banking (24/7)
 Full Service Call Center
 ATMs
 Overdraft Protection
 Direct Deposit
 Payroll Deduction
 Safe Deposit Boxes
 Coin Counting
 Notary Service
 Savings Bonds
 Night Deposit
 Visa Gift Cards
 Money Orders
 Cashiers Checks
 Wire Transfers
 Credit Disability Insurance
 AD&D Insurance
 Credit Life Insurance
 GAP Insurance

Staff

Main Office:

Bridgett Nelson, Financial Services Rep
 Brianna Denning,
 Service Associate Team Leader
 Cindy Herdt,
 Service Associate Team Leader
 Donna Little, Call Center Rep
 Ed Grebe, Accounting Supervisor
 Heather Palmer, Collections Specialist
 Jane Carlson, VP of Financial Services
 Lana Brethauer, Service Associate
 Lindsey Moore, Service Associate
 Lisa Bell, Financial Services Rep
 MaryAnne Burrows, Call Center Rep
 Maureen Burfiend, Service Associate
 Marsha Ford,
 Branch Operations Manager/
 Accounting Assistant
 Melissa Rivord,
 Service Associate Team Leader
 Nancy Ellwein, President
 Samantha Savageau,
 Service Associate Team Leader
 Sherice Platt, Service Associate
 Tammy Hamer, Call Center Supervisor
 Tina Pehringer, Collection Specialist
 Toni Weber,
 VP of Administration & Operations
 Tonya Berner, Service Associate

Haines Branch:

Chris Kinder, Loan Underwriter
 Jennifer Armstrong,
 Financial Services Officer
 Matt Gluhosky, VP of Lending
 Trudi Paulsen, Financial Services Rep

Triple Crown Branch:

Catherine Moran, Marketing Specialist
 Dawn Vetter, Network Administrator
 Jim Schroeder, Mortgage Loan Officer
 Kathy Mroczkowski, Training Specialist
 Laurel Marshall, Executive Administrator
 Rebecca Davis, Financial Services Rep
 Roxanne Stephens,
 Financial Services Rep
 Sharon Luedtke,
 Electronic Services Coordinator

Winner Branch:

Deanne Wranek, Financial Services Rep
 Lisa Hauf, Ag Loan Manager
 Lori Sealey,
 Service Associate Team Leader

