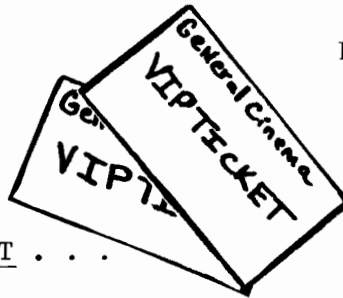


FIRSTCITYBanker

February 1982



EXTRA EXTRA READ ALL ABOUT IT . . .

Have you heard the good news for First City Bank employees??? First City is going into the movie business . . . tickets at a discount, just for you, the employee.

Beginning the first of February you will be able to enjoy the convenience of purchasing movie tickets for any General Cinema theatre at an unbelievable price of \$2.40 per ticket . . . what a savings! Movie tickets can be purchased from Shannon Boggus in the Marketing Department on the 7th floor. If you have any questions just call ext. 4714.

To help us keep our accounting simple, please keep the following in mind: Tickets can only be purchased by check . . . we will not be able to accept cash. Also, tickets will only be sold on Thurs. mornings between 8:00 a.m. and 12 noon. We would appreciate your not requesting tickets at other times. Thursday mornings are the only time the Marketing Department will have tickets in the office. A little about these movie tickets . . . there are no restrictions, you can use them any day of the week for any movie at any General Cinema throughout Texas. The Austin area currently has two General Cinema theatre's, Capital Plaza and Highland Mall, with a third at Barton Skyway coming soon.

Movie tickets - at a savings - just another First City employee benefit. See You At The Movies!

First City Banker would like to pass along some tips that should help you in your efforts to obtain account information . . . and help the Bookkeeping Department and Customer Service handle information requests more efficiently. By directing your inquiries to the proper area, Bookkeeping and Customer Service can better handle customers' requests.

If you have a "quick response" problem or question about an account, please direct all in bank calls to ext. 4509. Only for emergencies should you transfer customers to this extension. Another important phone number that should be kept in mind is 473-4500 (this is not an extension, but a direct outside line). When you have a customer on the line and they have a "quick response" question or problem, ask them to hang up and dial direct (473-4500). The employees at these numbers have the tools and information to respond to questions and problems efficiently.

For the convenience of our customers and employees, many inquiries and request can be handled by phone. But remember, phone inquiries can only do so much. There are times that, in the employee and customer's best interest, they must pay a visit to the Customer Service area. Below is a list of responsibilities that can be handled readily by phone:

- 1) Balance inquiry
- 2) Statement inquiry (date sent out)
- (ext. 4509) 3) Check verification
- 4) Checking/savings transfer
- 5) Check clearance - up to 5 checks can be handled by phone.
- (ext. 4532) 6) Stop payments - Commercial Accounts

Customer Service handles a variety of problems and there are a few specifics we would like to mention. A stop payment on a Commercial Account can be handled by dialing ext. 4532, but must be followed up with written instructions. Please remember that stop payments on any personal accounts (employees or customers) should be handled in writing or in person. If an emergency occurs and you find you have some checks or an ID lost or stolen, or if a customer is in the same predicament, please call any of the Customer Service lines immediately so they will be able to take the appropriate safety measures. To close an account, the customer or the employee must forward written instructions or come in (Customer Service) to handle this transaction properly. Customer Service takes care of any questions or problems concerning legal papers on a First City account such as a Letter of Testamentary, Affidavit or a Power of Attorney. Employees with problems on their personal accounts should handle their business during the hours of 9-10 a.m. and 3-4 p.m.

One last tip - Questions or problems concerning Teller 2 should be directed to ext. 4340. Only if there is a question about posting of a Teller 2 transaction should you call Customer Service.

We hope that this information will be an asset to you when handling your personal account or a customer's.

The First City Bank Blood Donor Drive will be held Thursday, March 11th and Friday, March 12th from 10:00 a.m. until 4:00 p.m. in Plaza 7. In mid-February we will send a reminder to each department, along with a sign-up sheet. If you are interested in being a blood donor be sure and sign the list.

By donating one unit of blood you will cover, for you and your immediate family, the processing fee and replacement fee for any blood or blood components used in any hospital which is supplied blood by the Travis County Medical Society Blood Bank, or in any hospital not serviced by the Travis County Medical Society Blood Bank that will accept blood credits transferred through the National Clearinghouse. Coverage will commence three months after an acceptable donation and lasts for one year.

Anyone who is in general good health between the ages of 18 and 65 (up to 66th birthday) and weighs 110 pounds or more is an eligible donor. Before blood may be donated, the donor will be questioned concerning his medical history to ascertain whether the donor may have or have had any condition which, if transfused to a recipient, would be harmful. The donor must be in above average physical condition so that after the donation his condition will be no lower than normal levels.

If you are interested in being a donor make sure you read the Blood Donor Requirements that are posted on the bulletin board in the cafeteria.

We can't stress the importance of this drive . . . right now the blood banks are limited on their supply and they are in need of your contribution. We encourage you to take advantage of this opportunity, not only for yourself and family, but for those who need it now.

FEBRUARY BIRTHDAYS

-3	Becky Denges	2-14	Alan Bullock
	Janie Villareal	2-15	Gwen Jung
-4	Venton Doughtie	2-16	Nicki MEEKS
	Barbara Howard		Leah Ricketts
-5	Janie Meyers	2-18	Pat Bright
	Barbara Peters		Sue Carmack
-6	Linda Rios		Winell McNabb
-7	Lou Euresti		John C. Miller
-8	Ralph Lay	2-20	Paula Whitt
	Beth Ann Avery	2-21	Mary Kerekesh
	Dubie Cantu	2-22	Ann Pollack
-9	Louis James	2-24	Kelly Price
-10	Lori Jeanes		Mark O'Quinn
-11	Paula Whitt	2-25	Janice Ootsey
-12	Candice Chapman	2-27	Kelly Kensing
-13	Linda Wade	2-28	Bobby Campbell
		2-29	Juve Cardona



Valentine's Day February 14th

HAPPY BIRTHDAY !!!

TRAINING COURSES FOR FEBRUARY

February 9th - Customer Relations
February 10th - Basic Writing Program I Begins
February 11th - Time Management Non-Exempt

Classes are limited so make sure you register no later than Feb. 3rd.

First City Banker would like to congratulate those people who completed their training courses during the month of January.

Time Management

Doug Danforth	Gaynell Black	Deon Williamson
Martha Boysen	Sharon Newius	Tim Goles
Wanda Burnett	Ron Lance	Anna Perez
Judy Nemir	Randy Veach	Sue Cummer
John Cerda	Lana Tangun	Douglas Klaasen
		Melvin Guidry

Telephone Etiquette

Cindy Hurst	Terri Childers	Hazel Williams
Alisia Diaz	Marilyn Rollins	Helen Janak
Katherine Stone	Jamie Austin	Cindy Olson
Joan Caldwell	Brenda Kruse	Janice Crowder
Debroah LoPrinzi	Cindy Watson	

Customer Relations

Jan Thomas	Susan Cantu	Gertrude Steen
Gail Hess	Joyce Daniels	Lydia Garza
Gladys Martin	Ann Alfaro	Dolores Sifuentes

Teller 2

Another Teller 2 is in operation . . . Target North (183 & Ohlen Rd). The Grand Opening is going to be held on February 6th between 12 noon and 4 p.m. - for those who don't have a Teller 2 card, just watch a demonstration during the opening and we'll mail you a free movie ticket. For those who use their Teller 2 card during February 4-10 at this location, you'll be sent two free movie tickets.

TIDBITS

We are proud to announce that Nancy Rathmanner was promoted from Book-keeping Officer to Assistant Vice President. Congratulations!!!

The Stork has arrived: Robert and Sharon Greenwood are the proud parents of a baby boy, Leighton Richard, born on Jan. 18th; David and Paula Barnett also had a new arrival on Jan. 14th, a baby girl, Martha Alice; Kanita Panjavan is the proud mother of a baby boy, Chris, born Jan. 7th; and Lou Euresti, had a bundle of joy on Dec. 29th, a baby girl, Alicia Marie. Congratulations !!!