

# FIRSTCITYBANKER

First City National Bank of Austin

Vol. 3, Issue 3

March 1983

## Meet First City's New Directors

We are pleased to announce that Duke Covert and Shirley Bird Perry have been elected to our Board of Directors.



Duke M. Covert

**Duke M. Covert** is associated with Covert Buick Company, Inc., a family-owned, fourth generation dealership established in 1912. Mr. Covert's collective business experience and numerous business activities are a tremendous credit to himself and the Austin community. He is active with the West Austin Youth Association and is a native Austinite. Mr. Covert is a graduate of The University of Texas. He and his wife, Lynne, have three children, Courtney, Casey, and Kimberley.



Shirley Bird Perry

**Shirley Bird Perry** is vice president and coordinator of centennial programs at The University of Texas at Austin. A former director and program director of the Texas Student Union at U.T., Mrs. Perry's current responsibilities include the institution's external relations and the coordination of its 100th anniversary program.

Mrs. Perry is active in numerous organizations in higher education and is a frequent speaker at conferences and seminars. Named to "Who's Who in the South and the Southwest" and "Who's Who Among Women," Mrs. Perry is a regional vice president of the U.T. Ex-Students' Association and on the board of the Austin Unit of Recording for the Blind. She is married to Austin attorney Sam R. Perry.

First City National Bank is proud to make this announcement and to give our new directors a well-deserved congratulations.

## Adoption of First City Bancorporation Thrift Plan

First City National Bank of Austin maintains a Profit Sharing Plan for eligible employees who have employment dates prior to January 1, 1983, and who have completed at least one year of service with the company. Apart from this plan, First City Bancorporation maintains a Thrift Plan for other employees of the First City member organizations. Effective February 1, 1983, you will have the opportunity to join the First City Thrift Plan, subject to certain conditions. The options that

will be available to you are as follows:

(1) Participation in the Thrift Plan is conditioned upon your contributing 2%, 4% or 6% of your base salary. In turn, the company matches your contributions at varying rates, depending upon your years of Plan Membership. The matching schedule is as follows:

Years of Thrift Plan Membership	Company Matching %
Up to 2 Years	50%
2 to 4 Years	75%
4 Years or More	100%

A "Year of Plan Membership" means 12 months during which you make contributions to the plan. If you elect to join the First City Thrift Plan **on or before April 1, 1983**, you will receive Years of Membership credit under the Thrift Plan for all years of participation in the Austin Profit Sharing Plan. For example, if you participated in the Austin Plan from January 1, 1980, through December 31, 1982, you will be eligible to join the Thrift Plan during the First Quarter, 1983, and have your contributions matched at the 75% rate.

Once you make the decision to join the Thrift Plan, no further contributions will be made on your behalf to the Profit Sharing Plan, although your Profit Sharing account will continue to be maintained in the Profit Sharing Plan and will be subject to the rules of that Plan.

(2) You may elect to join the Thrift Plan as of the first of any month after April 1, 1983, and forego further participation in the Profit Sharing Plan; **however**, your Years of Membership credit will not apply and, basically, you

(continued on page 2)

will join the Thrift Plan as a new participant.

(3) Once you make a decision to join the Thrift Plan in lieu of the Profit Sharing Plan, that decision will be irrevocable.

Applications are available in the Personnel Department. The deadline for the April 1, 1983, enrollment is March 25.

Employees hired on or after January 1, 1983, will only be eligible to join the Thrift Plan.

If you have any questions, please call Patti Miller at extension 4681 or Nyla Revell at extension 4683.

## Savers Beware

Ten percent withholding of interest and dividends . . . that's the bottom line. Due to the Tax Equity and Fiscal Responsibility Act of 1982, which is designed to crack down on tax evadors, all banks and financial institutions will be required to withhold 10 percent of customers' interest and dividends. This 10 percent withholding will be forwarded to the Internal Revenue Service effective July 1, 1983. The withholding will be handled very similar to the way payroll deductions are handled. This act could have a tremendous impact on customers as well as the banks and financial institutions.

Customers will encounter a loss of interest income on their savings or investments which reduces their benefits. What does this mean? The money you have been building up in your savings account will be reduced. "For example, if you are due a \$200 interest payment next July and you plan to leave it in the bank to compound and make more money . . . you'll only be allowed to leave \$180 in the account. The other 10 percent, or \$20, will be sent to the IRS. In other words, you will have less money compounding which means less to build in your savings account" as cited by ABA.

What does it mean to banks and other financial institutions? As reported in the *Houston Chronicle*, "The withholding provision will cost financial institutions \$1 billion a year to comply with and will cost savers

\$1.5 billion in interest they otherwise would gain through compounding." Many of the banks and financial institutions across the nation are campaigning to repeal this law. An example of one bank's efforts include newspaper advertising with headlines that read, "Help Stamp Out an Unfair Law and I'll Supply the Stamp." The ad explains the law and the impact on the public. Their newspaper ad ran two days, and within five days after the last ad ran, they had received responses from close to 3,000 individuals.

We are asking for your help in supporting this campaign. We need you to be aware of this law and to pass this information along to our customers.

You, as well as our customers, need to respond to this law by filling out the forms that are addressed to our state representative and state senator and place them in the ballot boxes located in the lobby. If we will join together, employees and customers alike, we may stand a fair chance of appealing this law . . . an unfair penalty on savers.



**Help Repeal A Bad Law.**

## No Substitute

The only source to obtain blood is from the human body . . . there is no substitute.

To maintain an adequate blood supply, the Blood Center must receive over 100 blood donors every day. The Blood Center is the supplier for 25 hospitals in 11 counties in Central Texas.

Blood of every type must be available at all times in order to meet

the needs of physicians and surgeons, whether it be an emergency or not. Blood banks throughout the country rely on a constant stream of donors every day.

How rare is your blood?

Blood Group & RH	How many have it?
O Rh Positive	One in three
O Rh Negative	One in 15
A Rh Positive	One in three
A Rh Negative	One in 16
B Rh Positive	One in 12
B Rh Negative	One in 67
AB Rh Positive	One in 29
AB Rh Negative	One in 167

*Eighty-five percent of the population is Rh Positive and 15 percent is Rh Negative.*

Blood banks depend on people like you to assure they meet the daily demands. Please make an effort to give so we can do our part in assuring an adequate blood supply. **Blood donors are special people!**

Blood Drive  
March 16  
9:00 a.m. - 4:00 p.m.  
Plaza 7

(Department heads will be receiving a sign-up sheet within the next couple of days.)

## The Winning Combination

Based on recent account opening activity and customer reaction, it seems to be in the customer's best interest to have a regular NOW account and a Money Market Investment Account as their "winning combination." The rationale that supports this is that the customer can maintain a lower daily minimum balance in the NOW account and have no service charge while receiving a higher money market rate of interest on the funds in the Money Market Investment Account. In determining the customer's needs, it should be suggested, while maintaining the minimum in the NOW account for no service charge, additional discretionary dollars should be maintained in the

(continued on page 5)

## Five New Officers Elected



*Carlene Brown*

**Carlene Brown** has been appointed to real estate operations officer. Carlene is an active member of the First Baptist Church of Bastrop. She has been with First City since 1975 and has been promoted several times from senior real estate clerk in 1980 to system support supervisor in 1982.



*Carol Childress*

**Carol Childress** has been appointed to real estate operations officer. Carol's previous experiences involved selling real estate until she joined First City in 1975. In December of 1981 she was promoted to real estate assistant.



*Sandra Hennig*

**Sandra Hennig** has been appointed to investment operations officer. Sandy has been in the banking field since 1968. She joined First City in 1974 and worked in our Bookkeeping Department until 1976. After a leave of absence in 1978, she returned to First City as an investment assistant.



*Sharon Nevius*

**Sharon Nevius** has been appointed to teller operations officer. Sharon has attended Ohio State University and joined First City in 1981 with prior banking experience. In 1982 she was promoted to lobby services supervisor. Her present responsibility is supervising the drive-thru facilities.



*Paula Skerkowski*

**Paula Skerkowski** has been appointed to investment operations officer. Paula has attended The University of Texas at El Paso and Austin Community College. She has been with our bank since 1978. Initially, she was hired as a CIF clerk and in 1979 was promoted to investment assistant.

## On The Move . . .

There have been several moves throughout our bank and in hopes to keep you informed, the following people have been on the move . . .

**Don Bartko** (extension 4548) from the Teller 2 Department to purchasing agent;

**Doug Danforth** (extension 4772) from Consumer Lending to Commercial Lending;

**Gary Fowler** (extension 4669) from Credit Analysis to Commercial Lending;

**Debbie Grona** (extension 4857) from Consumer Lending secretary to Commercial Lending secretary;

**Cheryl Hunter** (extension 4758) from the C.D. area to New Accounts supervisor;

**Tammy Ihrer** (extension 4790) from Accounting to Installment Loan Operations;

**Lutie Little** (extension 4676) from New Accounts supervisor to assistant coordinator of Great Expectations;

**Linda Rachui** (extension 4864) from Installment Lending secretary to Commercial Lending secretary;

**Phillip Schwarz** (extension 4775) from Loan Adjustments to Consumer Lending; and

**Jo True** (extension 4617) from Credit Cards to Credit Operations.

## Welcome

We would like to welcome the following new employees to First City:

Cruz Alecca . . . . . Data Processing  
 Reggie Alexander . . . . . Parking Garage  
 Arthur Anderson . . . . . Item Processing  
 Scott Anderson . . . . . Item Processing  
 Terry Calahan . . . . . Teller  
 Peggy Foreman . . . . . Credit Analysis  
 Tamra Holmes . . . . . Teller  
 Irene Jones . . . . . Regional Banking  
 Richard Lawrence . . . . . Security  
 Carroll Lively . . . . . Collections & Exchange  
 Jon McDonald . . . . . Credit Analysis  
 Stephen Manley . . . . . Item Processing  
 Kathy Olsen . . . . . Collections & Exchange  
 Thomas Pitcock . . . . . Credit Analysis  
 Catherine Randolf . . . . . Teller  
 Genevieve St. Pierre . . . . . Teller  
 Dana Stringfellow . . . . . Consumer Lending  
 Kathleen Ward . . . . . Word Processing  
 Vanessa Williams . . . . . Credit Operations

# Great Expectations '83

First City National Bank is proud to announce that Great Expectations, our special events program, is beginning its fifth year. This program is organized and administered through the Great Expectations Department, a sales promotion function of the Marketing Division.

The program has grown from 300 members during its first year to over 1,600 members in 1983. We couldn't be more pleased with the response and the growing interest in the community to this program.

What is Great Expectations? Great Expectations was designed for customers who share the same interests . . . and there is truly something for everyone's tastes. The program concentrates on unique cultural, educational, and entertainment events. Great Expectations has expanded its horizons since its beginning and is now reaching farther and discovering cities across our nation and abroad. Their first event featured the Paul Cezanne exhibit at Houston's Museum of Fine Arts and most recently they enjoyed the hustle and bustle of New York City during the Christmas season. Great Expectations takes pride in providing their membership with events which have educational themes, whether it be topics on finance, antiques, or Oriental rugs.

Great Expectations is open to any woman who is a First City Bank customer and maintains a minimum balance of \$10,000 in either checking, savings, certificates of deposit, or any combination of the three. Though the program was designed with women in mind, the events are certainly not limited to women.

Great Expectations' success is strongly due to the flair used in planning each and every event. The implementation and the follow-through and support of a strong team effort of the women involved have made Great Expectations one of the most popular programs in Austin.



Janet Stoeltje

**Janet Stoeltje** is Great Expectations' coordinator and a new member to its staff is **Lutie Little** who will serve as assistant coordinator. **Cindy Purifoy** makes up the third member of the staff and is Great Expectations' secretary. If you have any questions about the program or a particular event, feel free to call any one of these ladies, and they will be happy to answer any questions you might have.

Considering the events relative to the number of members participating and travel distance involved, **Wanda Burnette, Bobbie Collins, Martha James, and Judy Nemir** are called upon as hostesses to help support Great Expectations' events and to promote our bank services. Many thanks to these ladies and to **Beverly Scott** and **Patricia O'Neil** when they join Great Expectations and share with the members their expertise on trust services.

"Nineteen eighty-three should be a very special year for Great Expectations," says Janet Stoeltje. "The 1983 calendar of events takes our members to view El Greco of Toledo, an international exhibit at the Dallas Museum of Fine Arts; an overnight stay at the elegant Remington in Houston and enjoy an evening with Luciano Pavarotti as he performs at the Summit; and even to the New England countryside at the height of the fall season where we will enjoy touring Vermont, Boston, and Newport, Rhode Island."

# Attention Officers

If you have not completed the **Austin in Action** information form, please do so at your earliest convenience and return it to Bobbie Collins, Marketing Division.

Why is it important to fill out this form? This documentation will enable us to better match our associates with community requests. We need to know about your community involvement . . . First City National Bank of Austin wants to be able to fulfill the needs of our community with our own talents and resources. Would you please respond today.

# Congratulations!

Two employees in our Data Processing area have become new parents.

**Yoo Mi Han** has named her baby girl Christine Joyeen. She was born on January 20 and weighed 7 lbs., 9 oz.

**Wes Stone** is the proud father of a son, Gregory Alan, born February 3. Gregory weighed in at 7 lbs., 3 oz.

Again, CONGRATULATIONS!

# Help . . .

The Mail Room will be open from 7:30 a.m. - 4:30 p.m. The last mail pick-up from offices will be at 3:45 p.m., however, mail will be accepted in the Mail Room until 4:15 p.m. This cut-off time is necessary in order to ensure that we meet the 5:00 p.m. deadline for having mail at the Post Office.

# Make A Note . . .

If you need to order new plants for your office or have any questions concerning the maintenance of plants, please call Tim Jarvis at extension 4546. This applies only to the plants that are purchased for the beautification of our bank. You still need to call Janet Waldeier at extension 4737 to order flowers and plants that are to be delivered to persons outside of the bank.

Money Market Investment Account. Should the customer need those funds, they can be easily accessed and transferred back into the NOW account.

Should you have any questions, please contact the New Accounts Department at extension 4757, 4758, or 4759, or the Marketing Division at extension 4715.

## Valentine's Day Public Relations Program

The Valentine's Day Public Relations Program held on Monday, February 14, was very successful. The purpose of this day was to extend goodwill to our walk-in customers and to thank them for banking at First City National Bank. Long-stemmed carnations were presented to our customers as they were waited on at the Teller Lines, Commercial Vault Tellers, Consumer Lending area, Customer Service, C.D. area, Trust Division, New Accounts area, and Safekeeping. We would like to thank all of our personnel who participated in this program with a special thank-you going to **Bobbie Collins** who coordinated the event.

## Energy Conservation Program

It began in July of 1975 when our bank was selected at random by the Federal Energy Administration for the study they were conducting to evaluate their Energy Conservation Manuals. At that time, our bank learned there are three types of energy conservation opportunities (ECOs): no cost, low cost, and high cost items.

After receiving the results of their study, we began implementing the no cost and low cost ECOs. There were two phases designed to implement the program, and Phase One dealt with utility consumption. The object was to reduce our total consumption, and therefore, our total dollar amount would fall.

Thanks to **Jack Bible**, building engineer, and his direction of the project, dramatic results were achieved . . . 50 percent savings (\$120,000 in the first year).

Phase Two dealt with high cost items and was more complex to develop. We committed to \$200,000 to enact this project which in the long run would yield tremendous savings of \$180,000 per year reduction in consumption. Phase Two introduced the Delta 1000 Computer to our bank which is an energy management system designed to control the heating and cooling system of our building. Smaller motors and installing dampers were among the few additions included in our goal to reduce energy waste.

As a result of our efforts, during September of 1977 City Bank was presented with the Merit Award for Energy Conservation from the Federal Administration. The plaque read . . .

"In recognition of meritorious energy conservation efforts and contributions to the efficient use of this nation's energy resources."

During 1982 our efforts were still going strong, and because of our accomplishments to energy efficiency, First City National Bank of Austin is now the dominant example in a slide presentation developed by the Texas Energy and Natural Resources Advisory Council. This presentation will highlight energy efficiency for large and small buildings and will be shown throughout the state. Many of our own associates made their debut during the slide presentation. They include: **David Barnett, Jack Bible, Linda Blackburn, David Carroll, Ray Clark, Tad Curtis, Doug Danforth, Tim Jarvis, Lutie Little, Steve Ogle, John Oncken, and Larry Wilkinson.**

In 1983 we will be reevaluating Phase One of our program and reimplementing our no cost alternatives that will conserve energy. It is a full-time job to stay on top of energy management, but with your help we will see measurable results. Don't underestimate the savings that **YOU**, as an individual, could make by just turning off lights in

offices that are not in use or turning off machines that are not being utilized.

We are fortunate that we implemented the plan in 1975 and have continued our efforts during the years when energy costs have skyrocketed.

## Courses of Interest

Training courses for the month of March are as follows:

### Number Skills

**March 14-18**

*(five, two-hour sessions)*

This course was developed to increase the accuracy and speed of people who record, transfer, and check numbers. Upon completion of this course, the participants should be able to increase their number retention, accuracy, perception, and overall ability to work with numbers.

### Customer Relations

**March 22 & 23**

*(two, half-day sessions)*

The course objective is to expand the participant's professional awareness; explore techniques for *getting* and *keeping* it in a variety of customer relations situations. After completing this course, participants will have improved their ability to relate to customers. This course should be attended by employees whose principal job involves direct or indirect contact with customers.

### Telephone Techniques

**March 22 (p.m.)**

*(two and one-half hours)*

This course was designed to familiarize participants with the fundamentals of basic telephone techniques. Upon completion of this course, participants should be able to recognize the importance of telephone techniques as well as the value of clear communication. All employees whose jobs require telephone usage should attend.

(continued on page 6)

**Time Management  
– Exempt  
March 24 (a.m.)  
(half day)**

Managers, supervisors, and exempt personnel will benefit from this course. The objective is to provide participants with skills and tools for time management utilization. Upon completion of this course, the participants should be able to:

- recognize their time management strengths and build upon them;
- recognize their time management weaknesses and develop skills to improve;
- plan and prioritize short- and long-term goals and activities; and
- anticipate, manage, and control day-to-day crises and interruptions.

**Time Management  
– Non-Exempt  
March 24 (p.m.)  
(half day)**

The description of this course is identical to the description above; however, the course was designed for non-exempt personnel.

**Stress Management  
– Non-Exempt  
March 30  
(one day)**

Upon completion of this course, participants should be able to identify causes of stress and use techniques for managing stress. The objective is to provide information that will help participants heighten awareness about causes of stress, and its impact on job performance.

Information regarding course outlines and participant selection may be found in your Course Catalog. Classes will be limited to 15. Please complete a registration form for each participant per course selected and return them to Abbie Daly no later than March 4. Should you have any questions, please feel free to call Abbie at extension 4682.

# Congratulations

Congratulations to those people completing training courses during the month of January.

## Effective Presentations

Jim Arth	Ken Johnson
Gregg Kazak	Lutie Little
Ronnie Miksch	

## Customer Relations

Barbara Box	Dubie Cantu
Gary Fowler	Bonnie Henery
Frank Hrachovy	Barbara King
Rebecca Prestwood	Cindy Smith
Terri Springfield	

## Customer Relations – Tellers

Lisa Campi	Laurie Clark
Vicki Covert	Sandra Garcia
Brenda Hanserd	Cathy Moore
Daniel Munoz	Linda Pearson
Marilyn Rollins	Warren Wetzel

## Active Listening/ Communication Seminar

Don Bartko	Tad Curtis
Wayne Hanes	Judi Hargrove
Sandy Hennig	JoAnn Kunde
Gay Mayhan	Annette Ruback
Tere Vannoy	Bernice Watson
Irene Wendland	

## Calendar Update

March 5	AIB Seminar, "Interviewing & Personnel Selections," 8:00 a.m. - 5:00 p.m., Austin Hyatt Regency
March 14 - 18	Training Course, "Number Skills"
March 17	St. Patrick's Day AIB Seminar, "Time Management Workshop," 6:30 p.m. - 9:30 p.m., Austin Marriott Hotel
March 20	First Day of Spring Capitol 10,000
March 22 & 23	Training Course, "Customer Relations"
March 22	Training Course, "Telephone Techniques" (p.m. only)
March 24	Training Course, "Time Management – Exempt Personnel" (a.m. only) Training Course, "Time Management Non-Exempt Personnel" (p.m. only)
March 30	Training Course, "Stress Management Non-Exempt Personnel"
April 1	AIB Easter Sunrise Breakfast

# March Birthdays

Jon McDonald	3/01
Bob Long	3/02
Mary Ann Ates	3/03
Terri Childers	3/04
Linda Driscoll	3/04
Gertrude Steen	3/04
Irene Wendland	3/04
Marguerite Mahavier	3/06
Patrick Caldwell	3/07
Martha Omoegbelle	3/07
John Eccles	3/11
San Juana Lara	3/12
Maria Solis	3/12
Mecy Leiser	3/13
Lisa Capps	3/15
Ann Brown	3/16
Frank Mitchell	3/16
Diana Rogers	3/18
Carol Zimmet	3/18
Frances Hopper	3/18
Paul Dextraze	3/19
Ione McGinty	3/19
Teresa Rettberg	3/19
Randy Veach	3/19
Sheri Cowan	3/21
Sandra Garcia	3/21
Lydia Garza	3/21
Michael Kunz	3/21
Mark Anderson	3/25
Peggy Heckel	3/25
Peggy Buxkemper	3/27
Teresa Springfield	3/28
Luis Guerra	3/29
William Parker	3/29
Anthony Furman	3/30
T. C. Pitcock	3/30
David Steers	3/30
Beverly Allen	3/31
Rick Fielder	3/31
Linda Henry	3/31

# Happy Birthday!

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