

75













**Farmers Insurance Group  
Federal Credit Union**

“ I would like to begin with stating that FIGFCU is not a Credit Union – it is a family-run business. How such a large company can keep that family touch is beyond me. I first became a member years ago as my mother was an employee of Farmers and has since retired. As an old member and growing up right down the road from work, I have gotten to know FIGFCU and they have me. No bank would ever have such personal touches and be so easy to deal with. I find myself amazed at the low rates, free checking and just overall attention to detail FIGFCU offers on a daily basis. I recently bought a used car and shopped around for interest rates through various sources. No one came close to FIGFCU. No one. With banks currently banishing free checking and even raising the prices on cashing checks for non-members, FIGFCU continually raises the bar. I cannot praise you all enough. Even when speaking over the phone, they add that extra touch. With all this being said, I want to thank you for your dedication to all us members. As a long time member, I am not going anywhere and hope you never do as well. Thanks for making us your number one priority. While other banks scramble to ensure their pockets get fatter, you make sure your members are happy. And that, my friend, goes a long way! ”

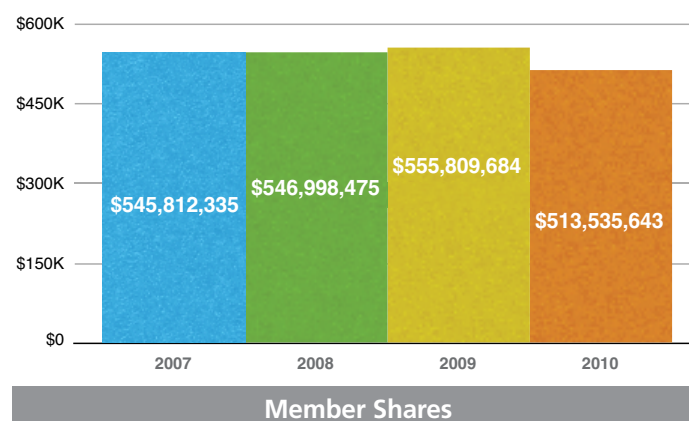
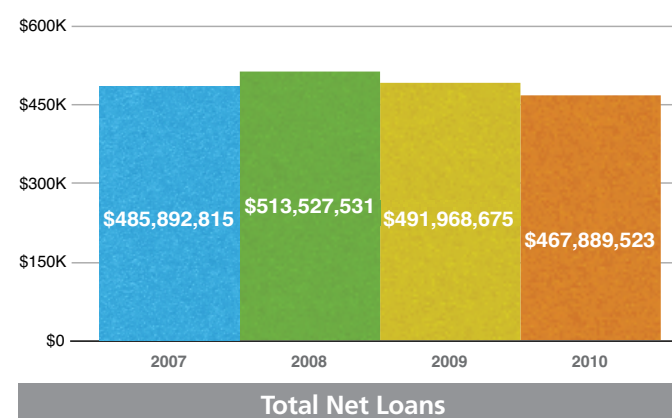
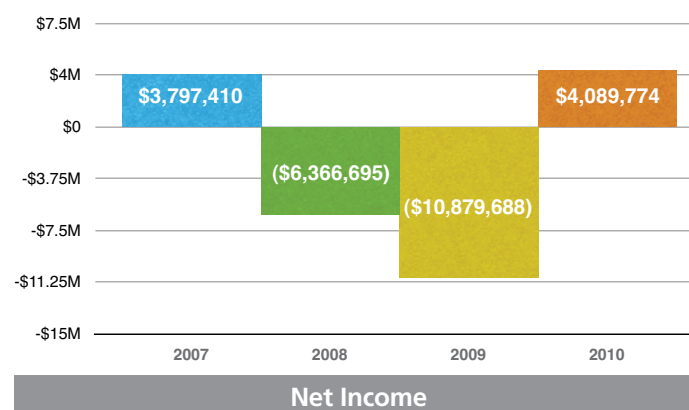
**Kensy C.** (Phoenix, AZ)  
Farmers Family Member  
Member since **1997**



# Table of Contents

Financial Highlights	2	
Chairman of the Board's Letter	3	
Credit Union Highlights	4	
President/Chief Executive Officer's Letter	5	
Board of Directors & Supervisory Committee	6	
Management Team	7	
Celebrating 75 Years		
A History of Service	8	
Looking Back	10	
Looking Ahead	11	
Independent Auditors' Report	17	
Statement of Financial Condition	18	
Statement of Income	19	
Statement of Comprehensive Income	20	
Statement of Members' Equity	21	
Statement of Cash Flows	22	
Notes to the Financial Statements	23	
FIGFCU Locations	34	

# Financial Highlights 2007 – 2010



## Letter from the Chairman of the Board

As your Credit Union celebrates its 75th year, our Diamond Anniversary, I am pleased to report that Farmers Insurance Group Federal Credit Union has remained steadfast in the face of the very difficult economy of the last three years. Our mission has always been to help our members build better financial lives, and it is only through sound financial performance that we are able to meet that commitment. Despite the adverse economic landscape we encountered, your Credit Union, like a carefully crafted diamond, is here to stay.

Our industry has faced challenges not unlike those of the big banks, and then some. High unemployment and concomitant loan delinquencies and losses have squeezed margins industrywide, while credit unions faced the additional expenses related to the stabilization of the corporate credit union system. And yet, we have performed well in spite of these headwinds.

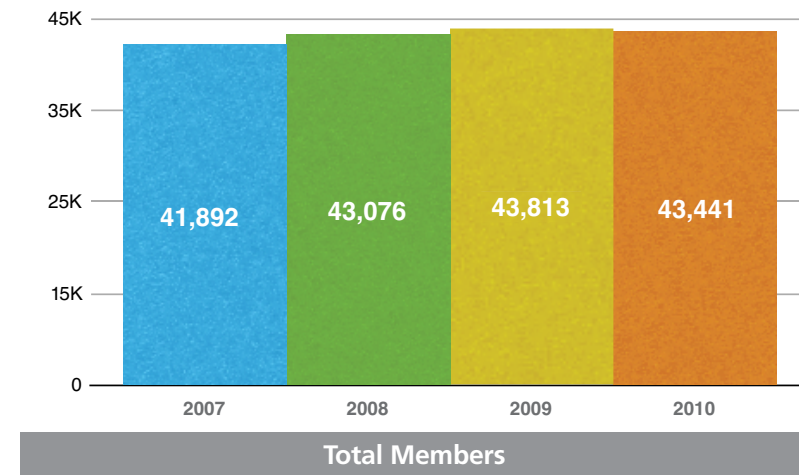
Your Credit Union's strategy focused sharply on rebuilding capital this past year. I am pleased to report that we were able to not only meet the ambitious goal that we set for ourselves, but we in fact, exceeded it. Your Credit Union finished 2010 with an increase in gross capital of \$5.5 million. This figure includes a net income of \$4.1 million, which translates to a return on assets of 0.7%.

These numbers are impressive without factoring in the stressful economic environment we faced. In addition, due in large part to Mark and his team's sound and conservative asset/liability management, your Credit Union's net worth rose from 9.7% in 2009, to 11.0% as of 12/31/10. Our overall delinquency ratio declined to 2.11% in 2010, making this important measure substantially lower than the national average. Furthermore, your Credit Union has built up a healthy reserve for loan losses, providing an additional safeguard against future economic downturns. This translates to a gross capital ratio of 13.9% of assets, a measurement of strength that only a select number of credit unions ever reach -- let alone banks!

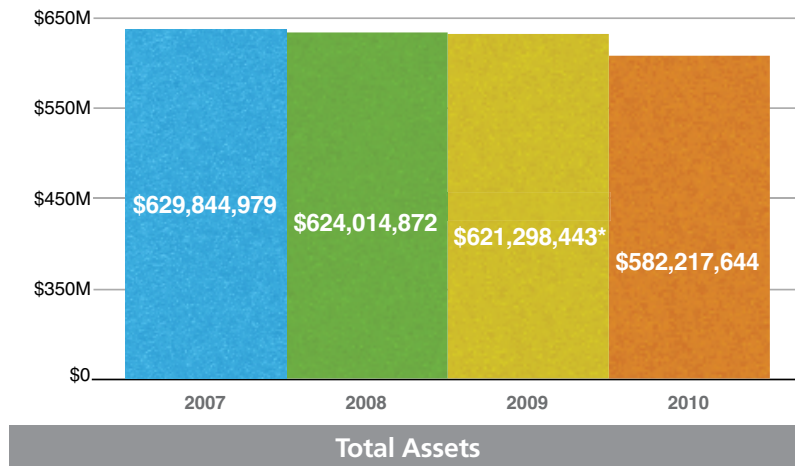
Unlike the economy, which will take years to fully recover, your Credit Union responded quickly to rebuild its soundness through its capital account. And, as we celebrate our 75th Anniversary, we reflect on our accomplishments and know that we are well positioned for further growth. We have weathered the economy's ups and downs over the years, and remain an institution that is financially stalwart and adversity resilient. We are committed to serving our members, and will continue offering a wide range of products and services tailored to fit the ever-evolving needs of our constituents.

We look forward to being here to service all of your financial needs in the coming years. Thank you for your continued support and engaging trust in our Credit Union.

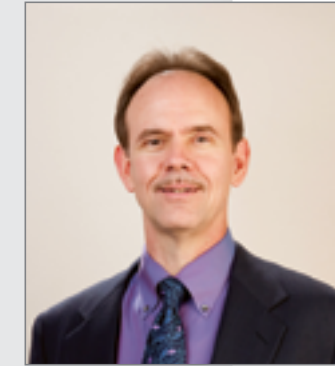
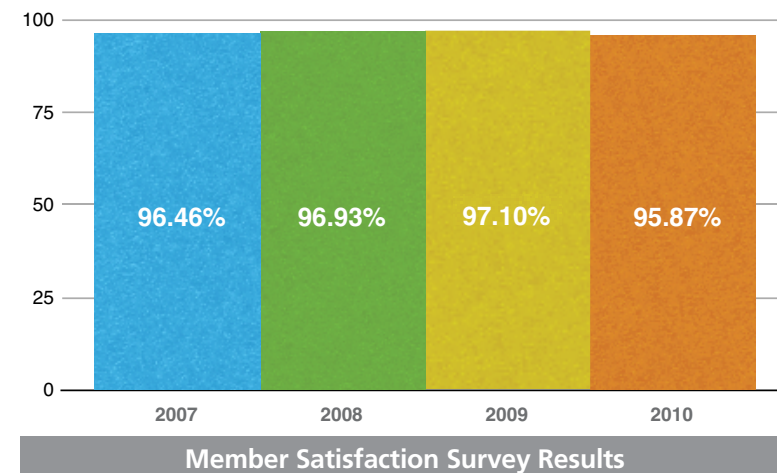
Laszlo G. Heredy



## Credit Union Highlights 2007 - 2010



\*Excludes CU SIP



## Letter from the CEO

Different from most banks and credit unions that serve people in a given geographic area, your Credit Union serves a limited field of membership. About 98% of our membership is (or was) affiliated with Farmers, that is, corporate employees, agents, or agents' employees. Our mission is simple: We seek to improve our members' financial lives. We have 17 full-service branches, and you may utilize the Shared Branch network nationwide as well as access your funds at any of over 28,000 surcharge-free ATMs. In short, we are as accessible as any big bank but keep our focus on the members we serve – primarily the Farmers family of companies.

In 2010, we rebounded well, and recovered nearly all of the gross capital we lost in 2009. Last year, capital grew almost \$5.5 million, whereas in 2009, capital declined about \$5.7 million. That quarter of a million dollar difference is quickly being made up now, but more importantly, represents only about 3/10 of 1% of our approximately \$81,000,000 in total capital at December 31, 2010. We accomplished this strategic imperative by focusing on improving our net interest margin, controlling overhead, and focusing on making high-quality loans to our member/borrowers. Our net worth position is one of the strongest in the credit union industry, and our "coverage ratio," the amount we have prudently and conservatively set aside for potential future loan losses, is also one of the strongest. We are well on our way to attaining our long-term net worth goal.

This Annual Report presents data only for 2010. Our tradition is to report financial data for the last two years, however, our Supervisory Committee elected to utilize the services of a new audit firm, as you will see as you read on. In order to save both the time and expense of the new firm evaluating the 2009 numbers in some detail, we have elected to simply present 2010. Refer to the 2009 Annual Report for a comparison. If you need a copy, please call the Credit Union.

Having completed our 75th year of serving you, our member/owner, we are proud to carry on the high level of service, stability, and value you've come to expect from your Farmers Insurance Group Federal Credit Union. We invite you to take advantage of our newest service, Online Deposit, which allows those members who qualify to make check deposits via an electronic image from home or office. Clearly, it's a great convenience and a huge time-saver. We encourage you to use our free, 24/7 online banking service, PC-TIED, to manage your account daily. Actively managing your account with real-time data is a best practice in financial services today. On behalf of our 150 employees throughout the nation, I thank you for your active business and support.

*Mark Herter*  
Mark Herter





## Board of Directors

Diagonally from left to right:

**Laszlo Heredy**  
Chairman of the Board, Managing Director  
– Senior Vice President – Chief Investment  
Officer, Farmers Group, Inc.

**Jan Larsen**  
Retired, Secretary/Treasurer of the Board

**Michael Ashe**  
Agent. Las Vegas, NV

**Kenneth Carroll**  
Retired

**Frank Ceglar**  
Executive Vice President and General Counsel

**Ed McMahan**  
District Manager. Phoenix, AZ

**Roy Smith**  
Senior Vice President, Field Operations

**Marilyn Huntamer**  
Agent. San Diego, CA

**Jim Snikeris**  
Executive Director, Austin ServicePoint

SUPERVISORY COMMITTEE  
(Not Pictured)

**Andy Purl**  
Chairman, Director, Risk/Audit Services

**John Steins**  
Director – Commissions

**Lewis Williams**  
Director of IS Budgets and Administration

## Management Team



Diagonally from right to left:

**Mark Herter**  
President/CEO

**Laura Campbell**  
Executive Vice President

**Harland Bengs**  
Chief Financial Officer

**Wanda Cathran**  
Vice President, Operations

**Delores Knieval**  
Vice President, Branch Operations

**Yusef Mustafa**  
Vice President, Information Technology

**Brian Leonard**  
Chief Lending Officer

**Beth Rodgers**  
Vice President, Marketing and Training

# Celebrating 75 Years

## A HISTORY OF SERVICE

In 1936, Farmers Insurance Group Federal Credit Union "opened" for business in our Home Office location. Seventy-five years later, we are still serving our members' needs on the same property on Wilshire Boulevard in Los Angeles, CA.

In January 1956, there were three offices outside of Home Office with "change funds" (cash funds on hand). Those three offices, Simi Valley, Merced and Colorado Springs,

had funds totaling \$500. Home Office's change fund totaled \$2,500. These were our first "branches." By May of 1957, we grew to include the following change funds:

**Home Office**  
**Simi Valley Regional Office**  
**Merced Regional Office**  
**Colorado Springs Regional Office**  
**Pocatello Regional Office**  
**Austin Regional Office**  
**Farmers New World Life – Seattle**

The Regional Offices had "Credit Union Representatives" who were Farmers employees, and were approved and appointed by the Board of Directors. As Credit Union Representatives, each employee worked part-time for the Credit Union and part-time for Farmers, and received full payroll from Farmers, which the Credit Union reimbursed to Farmers.

It is from these humble beginnings, with the help of our core sponsor and

the dedication of our members, that we were able to grow to the healthy, viable and strong financial institution that you own today. For 75 years, our commitment to service has enhanced our members' financial lives. Our job has always been clear: we are here to serve, to be our members' advocate, and to ensure that we maintain the financial strength to make members' lives better. And that's what we've been doing – keeping our commitment to be a financial partner, demonstrating that "service first" is more than just something we say, but what we do every day.

Understanding the challenges many members faced in 2010, we respectfully worked to help those who were having financial difficulties, created positive member experiences whenever it was possible to do so, and lived our philosophy of "people helping people."

As we report to you on our progress, know that now, more than ever, we're empowering our team members to help you persevere through what remains of the Great Recession. For the past 75 years, our members' support and participation

have made us fiscally strong, giving us the ability to weather this difficult period. And, we believe that 75 years of service gives us the perspective and experience to move confidently into the future. Our shared values and history have made us stronger and surely will guide us through and beyond this Great Recession, thanks to our members.



**43,441**  
**Members**

**1936.** Farmers Insurance Group Federal Credit Union "opened" for business in our Home Office location.

**1956.** There were three offices outside of Home Office with change funds (cash funds).

**1986.** FIGFCU has 23,397 members with total assets of \$78,265,000.

**2011.** FIGFCU has grown to 43,441 members with total assets of \$582,217,644.





## LOOKING BACK

In 2010, we brought you increased convenient access to your accounts through various electronic channels, and will continue moving in that direction in 2011. Modern technology and its improvements are just some of the many ways we continue to provide you with the excellent service you've come to expect from your Credit Union.

Last year, we performed a comprehensive upgrade, as well as a facelift, to PC-TIED online banking. We added new features to Bill Pay, making it even easier to pay your recurring or one-time bills online. We added Online Deposit, giving our members the ability to make deposits with the use of a simple scanner. Since its launch in December, over 1,000

members have signed up and enjoy the flexibility of depositing into their accounts, without ever leaving the comfort of their home or office.

2010 was also a year when banks and other financial institutions increased credit card rates exorbitantly. We responded by introducing a no-frills, low-rate Visa Select Card with a non-variable 8.99%APR. Our members' response has been great, as many decided to close out their higher rate credit cards elsewhere, take advantage of our new Visa Select Card and consolidate their debt over to FIGFCU.

Your Credit Union also maintained its Free Checking Account, while most, if not all banks, eliminated

the option, and now require high average balances or have begun assessing a monthly fee. Our Free Checking Account, along with free online banking, access to over 28,000 surcharge free CO-OP ATMs and over 4,000 shared branches nationwide, provide our members with more accessibility than ever.

Keeping with the tradition of helping to improve our members' financial lives, we added Debt in Focus – a free online financial assessment tool that, after answering a few questions about your income and current debt, provides a simple financial analysis and suggested strategies to help keep your finances moving forward, and helps you get on the road to achieving your financial goals.

## LOOKING AHEAD

In terms of new products and services, 2011 will be an exciting year. New products will be introduced, and improvements will be made to current offerings.

Often, people look to credit unions as a great place to save, but FIGFCU also continues to help our members get the loans they need at great prices. This past January, we repriced our auto loan rates to as low as 1.99%APR, and March saw Agency Secured Loans fall to an affordable 3.99%APR. With full service lending solutions including home loans, credit cards, auto loans, motorcycles, RVs, boats, agency loans and commercial real estate loans, FIGFCU has become the best place to start for so many of our members when they need a loan. This year, we are excited to add student loans to our lending portfolio.

Mobile Banking has become one of the most popular ways people choose to do their banking. Your Credit Union will introduce Mobile Banking in the second quarter, allowing members to transact on their accounts from the palm of their hand. Current statistics report that 91% of Americans own a cell phone, and that by the end of 2011, 1 in 2 people will have a smart phone, which makes Mobile Banking a necessity for when you need to do your banking on the go.

Other exciting additions to your Credit Union's offerings this year include Prepaid Debit Cards – a safer alternative to carrying cash or credit, and TravelMoney Cards – a safer and more convenient replacement for paper traveler's checks.

At FIGFCU, we have superior offerings and a broad range of products

because we've designed them around you. The idea is simple – as we improve our products, services and pricing, current members will use them, and potential members will join us. With every product or service introduction or enhancement, we seek to improve our members' financial futures.

As we look ahead to 2011, we appreciate the support of our loyal members. Thank you for all you've done to make Farmers Insurance Group Federal Credit Union an example of performance and service for 75 years.





“ I have been a member since very early in my Farmers Agent career. I joined the Net-Check program and have had very good experiences with Auto Loans, Home Equity Loans, an Agency Line of Credit, a Checking Account, a Savings Account, a Money Market Account, an IRA, a CD, and an HSA Account just last year. The ease of doing business with FIGFCU, even from up here in Napa, CA, has always been very positive and actually enjoyable. I love being able to move funds and operate my entire business from the accounts I have with the Credit Union. The PC-TIED features are fantastic and I bank utilizing this service on a daily basis. There is NO BETTER way for an Agent to do their Business than with FIGFCU, which is without a doubt, the best banking institution I have ever dealt with. I am a big fan and proud member of FIGFCU!”

**Jeffrey K.** (Napa, CA)  
Farmers Agent  
Member since **1993**



“ In 1985, when I joined the Farmers family, I opened an account with FIGFCU. I've never looked back or looked elsewhere for my financial needs. In a world heavily motivated by convenience, FIGFCU is ahead of the curve. With the advent of PC-TIED, it is even more convenient as most of my banking is done online. I also do not know what it is like to be charged fees for the privilege of having my checking and savings account in a bank, since I have been banking fee-free at FIGFCU. FIGFCU is a gem of a benefit to working at Farmers!”

**Gail P.** (Los Angeles, CA)  
Farmers Employee  
Member since **1985**



“ Farmers Insurance Group Federal Credit Union has been with me since I began my career with Farmers in 1991. Over the years, I have been wowed more than once, so it is hard to think of one special moment. But, not long ago, I was hit with a couple of huge expenses and FIGFCU came to the rescue with a very reasonable solution to help me and my family – a low interest loan to ease the squeeze. Life throws you all kinds of challenges and it's good to know FIGFCU is standing by. Happy Anniversary!”

**Scott M.** (Simi Valley, CA)  
Farmers Employee  
Member since **1991**



“ My father founded a Federal Employees credit union in Michigan in 1953, and signed me up along with my brother and sister. I was 12 years old then. With his guidance and enthusiasm, I became a staunch believer in credit unions rather than banks. When I was hired by Farmers Insurance in 1972, I joined FIGFCU and have been a member ever since. I have enjoyed a wonderful relationship with the employees of the Credit Union, wherever I worked for the company. From Los Angeles to Merced, to Phoenix and now Pocatello, Idaho, FIGFCU personnel have all been knowledgeable, friendly, and helpful in every instance when I needed a loan or advice on personal finance. I guess you could say that I have been a life-long member of credit unions and will remain so. Long live credit unions – especially FIGFCU!”

**Paul M.** (Pocatello, ID)  
Farmers Retiree  
Member since **1972**





“ I have been a member of FIGFCU for nearly 40 years. It goes without saying that if I had not been totally satisfied with the many services provided to me over the decades, I would have moved my financial services elsewhere. I have had car loans, checking, savings, and money market accounts, certificates, and a variety of services over the years. I believe my biggest WOW moment was when I purchased my first new car. I recall that I was amazed at how quickly and easily the loan was approved and arrangements made to have the car payments automatically deducted from my paycheck. With retirement right around the corner, I plan to stay loyal to FIGFCU as they have served me well for many, many years. ”

**Mary P.** (Montgomery, IL)  
Farmers Employee  
Member since **1972**



“ FIGFCU has supported my needs in numerous ways throughout my life. We have our checking and savings accounts with you. We have used your auto loan, credit card and personal loan programs. You have always had competitive rates with almost no hassle. My member experiences have ranged from you handling very large financial transactions between me and my mortgage company, to using your online banking to pay my bills. Last year, I took an important step towards financial independence by paying off my mortgage. As a result, I had been confronted with a large tax bill that was due on short notice. We used FIGFCU’s Signature Loan Program and were helped greatly in our time of need. I am proud to be a member and you will always be the first place I turn to when it comes to my banking needs. ”

**Ud S.** (Culver City, CA)  
Farmers Employee  
Member since **1994**



“ My husband works for Farmers Insurance. He has worked hard and we have moved to several different places in his 28-year career with Farmers. At first, we tried opening bank accounts at each new location we moved. It was hard to wait on checks during a move or we would have a low check number that institutions would frown upon. We finally decided to stay with FIGFCU, so that our moves would transition easier and things would fall into place faster. Even in cities where there are no FIGFCU branches, shared branch facilities have helped to solve that obstacle. I loved going into the Credit Union. The people knew who I was and were so very friendly and helpful. This led us to incorporate our family into the Credit Union. We opened savings accounts with FIGFCU for our children as soon as they were born. Once they started working at a paid job during their high school years, they opened checking accounts. We were able to help monitor their spending so that when they were on their own they had developed good financial habits. Just as our family has changed, FIGFCU has changed for the better throughout the years. Now with the ability to pay bills online through FIGFCU, running a household is easier and quicker. I can keep up with my account online so that I do not make mistakes in our budget. FIGFCU has kept up with the needs of the members that it serves. ”

**Megan S.** (Rockwall, TX)  
Farmers Family Member  
Member since **1997**



## Orth, Chakler, Murnane and Company, CPAs

Douglas J. Orth, CPA, CFE, Managing Partner  
Hugh S. Chakler, CPA, CISA, CITP, CFE  
John J. Murnane, CPA

James A. Griner, CPA  
Lori J. Carmichael, CPA  
Daniel C. Moulton, CPA

### INDEPENDENT AUDITORS' REPORT

April 1, 2011

To the Supervisory Committee of  
Farmers Insurance Group Federal Credit Union

We have audited the accompanying statement of financial condition of Farmers Insurance Group Federal Credit Union as of December 31, 2010, and the related statements of income, comprehensive income, members' equity, and cash flows for the year then ended. These financial statements are the responsibility of the Credit Union's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Farmers Insurance Group Federal Credit Union as of December 31, 2010, and the results of its operations and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

*Orth, Chakler, Murnane & Co.*

Orth, Chakler, Murnane & Company  
Certified Public Accountants

**OCM&Co**  
A PROFESSIONAL ASSOCIATION  
CPAs



**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
STATEMENT OF FINANCIAL CONDITION**

<b>ASSETS</b>	
	<b>As of December 31, 2010</b>
Cash	\$1,882,463
Investments:	
Available-for-sale	3,557,282
Other	93,466,277
Loans to members, net of allowance for loan losses	467,889,524
Accrued interest receivable:	
Investments	114,023
Loans	2,360,508
Prepaid and other assets	5,339,585
Property and equipment, net	2,306,614
NCUSIF deposit	5,301,368
	<hr/>
Total assets	<u>\$582,217,644</u>
<b>LIABILITIES AND MEMBERS' EQUITY</b>	
	<b>As of December 31, 2010</b>
<b>LIABILITIES:</b>	
Members' shares and deposits	\$513,535,643
Accounts payable and other accrued liabilities	4,528,323
Total liabilities	<hr/> 518,063,966 <hr/>
Commitments and contingent liabilities	—
<b>MEMBERS' EQUITY:</b>	
Regular reserve	16,966,743
Undivided earnings	47,110,528
Accumulated other comprehensive income	76,407
Total members' equity	<hr/> 64,153,678 <hr/>
Total liabilities and members' equity	<u>\$582,217,644</u>

The accompanying notes are an integral part of these financial statements

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
STATEMENT OF INCOME**

	<b>For the year ended December 31, 2010</b>
<b>INTEREST INCOME:</b>	
Loans to members	\$30,187,622
Investments	1,758,372
Total interest income	<hr/> 31,945,994 <hr/>
<b>INTEREST EXPENSE:</b>	
Members' shares and deposits	6,184,859
Interest on borrowed funds	114,875
Total interest expense	<hr/> 6,299,734 <hr/>
Net interest income	25,646,260
<b>PROVISION FOR LOAN LOSSES</b>	<hr/> 5,659,817 <hr/>
Net interest income after provision for loan losses	<hr/> 19,986,443 <hr/>
<b>NON-INTEREST INCOME:</b>	
Overdraft and checking fees	3,383,166
Service charges and other fees	2,242,468
Interchange income	1,073,239
Other	233,211
Total non-interest income	<hr/> 6,932,084 <hr/>
	26,918,527
<b>NON-INTEREST EXPENSE:</b>	
Compensation and employee benefits	11,054,451
Office operating costs	5,460,178
Loan servicing expense	1,530,698
NCUA insurance premium assessments	1,403,758
Office occupancy	1,294,288
Other expenses	829,073
Professional and outside services	713,503
Educational and promotional expense	542,803
Total non-interest expense	<hr/> 22,828,752 <hr/>
Net income	<u>\$4,089,775</u>

The accompanying notes are an integral part of these financial statements



**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
STATEMENT OF COMPREHENSIVE INCOME**

	<b>For the year ended December 31, 2010</b>
NET INCOME	<u>\$4,089,775</u>
OTHER ITEMS OF COMPREHENSIVE INCOME:	
Net unrealized gain on investments classified as available-for-sale	<u>6,426</u>
Other comprehensive income	<u>6,426</u>
Comprehensive income	<u><u>\$4,096,201</u></u>

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
STATEMENT OF MEMBER'S EQUITY**

	<b>For the year ended December 31, 2010</b>			
	Regular Reserve	Undivided Earnings	Accumulated Other Comprehensive Income	Total
Balance, December 31, 2009	\$16,966,743	\$43,020,753	\$69,981	\$60,057,477
Net income	—	4,089,775	—	4,089,775
Other comprehensive income	—	—	6,426	6,426
Balance, December 31, 2010	<u>\$16,966,743</u>	<u>\$47,110,528</u>	<u>\$76,407</u>	<u>\$64,153,678</u>

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
STATEMENT OF CASH FLOWS**

	<b>For the year ended December 31, 2010</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>	
Net income	\$4,089,775
Adjustments:	
Provision for loan losses	5,659,817
Depreciation and amortization	1,098,952
Changes in operating assets and liabilities:	
Accrued interest receivable	1,190,949
Prepaid and other assets	(2,060,404)
Accounts payable and other accrued liabilities	(902,959)
Net cash provided by operating activities	<u>9,076,130</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>	
Proceeds from maturities and repayments of available-for-sale investments	836,253
Net change in other investments	241,345,331
Net change in loans, net of charge-offs	17,713,852
Recoveries on loans charged off	705,482
Expenditures for property and equipment	(363,231)
Change in NCUSIF deposit	815,981
Net cash provided by investing activities	<u>261,053,668</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>	
Net change in members' shares and deposits	(42,274,041)
Repayment of borrowed funds	(228,066,000)
Net cash used in financing activities	<u>(270,340,041)</u>
Net change in cash	(210,243)
Cash at beginning of year	<u>2,092,706</u>
Cash at end of year	<u><u>\$1,882,463</u></u>
<b>SUPPLEMENTAL CASH FLOWS DISCLOSURES:</b>	
Interest paid	<u><u>\$6,653,613</u></u>
<b>SCHEDULE OF NON-CASH TRANSACTIONS:</b>	
Other comprehensive income	<u><u>\$6,426</u></u>

The accompanying notes are an integral part of these financial statements

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 1: SIGNIFICANT ACCOUNTING  
POLICIES**

**ORGANIZATION**

Farmers Insurance Group Federal Credit Union (the "Credit Union"), is a cooperative association organized in accordance with the provisions of the Federal Credit Union Act for the purpose of promoting thrift among, and creating a source of credit for, its members. Participation in the Credit Union is limited to those who qualify for membership. The field of membership is defined by the Credit Union's Charter and Bylaws.

**FINANCIAL STATEMENTS/USE OF ESTIMATES**

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities as of the date of the financial statements and the reported amounts of revenues and expenses for the periods then ended. Actual results could differ from those estimates. Estimates that are particularly susceptible to change relate to the determination of the allowance for loan losses and the fair value of financial instruments. The significant accounting principles and policies used in the preparation of these financial statements, together with certain related information, are summarized below.

**CASH AND CASH EQUIVALENTS**

Cash and cash equivalents includes amounts due from banks, credit unions and cash on hand. Amounts due from banks and credit unions may, at times, exceed federally insured limits.

**INVESTMENTS**

Investments are classified into the following categories: available-for-sale and other. Investment securities classified as available-for-sale are measured at market value as of the statement of financial condition date. Unrealized gains and losses for available-for-sale investments are reported as a separate component of members' equity. The Credit Union has elected to classify certain cash equivalents as other investments. This election is available to the Credit Union according to the terms of the Statement of Cash Flows Topic of the FASB Accounting Standards Codification. Realized gains and losses on disposition, if any, are computed using the specific identification method. Investments are adjusted for amortization of premiums and accretion of discounts over the term of the investment by a method which approximates the interest method. Adjustments are recognized to interest income on investments.

**LOANS TO MEMBERS AND ALLOWANCE FOR LOAN LOSSES**

Loans are stated at the amount of unpaid principal, net of an allowance for loan losses, and certain loan origination fees and costs. The allowance for loan losses is increased by a provision for loan losses charged to expense and decreased by charge-offs (net of recoveries). The allowance for loan losses is maintained at an amount that represents management's estimate of incurred losses within the outstanding loan portfolio.

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 1: (continued)**

Management's periodic evaluation of the adequacy of the allowance account is based on the Credit Union's past loan loss experience for pools of loans with similar risk characteristics, known and inherent risks in the portfolio, adverse situations that may affect the borrower's ability to repay, estimated value of any underlying collateral and current economic conditions. Loans are charged against the allowance for loan losses when management believes that collection of the principal is unlikely.

Interest on loans to members is recognized over the terms of the loans and is calculated on principal amounts outstanding. The accrual of interest is discontinued when a loan exceeds 90 days delinquent or when management believes that collection of interest is doubtful. Loan fees and direct loan origination costs are deferred and the net fee or cost is recognized as an adjustment to interest income using a method that approximates the interest method over the contractual life of the loan.

**PROPERTY AND EQUIPMENT**

Property and equipment are carried at cost less accumulated depreciation. Furniture and equipment are depreciated using the straight-line method over the estimated useful lives of the assets. The cost of leasehold improvements is amortized using the straight-line method over the term of the lease, or the estimated life of the asset, whichever is less. The Credit Union reviews property and equipment (long-lived assets) for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable.

**NCUSIF DEPOSIT**

The deposit in the National Credit Union Share Insurance Fund (NCUSIF) is in accordance with National Credit Union Administration (NCUA) regulations, which require the maintenance of a deposit by each insured credit union. The deposit would be refunded to the Credit Union if its insurance coverage is terminated, it converts to insurance coverage from another source, or the operations of the fund are transferred from the NCUA Board.

**NCUA INSURANCE PREMIUM ASSESSMENTS**

During 2010, the NCUA Board assessed a 13.4 basis point insurance premium on insured deposits as of March 31, 2010 and a 12.42 basis point insurance premium on insured deposits as of June 30, 2010.

**MEMBERS' SHARES AND DEPOSITS**

Members' shares are subordinated to all other liabilities of the Credit Union upon liquidation. Interest on members' shares and deposits is based on available earnings at the end of an interest period and is not guaranteed by the Credit Union. Interest rates on members' share accounts are set by the Board of Directors, based on an evaluation of current and future market conditions.

**REGULAR RESERVE**

The Credit Union is required to maintain a statutory reserve (regular reserve) in accordance with the Federal Credit Union Act. This statutory reserve represents a regulatory restriction and is not available for the payment of interest.

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 1: (continued)**

**FEDERAL AND STATE TAX EXEMPTION**

The Credit Union is exempt from most federal, state, and local taxes.

**SUBSEQUENT EVENTS**

Management has evaluated subsequent events through April 1, 2011, the date the financial statements were available to be issued. Management has not identified any items requiring recognition or disclosure.

**NOTE 2: INVESTMENTS**

The amortized cost and estimated market value of investments are as follows:

	<b>As of December 31, 2010</b>			
	<b>Amortized Cost</b>	<b>Gross Unrealized Gains</b>	<b>Gross Unrealized Losses</b>	<b>Market Value</b>
<b><i>Available-for-sale:</i></b>				
Mortgage-backed securities	\$3,480,875	\$76,407	\$—	\$3,557,282
<b><i>Other investments:</i></b>				<b>As of December 31, 2010</b>
Corporate credit union certificates of deposit				\$48,184,674
Corporate credit union deposits				22,811,603
Other certificates of deposit				22,470,000
				<u>\$93,466,277</u>

The amortized cost and estimated market value of investments by contractual maturity are shown below. Expected maturities may differ from contractual maturities because issuers may have the right to call or prepay certain obligations without call or prepayment penalties.

	<b>As of December 31, 2010</b>	
	<b><i>Available-for-sale</i></b>	
	<b>Amortized Cost</b>	<b>Market Value</b>
Mortgage-backed securities	\$3,480,875	\$3,557,282

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 3: LOANS TO MEMBERS**

The composition of loans to members is as follows:

	<b>As of December 31, 2010</b>
Loans outstanding:	
Business	\$252,606,522
Real estate	121,787,983
Vehicle	56,014,841
Unsecured loans	51,883,595
Other secured loans	2,084,166
	<hr/>
	484,377,107
Deferred loan origination costs/fees, net	330,350
	<hr/>
	484,707,457
Less allowance for loan losses	(16,817,933)
	<hr/>
	<u>\$467,889,524</u>

Loans on which the accrual of interest has been discontinued or reduced approximated \$9,001,000 as of December 31, 2010. If interest on these loans had been accrued, such income would have approximated \$377,000 for the year ended December 31, 2010.

A summary of the activity in the allowance for loan losses is as follows:

	<b>For the year ended December 31, 2010</b>
Balance, beginning of year	\$15,452,317
Provision for loan losses	5,659,817
Recoveries	705,482
Loans charged off	(4,999,683)
Balance, end of year	<hr/>
	<u>\$16,817,933</u>

**NOTE 4: PROPERTY AND EQUIPMENT**

A summary of the Credit Union's property and equipment is as follows:

	<b>As of December 31, 2010</b>
Furniture and equipment	\$8,972,258
Leasehold improvements	2,016,926
	<hr/>
	10,989,184
Less accumulated depreciation and amortization	(8,682,570)
	<hr/>
	<u>\$2,306,614</u>

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 5: MEMBERS' SHARES AND DEPOSITS**

Members' shares and deposits are summarized as follows:

	<b>As of December 31, 2010</b>
Share drafts	\$59,764,646
Shares	63,951,234
Money market accounts	188,297,485
IRA shares	35,674,161
Share and IRA certificates	165,848,117
	<hr/>
	<u>\$513,535,643</u>

The aggregate amount of members' time deposit accounts in denominations of \$100,000 or more was approximately \$84,940,000 as of December 31, 2010.

Scheduled maturities of share and IRA certificates are as follows:

	<b>As of December 31, 2010</b>
Within 1 year	\$109,777,326
1 to 2 years	25,884,817
2 to 3 years	12,928,110
3 to 4 years	8,074,412
4 to 5 years	9,183,452
	<hr/>
	<u>\$165,848,117</u>

**SHARE INSURANCE**

As of December 31, 2010, members' shares were insured by the NCUSIF to a maximum of \$250,000 for each member. Individual Retirement Accounts are insured by the NCUSIF for an additional \$250,000 coverage.

**NOTE 6: EMPLOYEE BENEFITS**

**CASH BALANCE PROGRAM AND 401(K) PENSION PLAN**

On January 1, 2009, the Credit Union's defined benefit pension plan was modified and only vested employees who were age 40 and over, or who had 10 years of service as of December 31, 2008, were grandfathered into the existing pension plan. All remaining and new employees became participants of the Cash Balance Program. Farmers Insurance Group, Inc. (Farmers) makes annual contributions to the employees' cash balance account, which is based on a percentage of the employees' salaries. Also, the noncontributory deferred profit sharing plan was terminated and replaced with a 401(k) plan through Farmers, which allows employees to defer a portion of their salary into the 401(k) plan up to certain limits established by the Internal Revenue Service. The Credit Union matches up to 6 percent of the employees' wage reductions. Retirement plan costs are accrued and funded on a current basis. Total retirement plan costs paid by the Credit Union to Farmers for the year ended December 31, 2010 amounted to approximately \$518,000.



**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 7: COMMITMENTS AND CONTINGENT LIABILITIES**

**LEASE COMMITMENTS**

The Credit Union leases several branch locations. The minimum remaining noncancellable lease obligations approximate the following as of December 31, 2010:

<b>Year ending December 31,</b>	<b>Amount</b>
2011	\$933,000
2012	890,000
2013	745,000
2014	644,000
2015	90,000
	<u>\$3,302,000</u>

Rental expense under operating leases was approximately \$1,176,000 for the year ended December 31, 2010.

**LINES OF CREDIT**

As of December 31, 2010, the Credit Union maintained two unused lines of credit with Western Bridge Corporate Federal Credit Union, and one unused line of credit with Corporate America Credit Union. The terms of these agreements require the pledging of all presently owned and later acquired unencumbered assets as security for obligations under these line-of-credit agreements. As of December 31, 2010, the aggregate unused line of credit under the Western Bridge Corporate Federal Credit Union agreement approximated \$20,000,000, and the unused line of credit under the Corporate America Credit Union agreement approximated \$30,000,000.

As of December 31, 2010, the Credit Union also maintained a \$1,000,000 unused line of credit with Corporate One Federal Credit Union. The terms of this agreement require the pledging of share certificate accounts held at Corporate One Federal Credit Union.

**MISCELLANEOUS LITIGATION**

The Credit Union is a party to various miscellaneous legal actions normally associated with financial institutions, the aggregate effect of which, in management's opinion, would not be material to the Credit Union's financial statements.

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 8: OFF-BALANCE-SHEET RISK AND CONCENTRATION OF CREDIT RISK**

**OFF-BALANCE-SHEET RISK:** The Credit Union is a party to financial instruments with off-balancesheet risk in the normal course of business to meet the financing needs of its members and to reduce its own exposure to fluctuations in interest rates. These financial instruments include commitments to extend credit. These instruments involve, to varying degrees, elements of credit and interest-rate risk in excess of the amount recognized in the statement of financial condition.

Commitments to extend credit are agreements to lend to a member as long as there is no violation of any condition established in the contract. Commitments generally have fixed expiration dates or other termination clauses. Since many of the commitments may expire without being fully drawn upon, the total commitment amounts do not necessarily represent future cash requirements. As of December 31, 2010, the members' unfunded lines of credit approximated \$123,875,000. The Credit Union evaluates each member's creditworthiness on a case-by-case basis. The amount of collateral obtained, if any, is based on management's credit evaluation of the member.

**CONCENTRATIONS OF CREDIT RISK:** A significant amount of the Credit Union's business activity is with members who are employees or former employees of Farmers Insurance Group, Inc. The Credit Union also may be exposed to credit risk from a regional economic standpoint, since a significant concentration of its borrowers work or reside in the state of California. However, the loan portfolio is well diversified and the Credit Union does not have any significant concentration of credit risk, except unsecured loans, which by their nature, increase the risk of loss compared to those loans that are collateralized.

**NOTE 9: REGULATORY CAPITAL**

The Credit Union is subject to various regulatory capital requirements administered by the NCUA. Failure to meet minimum capital requirements can initiate certain mandatory-and possibly additional discretionary-actions by regulators that, if undertaken, could have a direct material effect on the Credit Union's financial statements. Under capital adequacy regulations and the regulatory framework for prompt corrective action, the Credit Union must meet specific capital regulations that involve quantitative measures of the Credit Union's assets, liabilities, and certain off-balance-sheet items as calculated under generally accepted accounting practices. The Credit Union's capital amounts and net worth classification are also subject to qualitative judgments by the regulators about components, risk weightings, and other factors.

Quantitative measures established by regulation to ensure capital adequacy require the Credit Union to maintain minimum amounts and ratios (set forth in the table below) of net worth (as defined in NCUA's Rules and Regulations) to total assets (as defined in NCUA's Rules and Regulations). Credit unions are also required to calculate a Risk-Based Net Worth Requirement (RBNWR) which establishes whether or not the Credit Union will be considered "complex" under the regulatory framework. The Credit Union's RBNWR as of December 31, 2010 was 5.86%. The minimum requirement to be considered complex under the regulatory framework is 6.00%. Management believes, as of December 31, 2010, that the Credit Union meets all capital adequacy requirements to which it is subject.

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 9: (continued)**

As of December 31, 2010, the most recent call reporting period, the NCUA categorized the Credit Union as “well capitalized” under the regulatory framework for prompt corrective action. To be categorized as “well capitalized” the Credit Union must maintain a minimum net worth ratio of 7.00% of assets. There are no conditions or events since that notification that management believes have changed the Credit Union’s category.

The Credit Union’s actual and required net worth amounts and ratios are as follows:

	<u>As of December 31, 2010</u>	
	<u>Amount</u>	<u>Ratio/ Requirement</u>
Actual net worth	\$64,077,271	11.01%
Amount needed to be classified as “adequately capitalized”	\$34,933,059	6.00%
Amount needed to be classified as “well capitalized”	\$40,755,235	7.00%

In performing its calculation of total assets, the Credit Union used the quarter-end option, as permitted by regulation.

**NOTE 10: FAIR VALUES OF FINANCIAL INSTRUMENTS**

The Credit Union adopted the Fair Value Measurements and Disclosures Topic of the FASB Accounting Standards of Codification, which provides a framework for measuring fair value and requires an entity to derive fair value from the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date within its principal market for the asset or liability, or in the absence of a principal market, the most advantageous market for the asset or liability. To increase consistency and comparability in fair value measurements and related disclosures, a three-level hierarchy prioritizes the inputs to valuation techniques used to measure fair value with the highest priority to unadjusted quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3) as further described below:

**Level 1**

Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the Credit Union has the ability to access at the measurement date. An active market for the asset or liability is a market in which transactions for the asset or liability occur with sufficient frequency and volume to provide pricing information on an ongoing basis.

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 10: (continued)**

**Level 2**

Level 2 inputs are inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly. If the asset or liability has a specified (contractual) term, a Level 2 input must be observable for substantially the full term of the asset or liability. Level 2 inputs include: quoted prices for similar assets or liabilities in active markets; quoted prices for identical or similar assets or liabilities in markets that are inactive; inputs other than quoted prices that are observable for the asset or liability; inputs that are derived principally from or corroborated by observable market data by correlation or other means.

**Level 3**

Level 3 inputs are unobservable inputs for the asset or liability which reflect the Credit Union’s own assumptions about the assumptions that market participants would use in pricing the asset or liability. Assumptions about risk include risk inherent in a particular valuation technique used to measure fair value, typically pricing models and/or discounted cash flow methodologies.

The methodologies and associated inputs used may produce a fair value calculation that may not be indicative of net realizable value or reflective of future fair values. Furthermore, while the Credit Union believes its valuation methods and associated inputs are appropriate and consistent with other market participants, the use of different methodologies or assumptions to determine the fair value of certain financial instruments could result in a different fair value measurement at the reporting date.

The following table sets forth by level, within the fair value hierarchy, the Credit Union’s financial instruments at fair value:

	<u>Assets at Fair Value as of December 31, 2010</u>			
	<u>Quoted Prices in Active Markets Identical Assets Level 1</u>	<u>Significant Other Observable Inputs Level 2</u>	<u>Significant Unobservable Inputs Level 3</u>	<u>Total</u>
Assets:				
Mortgage-backed securities	\$—	\$3,557,282	\$—	\$3,557,282

The estimated fair value amounts have been determined using available market information and appropriate valuation methodologies. However, considerable judgment is required to interpret market data to develop the estimates of fair value. Accordingly, the estimates presented are not necessarily indicative of amounts that could be realized in a market exchange. The use of different assumptions and estimation methodologies may have a material effect on the estimated fair value amounts. The following methods and assumptions were used to estimate fair value of each of the financial instruments for which it is practicable to estimate.

**CASH**

The carrying amount is a reasonable estimation of fair value.

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

NOTE 10: (continued)

**INVESTMENTS**

Estimated fair values for investments are obtained from quoted market prices where available.

**LOANS TO MEMBERS**

The estimated fair value for variable-rate loans is the current carrying amount. The fair value of fixed-rate loans was estimated by discounting the estimated cash flows using the current rate at which similar loans would be issued.

**ACCRUED INTEREST RECEIVABLE**

The carrying amount is a reasonable estimation of fair value.

**MEMBERS' SHARES AND DEPOSITS**

The estimated fair value of demand deposit accounts is the carrying amount. The fair value of fixed-rate certificates was estimated by discounting the estimated cash flows using the current rate at which similar certificates would be issued.

**COMMITMENTS TO EXTEND CREDIT**

The fair value of commitments to extend credit is equivalent to the amount of credit extended since the Credit Union does not charge fees to enter into these commitments and the commitments are not stated at fixed rates.

The carrying value and estimated fair value of the Credit Union's financial instruments are as follows:

	<b>As of December 31, 2010</b>	
	<b>Carrying Amount</b>	<b>Fair Value</b>
<i>Financial assets:</i>		
Cash	\$1,882,463	\$1,882,463
Investments:		
Available-for-sale	\$3,557,282	\$3,557,282
Other	\$93,466,277	\$93,466,277
Loans to members, net	\$467,889,524	\$452,790,805
Accrued interest receivable:		
Investments	\$114,023	\$114,023
Loans	\$2,360,508	\$2,360,508
<i>Financial liabilities:</i>		
Members' shares and deposits	\$513,535,643	\$516,443,942
<i>Unrecognized financial instruments:</i>		
Commitments to extend credit	\$—	\$123,875,000

**FARMERS INSURANCE GROUP FEDERAL CREDIT UNION  
NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 11: INDUSTRY EVENTS**

In January 2009, the NCUA informed federally-insured credit unions that it was taking actions to enhance and support the corporate credit union system as well as the NCUSIF. In addition to placing U.S. Central Federal Credit Union into conservatorship, the NCUA established the Temporary Corporate Credit Union Share Guarantee Program, whereby all deposits in excess of insurable limits maintained at corporate credit unions, other than membership capital shares and paid-in capital, will be guaranteed through December 31, 2012.

In connection with the conservatorship of U.S. Central Federal Credit Union, the NCUA depleted all of the paid-in capital and membership capital shares maintained by corporate credit unions in U.S. Central Federal Credit Union. The losses incurred by corporate credit unions on their at-risk investments with U.S. Central Federal Credit Union, along with other in-house investment securities showing other-than-temporary impairment, resulted in significant operating losses throughout the corporate credit union system. As a result, many corporate credit unions were forced to deplete some or all of their members' paid-in capital and membership capital shares.

In some cases, the losses recognized by natural person credit unions from their at-risk investments in corporate credit unions, coupled with high loan losses and other non-corporate investment losses, resulted in regulatory actions by the NCUA, including conservatorship, assisted mergers, and liquidations. All of these factors have contributed to significant losses to the NCUSIF and resulted in the assessment of insurance premiums by the NCUA Board to increase the NCUSIF's equity ratio to above 1.20%. The NCUA Board has levied insurance premium assessments during 2009 and 2010 to address the losses associated with natural person credit unions.

During May 2009, legislation was created to establish a Temporary Corporate Credit Union Stabilization Fund (Stabilization Fund) to absorb the corporate stabilization costs by borrowing money from the U.S. Treasury. As a result of this legislation, the NCUA Board was able to spread the costs associated with the corporate credit union stabilization effort over several years. During September 2010, the NCUA received approval from the U.S. Treasury to extend the life of the Stabilization Fund to June 2021. The funds borrowed from the U.S. Treasury will be repaid from assessments authorized by the NCUA Board. The NCUA Board has levied assessments during 2009 and 2010 to repay borrowed funds to the U.S. Treasury. It is anticipated that the NCUA Board will be making annual assessments over at least the next five years to cover costs associated with the corporate credit union system.

# Office Locations



- 1 HOME OFFICE**  
4680 Wilshire Blvd. • Los Angeles, CA 90010-3898
- 2 AGOURA HILLS, CA**  
30801 Agoura Rd. • Agoura Hills, CA 91301-2054
- 3 AURORA, IL**  
2245 Sequoia Dr. • Aurora, IL 60506-6210
- 4 AUSTIN, TX (ServicePoint)**  
15700 Long Vista Dr. • Austin, TX 78728-1236
- 5 COLORADO SPRINGS, CO**  
1125 Kelly Johnson Blvd., Ste. 100 • Colorado Springs, CO 80920-3944
- 6 COLUMBUS, OH**  
2500 Farmers Dr. • Columbus, OH 43235-5706
- 7 GRAND RAPIDS, MI (Kraft Lake)**  
5600 Beech Tree Ln. • Caledonia, MI 49316-9587
- 8 GRAND RAPIDS, MI (Kraft Meadows 2)**  
5665 N. Kraft Lake Dr. • Caledonia, MI 49316-9759
- 9 MERCED, CA**  
17 W. Alexander Ave. • Merced, CA 95348-3404
- 10 MERCER ISLAND, WA**  
3003 77th Ave. SE • Mercer Island, WA 98040-2837
- 11 OKLAHOMA CITY, OK**  
7340 W. Memorial Rd. • Oklahoma City, OK 73142-1402
- 12 OLATHE, KS (HelpPoint)**  
17150 W. 118th Ter. • Olathe, KS 66061-6599
- 13 OLATHE, KS (ServicePoint)**  
17000 West 119th St. • Olathe, KS 66061-7064
- 14 PHOENIX, AZ**  
16001 N. 28th Ave. • Phoenix, AZ 85053-4050
- 15 PLEASANTON, CA**  
4460 Rosewood Dr., Ste 6220 • Pleasanton, CA 94588-3007
- 16 POCATELLO, ID**  
2500 S. Fifth Ave. • Pocatello, ID 83204-1923
- 17 PORTLAND, OR (ServicePoint)**  
23175 NW Bennett St. • Hillsboro, OR 97124-5602
- 18 SIMI VALLEY, CA (Moving to Woodland Hills, Summer 2011)**  
3041 Cochran St. • Simi Valley, CA 93099-0001