



Family Connections

SPECIAL POINTS OF INTEREST

Call us if your account number appears anywhere in this publication. If so, you'll have won \$25 but you must call us to claim it.

- Youth loan program
- 1st Mortgage & new home purchase financing update

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YOUTH STARTER LOAN PROGRAM

GCU would like to involve our younger members in preparing responsibly for their future and to assist them by teaching them how to use credit wisely. We will provide a mini credit counseling course to all interested members between the ages of 13-18. On our website on the Links page there are individual courses "Balance Track" that can be taken. If the student takes and passes the "Balance Track-Credit Matters" course we will extend the offer of either a small balance VISA credit card or a signature loan. When the student takes the course, upon completion of the test, the results will be sent to us. Then they must return two signed forms (Verification of Income, and Verification of Student's Satisfactory Performance) for consideration. These loans will require parental consent but the parent will not be responsible for repayment. The borrower must be between the ages of 13-18 and have regular verifiable income. Verification of income will be required but other credit criteria will not be considered unless they have an existing credit history. 13081 The student member must also provide an authorized signature from their school counselor or principal, if applicable, on a verification of satisfactory performance form to qualify for the loan.

The maximum balance for these loans will be:

- \$300.00 - Age 13 - 15
- \$500.00 - Age 16 - 18

If these loans are paid as agreed over a period of one year GCU will extend credit to the member for a vehicle or other collateralized purchase upon reaching the age of 18.

Upon successful completion of the "Balance Track-Money Management" program we will open a checking account for them and provide a VISA debit card for their use. Contact one of our loan officers at (360) 357-5660 or (800) 672-7211 to find out how you or a student you know can qualify for this youth loan program.

This program is a great way to teach students how to responsibly manage credit so when they do start receiving those "great deals" in the mail after graduation, they will already have the ammunition in their financial arsenal to deal with those tempting credit card offers.

LOOKING FOR A FIRST MORTGAGE LOAN ???

Contact John Zyck, of Met Life Home Loans, our preferred partner. Along with offering great deals for our members, we are confident that John will treat you like one of the family to make your home financing experience a breeze. Use the coupon below for additional savings.



JOHN
ZYCK

MetLife Home Loans
5400 Martin Way E, Suite D
Lacey, WA 98516
Cell (360) 280-3288 Direct
(360) 252-3611 Fax (360)
491-1258
jzyck@metlife.com

WANT TO SAVE \$500 OFF YOUR CLOSING COSTS

ALL YOU HAVE TO DO IS PRESENT THIS COUPON TO JOHN ZYCK

WHEN YOU APPLY FOR YOUR LOAN

A REAL COMMITMENT TO SERVICE

- 24 hour response time
- Personalized service—he will come to you at your convenience.
- Service after the loan closes-call him with any issues or concerns
- 1/8% below the interest rate of the day for GCU members
- Innovative loan programs-Conventional, FHA, VA, Jumbo, and Construction

NOW AVAILABLE—MERCHANT VISA PROCESSING

Generations Credit Union now offers credit card processing and merchant services through our new partner, Fast Transact, Inc., the largest retail and Internet payment processor in Washington State.

As our preferred credit card processing provider, Fast Transact provides our business members with flexible merchant solutions that can easily grow with your business needs. 16855 Their suite of payment products will enhance most any merchant's back office operations, offering effective handling of disputes, fund

The need for fraud prevention in the bankcard Union recognizes that protecting customers' card lence. As a Generations' merchant member, you dedicated to protecting your transactions from



settlement and strong fraud management capabilities. industry has never been so critical. Generations Credit transactions from security breaches requires endless vigi- will have peace of mind knowing that Fast Transact is thieves.

In keeping with the theme of protecting card- holder data, Fast Transact is offering its customers a brochure

'The Practical PCI – 10 Points Toward A More Secure Business'. PCI Compliance Training is available for merchants within the Puget Sound area.

For more information about merchant accounts or PCI Compliance, call 360-357-1400 or 800-687-8505 (toll free) and ask for Doug Karman ext. 198.

CREDIT UNION VEHICLES FOR SALE

2005 Winnebago Adventurer, Gold, fully loaded, only 10+K mi. 37' \$95,000



2004 Kia Optima, Black, 89.4K \$5,000



2001 Holiday Rambler, 5th Wheel 27' \$14,500



2000 Dodge Durango, Blue, 132K \$4,500



2002 Chevrolet S10 PU, Tan, 120K \$8,500



Contact Myrna or Jensen at (360) 357-5660 or (800) 672-7211 for more infor-

PREPAID LEGAL—MAY BE THE WAY TO GO!

"I have always been a skeptic about prepaid legal plans. I thought that they were only a waste of money. Boy was I wrong. A friend of mine, whom I trust a great deal, suggested that I sign up, so I did. Shortly after that my father-in-law passed away and there were major problems with titles, etc. I just called Pre-Paid legal and they talked with the title companies and walked us through all the myriad steps to remove Dad's name from documents so we could clear titles and get on with our lives. After a half a dozen phone calls with their attorneys everything was cleared up and everything was included with our membership fee. They took the pressure off of a very sensitive situation, at a very difficult time".

Because of my experience with this great company I felt I would be remiss in not, at least, offering our members this same opportunity. By signing up as a Generations Credit Union member you not only save the set up fee of \$10.00, but the monthly fee is reduced too!

Marylin Ball-Brown, President/CEO

Don't just take my word for it...here are two more satisfied Pre-Paid Legal customer testimonials:

1. This is in regard to my first experience using my Pre-Paid Legal membership. I originally decided to join this service because an individual mentioned it was a good idea in one of her real estate investment courses. So I intended to use it for investment purposes. I did not expect to get a speeding ticket. I had some qualms as to this being much help in a traffic infraction. Well, I sure was pleasantly surprised. My Pre-Paid Legal attorney represented me in this traffic matter at the Island County courthouse; many miles away from his office. He handled this matter quite professionally and successfully had the ticket dismissed. I am grateful for his expertise not only because he saved me the cost of the ticket, but more importantly, the cost of a higher insurance premium

Everyone at my provider firm has been most helpful and courteous in this case for me. When I call on the phone I am greeted kindly and directed to the person who will be able to help me. Thank you once again.

2. Thank you Pre-Paid Legal for getting my son back. My parents got me a membership after my girlfriend moved and took our son with her. I was paying child support yet she would not allow me to see my son. I contacted the law firm and they walked me through the entire process. Over the next year I called the law firm 36 times and they reviewed all of my documents and advised me on what to say. It took a year but, not only did I get to see my son, but I won full custody of him. I could not have done this without my Pre-Paid Legal membership...and I didn't pay one dime more than the cost of my membership.

In this day and age, you just never know what is going to happen and how it will affect you and your family. For a very small payment each month it is certainly a good feeling knowing you have some of the best lawyers in the country at your fingertips with your Pre-Paid Legal Membership. Call Dan Cox at (253)278-9728 or email him at coxpl@yahoo.com to get started with this valuable membership today. Be prepared for tomorrow's surprises.



GCU WILL BE CLOSED



**Monday, October 12, Columbus Day
Wednesday, November 11, Veteran's Day
Thursday, November 26, Thanksgiving
Friday, November 27, Thanksgiving
Thursday, December 24, Christmas Eve 2:00
Friday, December 25, Christmas
Thursday, December 31, New Year's Eve 2:00
Friday, January 1, New Year's**



Your GCU family wishes you and yours HAPPY HOLIDAYS



We've saved our members over \$100,000 in credit card & loan interest savings. See if we can help you too!

A little humor!



We can help if you:

- Want relief from high interest credit card debt.
- Need to lower your monthly credit card payments.
- Want to pay off your credit card debt faster.

Ask us about the American Debt Relief Challenge. Call (360) 357-5660 or 1-800-672-721 or ask us in person when you come in. Tell your friends and family. We can help them too. You will be amazed at how much you can save.

Also, we will gladly review any other loans, secured or unsecured that you may have to see if you can save even more by transferring them to a GCU loan as well. 11258 Our

"Beat Their Rate" program may help you save even more of your hard-earned money. If you qualify, we promise to beat any rate on an existing outside loan (with a maximum of 60 months remaining) by at least 1%, to our minimum (floor) of 4%.

Ready for Puns?

- I thought I saw an eye doctor on an Alaskan island, but it turned out to be an optical Aleutian.
- A rubber band pistol was confiscated from algebra class because it was a weapon of math disruption.
- A dog gave birth to puppies near the road and was cited for littering.
- Two silk worms had a race. They ended up in a tie.
- A chicken crossing the road is poultry in motion.
- The man who survived mustard gas and pepper spray is now a seasoned veteran.
- No matter how much you push the envelope, it'll still be stationery.

COMING OCTOBER 31
A NEW LOOK FOR STATEMENTS

- ◆ Easier to read
- ◆ Quick summary of accounts
- ◆ Highlighted and separated totals
- ◆ Clearer titles and printing
- ◆ Year-to-date tax summary

GCU STATEMENTS ARE GETTING AN EXTREME MAKE-OVER

You spoke-we Listened

As a result of the surveys we have recently conducted, we discovered that some of our members find our current monthly statements difficult and cumbersome to read. With our current statement vendor our design options were limited so we have changed vendors to allow a better style and format selection. The design we chose, we believe, will make statement reading and reconciliation easier for our members. Please contact us at (360) 357-5660 or (800) 672-7211 after you receive your October 2009 statement if you have any questions or concerns about the new format.

HOW WELL YOU RETIRE DEPENDS ON HOW WELL YOU PLAN TODAY!

YOU'RE INVITED...

Join us for a FREE Making Sense of Retirement seminar. Michael Rutherford, Financial Advisor with Edward Jones will be conducting a free seminar in the Generations Credit Union board room at 929 Eastside Street SE, Olympia, WA on Tuesday, October 13, 2009 from 12:30 to 1:30 pm.

Bring a brown bag lunch and learn the questions you need to ask and the steps you need to take to reach your retirement goals. **RSVP Nicole (360) 352-6347**

INTERNATIONAL CREDIT UNION DAY

Thursday, October 15, 2009



Come by our office, take out a loan, open an account, or update a dormant account and you will be entered to win one of the prizes that we will be giving out during the festivities. We will have a cake and goodies to celebrate over 100 years of credit unions' service to members. Don't miss out on the fun. Come join us!

The Financial Facts of Life

It's a buzz word you no longer can ignore: financial literacy. Why? Because it's essential for financial survival in today's economy. And that's a fact of life.

Regardless of your age, ask yourself two questions:

1. Do I get a good grade when it comes to the financial facts of life? If yes, you make smart decisions when shopping for a mortgage or other loan, reconciling statements, choosing retirement plans, comparing insurance policies, and even when paying for everyday purchases. If you don't get an "A" you may be wasting money on expensive alternatives, paying for services you don't need or want, or making yourself vulnerable to identity theft or other forms of fraud.
2. What's my best line of defense? Educate yourself. Take time to develop a spending plan, learn how to manage your money wisely, shop around for everything from purchases to insurance policies, and know the signs of a rip-off. GCU is a valuable resource for money management education and tools. Visit our website today at www.generationscreditunion.com then choose Links and then Balance & Balance Track for budgeting and other information. to set you on the track to financial stability.



**I went to buy a toaster oven
 And they gave me a bank.
 -go figure.**



GCU will give you \$\$\$. Bring in a new member who opens a checking account and we'll give you \$25. If that account is in good standing for 1 year you BOTH get \$50. If that member gets a loan for \$10,000 or more in the first year of membership you get \$100. It's that simple. Tell your friends and earn \$\$\$.

Dear Member,

As a result of the recent changes that have been made by Congress to protect consumers from unscrupulous credit card issuers, many of our members may experience changes to their loans at most credit unions and GCU is no exception.

Over 20 years ago the credit union movement began using what is called an “open-end lending system”. This system provides a safe and easy way for our members to apply, gain approval, and receive loan proceeds without having to visit our office each time a loan request is submitted. Initially, there is a single set of papers that provides all of the appropriate disclosures that are signed the first time a borrower accesses a loan under an open-end plan. Subsequently additional advances for autos, signature loans, etc. can be made by simply making a phone call and the loan proceeds can be deposited into the member’s savings or checking (share draft) account. It helps credit unions compete in the marketplace as we are able to provide our members with loans faster, in just a few days, rather than the time it used to take to mail the paperwork back and forth before a check could be issued. It is especially helpful for members who do not live in the Olympia area or who cannot come to our office during our regular business hours.

This type of open-end loan plan has become a victim of the new “Credit Card Accountability, Responsibility & Disclosure Act” because the verbiage “all open-end plans” was used in the “Act” instead of “credit card plans”. The irony in this is that those “in the know” know this “Act” was intended to regulate credit cards and not programs used for the purchase of goods such as autos, trucks and RV’s. Because GCU combines our member accounts on one monthly statement that are run on the last day of the month, these new regulations make it very difficult for us to give proper disclosure under the “Act” as there is now a 21 day due date notice requirement. As a feature of our open-end loan plan our members, for convenience purposes, receive the option of choosing their due date. As credit card statements are cycle-dated this means all of the cards have the same monthly due date. This difference in the due dates of these two very different plans is the core of the controversial aspects of this “Act”. Please read your August 2009 statement message for the required notice regarding the 21 day requirement.

As the amendment that identified and included all open-end plans was added in Committee after the bill was approved by Congress, there is a statutory comment period that may allow some positive changes to be made. So on the bright side, there is hope that this inadvertent inclusion of “all open-end loans” language in an Act intended to rein in credit card companies’ abuses, may still be rectified. If so, we hope to return to our normal open-end loan processing procedures, and get back to what we do best, serving our members.

Thank you for your patience as we work through this new challenge and be aware that there will likely be similar challenges in our future as Congress continues to work through economic issues.



Marylin Ball-Brown, President/CEO



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 P.O. Box 2526
 Olympia, WA 98507-2526
 Phone: 360-357-5660 or (800) 672-7211
 Fax: 360-357-8456
 E-mail: mail@generationscreditunion.com

Telephone Teller (800) 234-3728
 Report a lost or stolen VISA:
 CREDIT CARD (800) 442-4757
 (outside the U.S.) (410) 581-9994
 DEBIT CARD (800) 754-4128 or Telephone Teller
 (outside the U.S.) (727) 227-7004
 To contact the Supervisory Committee:
 P.O. Box 1873
 Olympia, WA 98507-1873

Hours of Operation

Mon-Tues-Thurs- Fri 8:30 am—5:30 pm
 Wed 10:00 am - 5:30 pm
 (If the State Payday (10th or 25th) falls on a Wednesday
 - open at 8:30 am)

2009

Board Members

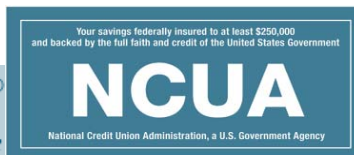
- Graeme Sackrison
- Kathi Hamilton
- Johanna Standish
- Suzanne Fromme
- Gail Swanson
- Jacob Stewart
- Jana Jones

Supervisory Committee

- Jim Donnelly
- Penny Hall
- Sheila Johnson-Teeter
- Kolleen Anderson

Credit Union Staff

- Marylin Ball-Brown, CEO
- Terry McGuire, Operations Manager
- Alan Olsen, Finance Manager
- Carol Emmons, Lead MSR
- Maree Benner, Lead MSO
- Sharon Forberg, MSO
- Myrna Jorgensen, Accounts Control
- Jensen Codera, Accounts Control
- Debra Erickson, MSR/Visa Coordinator
- Lacey Doyle, MSR
- RaeAnna Hughes, MSR
- Kaloe Van Horn, MSR
- Nikki Lougheed, HR/Accounting
- Jamie Holmstrom, Internal Auditor



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.