



SUMMER 2010

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.

Remember to Opt-in

Get your home or business energy audit today

GCU is now in the home loan business!

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IMPORTANT INFORMATION FOR VISA Debit Cardholders YOU MUST KNOW

An important change is coming to your account that will impact your Overdraft Privilege (Courtesy Pay) service. Our Courtesy Pay program benefits have always been included automatically on your account to assure you peace of mind in case of an emergency. For many of our account holders, this is a valued safety net offering flexibility and protection from the potential embarrassment of your transactions being denied due to insufficient funds.

As of August 15, 2010, for existing card holders, a new government regulation requires that we no longer automatically include overdraft protection for your everyday debit card purchases and ATM transactions. If you want to keep this important service on your account, you will have to request it by opting in.

Call us at (360) 357-5660 or (800) 672-7211 or go to our website at www.generationscreditunion.com and read the information on "click here" in the article with the life preserver to find out how you can opt-in online.



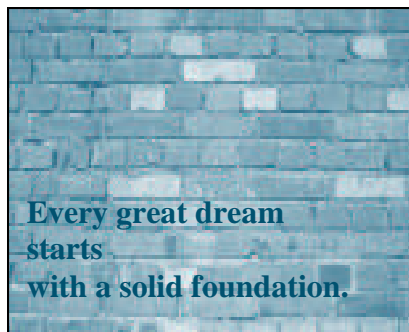
FIND OUT HOW YOU CAN MAKE YOUR HOUSE MORE ENERGY EFFICIENT

Thurston Energy, with generous assistance from Puget Sound Energy is providing home and business energy evaluations for Thurston County residents for a very low investment of \$95. These 1/2 day visits provide home owners and businesses with information on how to improve energy efficiency to help reduce their carbon footprint and, at the same time, put more money back into their pocket-books through energy savings. During the energy evaluation they are provided with tips on how to decrease energy consumption that range from very low cost options to options that require a greater capital investment. Call Thurston Energy at (360) 742-6569 to schedule your energy evaluation.

Generations Credit Union is one of Thurston Energy's preferred lenders so we are able to provide our members with lower interest loans for suggested "green" improvements such as high efficiency windows or heat pumps and many other energy saving options.

Generations Credit Union is here to assist our members with making the necessary changes to ensure our children's children have a beautiful healthy planet on which to grow and prosper.

GENERATIONS IS NOW IN THE HOME LOAN BUSINESS



Every great dream starts with a solid foundation.

We have developed a new program working with Credit Union Home Mortgage, LLC to provide an array of home loan options for our members to choose from. If you or someone you know is looking to buy a home or refinance, with or without cash out, we now offer a simple and affordable solution. We now have the resources to walk you through the home financing process.

Our new home buyer programs provide financing options with up to 100% financing available for qualified first-time home buyers.

Enjoy the same great service and fair rates with your mortgage as you've had with your other Generations' products. When you are ready to buy or refinance make GCU your first choice for financing your home.



Olympia/Thurston County Crime Stoppers

“Race Against Crime” Fun Run-Walk

The Olympia/Thurston County Crime Stoppers organization is sponsoring an event called, “Race Against Crime” Fun Run-Walk on August 1st in conjunction with National Night Out. There will be a 5K and 10K run as well as a 5K walk and a Kids’ Dash.

The purpose of this community wide event is to raise money and awareness for Crime Stoppers while recognizing National Night Out and local law enforcement.

This event will be held at the Rainier Vista Park on 45th Avenue in Lacey starting at 8:30 am on Sunday, August 1st. To get a race entry application please go to our website homepage and click on the policeman icon for a printable copy, ask us to send you the form, or sign up on-line at www.crimebusters.org (may be subject to a transaction charge).

DEBIT CARD CHANGES

Effective June 21, our debit card program underwent some operational changes. GCU cardholders should not have experience any disruption in services, but in case there are still any unresolved issues, we are notifying our members of this process. If you experience any problems using your GCU debit or ATM card please notify us immediately.

GCU VISA Debit cardholders now have the option to change their debit card PIN over the phone!

During the activation process, for VISA Debit cards that are newly issued with a new or a different card number, cardholders will be instructed to choose a PIN. Which means that now new cardholders will be able to use their card with their PIN **immediately after the card is activated. For security purposes all card activations must now be made from the phone you have designated as your home (primary) telephone number.**

The phone numbers for activating and reporting lost and stolen VISA Debit Cards have changed. Please make a note of the numbers below for future use.

Card Activation: 877-723-5999 (must call from primary number, activates with last 4 of SSN. This number will be on a sticker on all new and reissued cards) 6565

Lost or Stolen: (800) 528-2273 and 812-647-9794 (International Cardholders) - (call from any number)

PIN Change: (877) 267-6941 or (513) 534- 2075 (International Cardholders) - (call from any number)

Joint cardholders will now be able to activate their cards using **their** SSN, but they, too, must call from their own phone (primary) number. Unfortunately our previous system did not allow us to file joint cardholder phone numbers so we do not have this information for most of our card accounts. The requirement for calling from the primary phone number on file is the same for joint cardholders so, unless we receive this information, joint cardholders must call to activate their card from the primary cardholder’s phone number. If you are a joint cardholder, please contact us immediately with your preferred phone number so, come renewal time you will be able to easily activate your card.

HOME INVESTMENT LOAN



GCU has developed a new loan to assist our members with home improvement projects that are \$5000—\$20,000.

The loan terms are:

- 84 month maximum term
- Dispersed funds will be monitored by GCU Courtesy Lien “Deed of Trust” filing
- Primary residence/Owner-occupied
- Borrower must qualify based on credit criteria

Low fees (approximately \$100)

Flood Report-Credit Report-Recording of Deed of Trust

Rates:

- 7.00% APY* if loan is for a “Green” purpose
- 8.00% APY *if loan is not for a “Green” purpose (*includes .50% rate reduction for automatic payment)

What do we consider “Green”

- Energy star appliances
- High efficiency windows
- High efficiency heat pumps-Solar panels
- Renewable fiber carpets/flooring
- Reclaimed lumber
- Renewable/Natural source countertops
- Catch barrels/Rain Gardens
- Renewable/Natural source insulation
- Solar water heater systems

Contact us or go to our website at

www.generationscreditunion.com today to apply for this loan. Make those pesky home improvements you have been putting off , save money on your energy bills and, depending on the type of improvements you make, you may even qualify for some great energy rebates or tax credits.

If the borrower requests over \$20,000 our regular home equity loan may be an option for funding for qualified borrowers. Fees may be higher as an appraisal and title insurance may be required.

SAFE DEPOSIT BOXES FOR RENT

The box price schedule is:

3” X 5” \$20.00 3” X 10” \$35.00 6” X 10” \$45.00

BUSINESS OWNER ACCOUNTS

The Unlawful Internet Gambling Enforcement Act, effective December 2009, requires financial institutions to verify that business accounts are not being used for any type of unlawful internet gambling. GCU prohibits these types of transactions and may require a signed verification at account opening that the business is not engaged in illegal online gambling.

GCU WILL BE CLOSED

Monday, September 6, Labor Day

Monday, October 11, Columbus Day



MOVING? PLEASE LET US KNOW

Due to changes in required procedures for member address change verifications, the regulatory process has become more time intensive. Please notify us as soon as possible of any address changes to ensure timely receipt of important communications from your credit union. If you are a "snow bird" or plan to take extended vacations this year, let us know before you leave and we will forward your mail to your temporary address until you return.

IMPORTANT INFORMATION ABOUT YOUR GCU DEBIT OR CREDIT CARD?

I'm sure you have heard lots of instances of credit and debit card fraud. You may have even been a victim. To protect our members and the credit union from plastic card fraud we have a security program that monitors cardholders regular usage and flags out-of-the-ordinary transactions. This means the card may be flagged, as an example, if the card is used for large one-time online purchases or for transactions made in foreign countries. To keep them from being inconvenienced we are asking our cardholders to contact us before they travel or use their card for large online purchases.

It is also very important that we have their current phone number on file because, if an account is flagged, the cardholder will receive a call from the fraud department asking if they made the suspect transaction(s). If the fraud department is not able to reach the cardholder by phone, the account will be blocked to prevent any subsequent, presumably fraudulent, transactions on their account. *If they are called, cardholders will not be asked to provide personally identifiable information. They will just be asked to provide verification of their transaction(s) and the card information that we already have on file.*

If you are not sure that we have your current phone number on file, please call us so we can check and update it immediately, if necessary. Don't take a chance. If you miss this important phone call you will lose access to your funds. Make that call today!

CREDIT CARDS IN THE NEWS!

New rules for credit cards are all over the news these days. Caps on maximum late fees that can be assessed (\$25) and a prohibition on inactivity fees are the current buzz as a result of new Federal Truth in Lending regulations.

However, you will be pleased to hear that GCU has been in compliance with these new rules all along. Our credit card late fee of \$15.00 isn't even close to the mandated maximum and we have never charged an inactivity fee. If you don't already carry a GCU VISA Credit Card maybe you should? Approved credit lines \$5000 and over qualify for our reward points program where points for travel and gifts are earned with card usage. Apply online at www.generationscreditunion.com or ask us to send you an application.

Don't let the other card providers "stick it to you". Choose the "fair" choice, Generations Credit Union.

A LITTLE CREDIT CARD HUMOR

Abe and Esther are flying to Australia for a two week vacation to celebrate their 40th anniversary.

Suddenly, over the public address system, the Captain announces, "Ladies and Gentlemen, I am afraid I have some very bad news. Our engines have ceased functioning and we will attempt an emergency landing. Luckily, I see an uncharted island below us and we should be able to land on the beach. However, the odds are that we may never be rescued and will have to live on the island for the rest of our lives!"

Thanks to the skill of the flight crew, the plane lands safely on the island. An hour later Abe turns to his wife and asks, "Esther, did we pay our \$5,000 PBS pledge check yet?" No, sweetheart," she responds.

Abe, still shaken from the crash landing, then asks, "Esther, did we pay our American Express card yet?" "Oh, no! I'm sorry. I forgot to send the check," she says.

"One last thing, Esther. Did you remember to send checks for the Visa and MasterCard this month?" he asks."

Oh, forgive me, Abie," begged Esther. "I didn't send that one, either."

Abe grabs her and gives her the biggest kiss in 40 years. Esther pulls away and asks him, "What was that for?"

Abe answers, "They'll find us!"



GCU WILL BE AT LAKEFAIR

If you are planning to attend any of the Lakefair activities, stop by the KGY booth. We will be joining them on Saturday, July 17 and Sunday, July 18 from 12:00 pm-4:00 pm. KGY will be doing live radio broadcasts at the booth so you may even hear us on the radio! You can also hear about us on KGY AM 1240 during the weekday morning drive time.

The Lakefair festival is self-supporting. Capital Lakefair is funded solely by donations from sponsors, businesses, the local community, and the operations of Lakefair over its five day run July 14 through July 18, 2010. You can help support this event by purchasing one of the Lakefair pins (pictured above). The pins are available at our branch, for a small donation of \$3.00.

FIND US ON FACEBOOK BECOME OUR FAN



Just go to our website at www.generationscreditunion.com and click on this logo to find us and click "like", a thumbs up, on one of the comment boxes. 13497 Stay in touch!





LOAN & STATEMENT CHANGES

Due to recent updates in the Federal Truth in Lending Act we are now required to provide a separate accounting for interest and fee disclosures for open-end loans on your monthly statement. If you currently have an open-end plan (most of our consumer loans are open-ended) you will notice an additional disclosure that restates the interest and fees listed on your statement for all loans under your plan.

After July 1, 2010, on all new loan requests, members will be required to complete a new loan application and a new Consumer Lending Plan. However, once we have the new plan on file, for subsequent loan requests, we will only require a simple application update to note any information that may have changed since the original application was filed.

There will also be some changes in the form and the timing of the note and disclosures borrowers will be receiving. During the loan interview process, your loan officer will inform you how, or if, the recent change in this regulation will affect your loan.

SAVE \$\$ ON VEHICLE REFINANCING

If you currently have a vehicle loan financed at another financial institution, by transferring it to GCU we can save you \$\$\$! With our 1% guaranteed interest rate reduction on approved loans (to our floor of 4%), on a \$15,000 loan with a 48 month term you can save \$300 or more. That's almost one whole payment. Generations Credit Union is the place for your one stop vehicle financing. We work for you, not the dealers. Want to know how dealer 0% financing could cost you more than a loan with GCU's low rates? ASK US!

MOBILE BANKING—COMING THIS SUMMER!

The option to check account balances, make transfers and even pay bills on the go with an internet capable cell phone has become ever increasingly popular. Generations Credit Union is committed to providing the services our members need and want, and, as this is one we have received many requests for, we hope to implement this service by the third quarter of this year. We will keep you informed of our progress in upcoming publications and on our website.



929 Eastside Street S.E.
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
www.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) 528-2273 and 812-647-9794
(International Cardholders)

Contact the Supervisory Committee:
GCU 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)

2010

Board Members

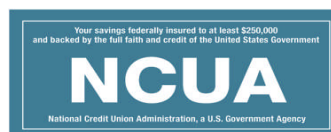
Graeme Sackrison
Kathi Hamilton
Johanna Standish
Suzanne Fromme
Gail Swanson
Jacob Stewart
Jana Jones

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, MSO (Loans)
Sharon Forberg, MSO (Loans)
Myrna Jorgensen, Accounts Control
Jensen Codera, Accounts Control
Debra Erickson, MSR/Visa Coordinator
Lacey Doyle, MSR
RaeAnna Hughes, MSR
Kaloa Van Horn, MSR
Nikki Loughheed, 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.