



Connections

SPECIAL POINTS OF INTEREST

Call us if your account number appears anywhere in this publication. You have won \$25 but, in order to claim your prize, you must contact us.

- Annual Meeting coming March 5th

There is still an opportunity to volunteer!

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ANNUAL MEETING OF MEMBERS

GCU's annual meeting will be held on Thursday, March 5, 2009 at 6:00 pm at the Lacey Community Center on 6729 Pacific Avenue, Rooms B & C. At the meeting members will have an opportunity to hear the state of the credit union and learn about the activities of the credit union in 2008 and what is planned for 2009 and beyond. Members will also have an opportunity to ask questions of the staff, management and volunteers and to vote for candidates for the Board of Directors and Supervisory Committee.

Our theme and food will be "Mexican" as the grand prize this year is a cruise to Mexico.



Applications are now being accepted for members of our Board of Directors and our Supervisory Committee. Descriptions of these elected volunteer positions are provided below, followed by details of the nomination process.

BOARD OF DIRECTORS

The seven member Board of Directors oversees the operations of the credit union by setting policy, strategic planning, hiring the President/CEO and protecting the interests of GCU members.

This year there are four positions open for election. Three of the positions are three-year terms and one is a one-year term. The time commitment of a position average 10 to 20 hours per month.

An incumbent wishing to serve another term must run for re-election when his/her term expires. Experience in, and knowledge of planning, financing, budgeting, marketing, personnel, or organizational management is desired.

SUPERVISORY COMMITTEE

The five member Supervisory Committee ensures adherence to established policies and procedures; supervises the completion of the annual audit as well as supplemental audits; and, reports the findings to the Board, management, and/or regulatory agencies as required.

This year there are two positions open for election. The average time commitment is 5-7 hours per month. An ideal candidate will have some knowledge of accounting and finance.

To Be On the Ballot:

1. Self-nomination

- Apply to the Board of Directors' Nominating Committee by completing an application.
- Send a resume and statement of interest (50 to 275 words) to: Generations 3827 Credit Union, Attn: Nominating Committee, PO Box 2526, Olympia, WA 98507 or email to: marylin@generationscreditunion.com Subject: Volunteer Note: your statement may appear on the ballot.
- These requirements will be reviewed for each candidate: Bondability and Credit Check
- The Nominating Committee will interview the applicants and approve the nomination of candidates.

2. Membership Nomination

- Any member who obtains the signatures of at least 50 members and meets the minimum standards, will automatically appear on the ballot.
- The nominee must submit the following materials:
 - 1) the petition with signatures;
 - 2) a written statement accepting the nomination;
 - 3) a resume; and,
 - 4) a statement of interest (50 to 275 words)

2008 MEMBER SURVEY

Your Board of Directors and Management team have reviewed the results from our recent member survey. We discovered that although there is always room for improvement, 95.5% of our members who responded to the survey are happy with their credit union. Many of the comments we received were largely expected as a result of changes that resulted from our data processing conversion in late 2007. Some posed concerns about our new home banking and voice response programs. We have raised many of these concerns with our data processor and, because they are currently in negotiations to replace their existing home banking platform they have informed us that changes to the existing platform are on hold. We 9251 are confident the new home banking program will incorporate many of the updates our members have requested. GCU has been chosen to be a beta site for their new home banking program. This means, as soon as they have completed negotiations with the new company we will be among the first to implement the new platform.

We have also asked for any future updates to the voice response system to include the ability to transfer to another account on which the member is not a joint signer. With the proper controls and the use of passwords to set up the cross account transfers we feel there would be a minimal security risk to implement this feature. They have indicated our request is on the list for future release updates.

Another issue that a number of members raised in the survey responses was that GCU did not have Saturday hours. Opening the branch on Saturday is a very costly option and we decided to offer shared branching services which serves all of our members across the state as an alternative to Saturday hours at just our branch. Many shared branch locations are open on Saturday and many of the shared branch locations are in more convenient locations for many of our members.

Please know that we take all of the member survey data and comments that we have received seriously and will use the information we have gathered to develop future plans that will benefit our members and their families for many years to come.

If you are interested in participating in a focus group we are developing to assist us in determining our members' future wants and needs please contact Marylin Ball-Brown at (360) 357-5660 or (800) 672-7211 Ext. 1115

We would like to thank all of our members who participated in the survey, we do appreciate your honest opinions.

SHARE RATES –EFFECTIVE February 15, 2009

| | Annual Percentage Yield | Annual Percentage Rate |
|--|-------------------------|------------------------|
| Primary 10712 Shares (including Regular, Kid's Club & Boom!) | .65% | .64% |
| Christmas Club | 1.00% | .99% |
| College Club | 2.68% | 2.65% |
| EZ & Capital Checking | .15% | .15% |
| Prime Time Checking | .25% | .25% |
| Money Market (\$2,500-\$74,999.99) | 1.50% | 1.49% |
| Money Market (\$75,000 and up) | 1.75% | 1.74% |
| IRA (Traditional, Roth & Coverdell) | 1.25% | 1.24% |

CERTIFICATE RATES –EFFECTIVE December 18, 2008

| | | |
|------------------------|-------|-------|
| 6 Month | 2.27% | 2.25% |
| 12 Month | 2.94% | 2.90% |
| 24 Month | 3.04% | 3.00% |
| 36 Month | 3.30% | 3.25% |
| 48 Month | 3.40% | 3.35% |
| 60 Month | 3.81% | 3.75% |
| 3 & 6 Month Kid's Club | 2.79% | 2.75% |
| 12 Month Kid's Club | 3.04% | 3.00% |

All certificates are allowed a one-time bump in the rate of up to .50% or up to the current rate offered for the same term and conditions, whichever is lower, anytime during the term of the certificate.



GCU WILL BE CLOSED
Monday, January 19, Martin Luther King's Birthday
Monday, February 16, President's Day



GCU is getting a face lift.

PARDON OUR DUST

If you have been in the branch this past month you will have noticed a lot of activity. We have installed a new tile floor and will be painting soon. The exterior of the building also has a fresh look and will soon be sporting a new sign.

Our corporate colors have changed too! The newsletter now reflects our new colors.

We hope you like our new look and will tell all of your friends and relatives about your credit union.

We apologize if any of our members have been or will be inconvenienced during this remodeling project. We expect to have the lobby phase completed by March. We do sincerely thank you for your support and patience.

VISA DEBIT AND ATM CARD PIN UPDATE

We know our members have waited patiently for the ability to choose their own PIN for their VISA Debit cards. Well, we are almost there. We are currently in the process of testing the program and will be allowing members to choose their own PINs starting on January 10, 2009.

If you can't remember your PIN when you need it, now you can bring your card to our office and change it to a code you can easily remember.

The process is simple. All you will need is a government issued picture ID, your card, and the number you wish to use for your new PIN. You will enter the number in a pin pad so the process is completely confidential. Only you will know the PIN.

Soon GCU members will be able to choose their own PIN for 12903 their VISA Debit and ATM cards

OUT OF THE MOUTHS OF BABES

One day a young boy was helping his mother with the cleaning. After looking under a bed he recalled the sermon he heard that Sunday in church about "dust to dust". He asked his mom if it was true that we start out as dust and when we die we return to dust. She said, "yes honey that is true".

Then he got very agitated and asked his mom to come to the bedroom. He made her get down and look under the bed and exclaimed, "mommy, there's someone under that bed either coming or going".

SHARED BRANCH CALL CENTER

Recently, our core data processing company, to further protect our member's private information, began masking the first five digits of our members VISA Debit card numbers. Our shared branching partner's current verification process is to ask random personal account questions, one of which is the first four digits of the member's social security number. Because these are the numbers that are being masked, the operators are denying the transactions. The shared branching center is in the process of reformatting their system to request the last five digits of the social security number so this problem will not recur.

We apologize to our members who were inconvenienced. Our shared branching partner has committed to make resolution of this issue a high priority.

FINANCIAL MANAGEMENT SEMINARS

We would like to begin offering seminars to assist our members to make good decisions about their finances. So often our good intentions are overridden by our wants that we wind up in financial trouble and don't know how we got there. Learning how to avoid the pitfalls of impulse buying is one of the steps in regaining a good financial footing. These seminars are designed to assist the attendees to learn responsible money management. If you or someone you know is having challenges in this area please watch for notices about these classes and take the next step to a brighter financial future.

EMERGENCY PHONE NUMBER

In the event of an emergency that results in the loss of our building or an extended computer system failure, please call 1-877-CULOCATE. We will post GCU's contact information on this message line so our members will be informed of any up-to-date emergency information.

DISCONTINUED SERVICE

We were recently informed by One Washington Financial, our current first mortgage broker, that they are discontinuing our referral program with their company. With the current economic climate they have been forced to re-evaluate all of their partner programs and they determined our program was not cost effective for them.

For our members who have financed their mortgages with One Washington Financial they have assured us they will continue servicing those loans. It's just that they will not do any new first mortgage loans for GCU members in the future.

We are currently working to find a suitable replacement for our first mortgage referral program.

ADDRESS CHANGES

NOTE: The FACT Act Identify Theft "Red Flag" rules require that all address changes must be verified by the financial institution by sending a notice of change to the account holder at both their previous and their new addresses.

CODE WORDS



To further protect our member's private information and to prevent account fraud or identity theft, we will be asking all of our members for a code word. This code word will be used to verify their identity when they request account information in person or over the phone. Please share this code

word with your joint account holders and/or any authorized signers as the code word will soon be a required step to complete any account request.

Annual Meeting—cont from page 1

All members in good standing over the age of 16 who have not been employed with GCU for the past five years are eligible for nomination. Nominations from the floor, per the bylaws, will not be allowed at the annual meeting. Voting will be open from 8:30 am to 5:30 pm at the credit union office on March 5th. Members 11577 who are not able to vote at the credit union or at the annual meeting may call us or email us to request a ballot. We will send a ballot to the member's address of record and, for the ballot to be eligible for the election, we must receive the signed ballot in our office by 3:00 pm on March 5, 2008.

APPLICATIONS FOR VOLUNTEER POSITIONS MUST BE RECEIVED NO LATER THAN 4 PM ON FRIDAY, JANUARY 30, 2009

HOLIDAY PARADE

The Generations Credit Union staff, volunteers, and their family members recently participated in the Olympia holiday parade. As you can see we had vintage wheels, compliments of our own Carol and Bill Emmons. We distributed a lot of candy and had a great time. We were pleased to see that many of our members were in the crowd cheering us on. It was a great start to a wonderful holiday season. Your GCU Credit Union family wishes you and yours a very happy and safe 2009.



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

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)

2008**Board Members**

Graeme Sackrison
Kathi Hamilton
Johanna Standish
Suzanne Greer
Darrell Wallace
Jacob Stewart
Jana Jones

Supervisory Committee

Jim Donnelly
Penny Hall
Dick Huycke
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
Polly Stathopulo, MSO
Myrna Jorgensen, Accounts Control
Jensen Codera, Accounts Control
Debra Erickson, MSR/Visa Coordinator
Lacey Doyle, MSR
RaeAnna Hughes, MSR
Kaloa Van Horn, MSR
Geri Thumser, Compliance Officer
Nikki Lougheed, HR/Accounting
Jamie Holmstrom, Internal Auditor