



SPRING 2008

Family Connections

SPECIAL

POINTS OF

INTEREST

- No-fee Home Equity Loans still available for a limited time.
- Conversion update

INSIDE THIS ISSUE:

Travel season travel tips 2

Chance to win \$25 2

Information and pictures from the Annual Meeting 3

If you use your VISA Debit Card at gas stations – You must read this. 3

Hilarious anecdotes from children. 4



NO-FEE HOME EQUITY LOANS—GOING, GOING,

Our no-fee home equity loan promotion was such a big hit with our members that the balance of the maximum dollars we allowed for these loans is dwindling fast. If you have been contemplating a home repair or remodeling project, or even a well-deserved vacation, using the value in your house by making a home equity loan to fund your project or trip just might be the right move for you. If it is, come see us before it's too late to get in on our special no-fee home equity loan.

SUB-PRIME MORTGAGE LOAN DEBACLE

GCU members can rest assured that their credit union was not involved in any of the sub-prime mortgage losses. Your credit union cares about it's members and would not approve of any program that wasn't in the best interests of the membership. If any member HAS been affected by a sub-prime mortgage loan issue and needs financial assistance, please contact us before any major steps are taken, such as foreclosure, so we can work with the existing creditors to find a viable solution to the problem.

CONVERSION UPDATE

We realize that our recent conversion was not an easy one for our members. Most of the pressing issues have been taken care of but please know that we have been working diligently on providing prompt responses and resolution, when possible, to any and all member issues resulting from our data processing system, VISA, home-banking and bill payer conversions. We do understand the frustration our members have experienced due to changes in all of our existing member facing programs. The company who hosts GCU's data system processes has been very responsive to our requests for fixes and enhancements and continues to provide solutions as we work through the issues. Unfortunately, sometimes the enhancements do not happen as fast as we would like them to but we are confident that our many requests have been heard and will be answered soon.

We do know that many enhancements on our home banking platform, including single sign-on for VISA (no more entering a login and second password to access VISA credit card information), and tabs for each member account (instead of accounts all being listed on the home page) are on the way and should be implemented before the end of the next quarter. We have also heard that we will be seeing some major changes by next year that will address all of the issues that, to date, have been problematic for our members.

All we ask is that our members realize that we have heard them and are working on solutions to all of the outstanding requests and ask that they continue to support us as we work to provide better, affordable programs that will serve to enhance their lives.

Call Marylin or Lacey at 360-357-5660 or email 16524 us at mail@generationscreditunion.com if you have a suggestion or concern about the issues dis-

CHANCE TO WIN!!!!!!

You now have a chance to win \$25.00 but only if you read all of this newsletter.

We have hidden four account numbers in this newsletter somewhere. If your number has been chosen, you will have one week to call us and tell us you found your number. If your number is in the newsletter and you call us in time, we will deposit \$25.00 to your account. Now you have even more reasons to read this newsletter all the way through. Your number may be one of the four. You won't know if you don't look!! Seriously, this newsletter is our way of communicating important information to our members. Please tell your friends and family members who are members of GCU to read it too!

TRAVEL TIPS

Now that the travel season is upon us, check out these travel tips to help make traveling safer for you and your family.

Credit Card Safety

- **Releasing the Number:** never release your credit card number to someone you do not trust.
- **Assess your Surroundings:** Be aware when using your credit card or a calling card of people who may be watching or listening to you. Wait until you feel comfortable to proceed; leave the area temporarily if you have to.
- Be sure to make copies of the front and back of all of your plastic cards and keep a copy in a safe place that is not with your cards.

Safety While Walking/Touring

How you Present Yourself: avoid flashy - or too casual clothes - which may identify you as a tourist and a possible target for scams and pickpockets. Try to get your bearings and directions before going out in public. Find a quiet but safe area to re-assess your route if you need to.

Pickpockets and Scam: be aware that many such dangers utilize distractions - someone will have a fight, a mother with a baby will gather attention, someone may spill something on you, etc., in order to divide your attention while someone picks your pocket.

- Do Not Travel Alone: whenever possible, try to travel with someone else.
- Wear Your Money or Credit Cards inconspicuously.
- Do not ask for directions from strangers; seek out business owners, information centers or local authorities.
- With today's political climate, do not advertise the country in which you reside to avoid being 9342 targeted for your nationality.
- Separate cash and credit cards so that if one is stolen you still have the other.

General Travel Safety **What to Bring:** some items suggested to be brought on any trip, and kept with you when you travel:

- Spare set of clothing
- Flashlight
- Cellular phone
- Phone numbers of all credit and debit card companies
- Identification (passport if going out of the country)
- Pack lightly so you always have one hand free
- Do not use backpacks, pocketbooks or exterior pockets. If you do have to use a bag with a strap, wear it with the strap across your body.



ANNUAL MEETING OF MEMBERS

GCU's annual meeting was held on Thursday, March 6, 2008 at 7:00 pm at the downtown Olympia Senior Center on 222 Columbia Street NW. At the meeting members had an opportunity to hear the state of the credit union and learn about the activities of the credit union in 2007 and what is 1476 planned for 2008 and beyond.

A yummy ice cream bar offered members ice cream sundaes with a great variety of toppings. A great time was had by all.

Along with the many prizes donated by our wonderful vendors, the grand prize of a 42" HDTV was the big draw of the night. It was won by our lucky member Mona Michaelis (see picture below).

ELECTION RESULTS

GCU's new Director, Jay Stewart, was welcomed to the GCU family and Johanna Standish was re-elected for three-year terms on the GCU Board of Directors. Penny Hall was also re-elected to the Supervisory Committee for a three-year term. We thank all of our wonderful volunteers for their commitment and outstanding service to their Credit Union.

All of the staff members present were introduced to the members present and thanked for their incredible dedication and outstanding service to our member/owners this past year.

Hopefully more of our members will be able to attend the 2009 annual meeting. It will be GCU's 70th anniversary celebration so they won't want to miss it. You can see it is an event for all ages!



Read about GCU's 69th Annual Meeting that was held on March 6, 2008 and pick up a 2007 Annual report at the GCU office or read it online at www.generationscreditunion.com

Pictures of the annual meeting including our ice-cream sundae tent and our youngest member.

Mona Michaelis-our grand prize winner.

VISA DEBIT CARD TIPS

If the VISA Check Card is used at a gasoline station, funds in amounts from \$1.00 (to verify the validity of the card) to \$100 may be held for the purchase, even if the actual purchase was for a lesser amount. The amount held will be released when the transaction for the purchase posts to your account. Although the experience that most GCU members have had is that most transactions post 1-2 days after the date of purchase and some even the same day, but it is possible that it may take up to 7 days or even longer to post. Please be aware of this hold issue when you use your VISA Check Card for gasoline purchases.

Memorize your PIN: Don't write it on your card or on a piece of paper you store in your wallet. If your card or wallet were stolen, the thief would have your PIN and could easily access your accounts.

RATE CHANGE NOTICE

Effective April 1, 2008

| | Annual Percentage Yield | Annual Percentage Rate |
|---|-------------------------|------------------------|
| Primary Shares (including Regular, Kid's Club and Boom!) | 1.00% | .99% |
| Christmas Club | 1.25% | 1.24% |

GCU WILL BE CLOSED

on
Monday, May 26
Memorial Day
&
Friday, July 4
Independence Day



OUT OF THE MOUTHS OF BABES

A little boy got lost at the YMCA and found himself in the women's locker room. When he was spotted, the room burst into shrieks, with ladies grabbing towels and running for cover. The little boy watched in amazement and then asked, 'What's the matter, haven't you ever seen a little boy before?'

While taking a routine vandalism report at an elementary school, I was interrupted by a little girl about 6 years old. Looking up and down at my uniform, she asked, 'Are you a cop?' Yes, I answered and continued writing the report. 'My mother said if I ever needed help I should ask the police. Is that right?' 'Yes, that's right,' I told her. 'Well, then,' she said as she extended her foot toward me, 'would you please tie my shoe?'

It was the end of the day when I parked my police van in front of the station. As I gathered my equipment, my K-9 partner, Jake, was barking, and I saw a little boy staring in at me 'Is that a dog you got back there?' he asked. 'It sure is,' I replied. Puzzled, the boy looked at me and then towards the back of the van. Finally he said, 'What'd he do?'

A little boy opened the big family bible. He was fascinated as he fingered through the old pages. Suddenly, something fell out of the Bible. He picked up the object and looked at it. What he saw was an old leaf that had been pressed in between the pages. 'Mama, look what I found,' the boy called out. 'What have you got there, dear?' With astonishment in the young boy's voice, he answered, 'I think it's Adam's underwear.'

A woman was trying hard to get the ketchup out of the jar. During her struggle the phone rang so she asked her 4-year-old daughter to answer the phone. 'Mommy can't come to the phone to talk to you right now. She's hitting the bottle.'



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
(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 falls on a Wed. - open at 8:30 am)

2008

Board Members

Graeme Sackrison
Bill Kartman
Kathi Hamilton
Darrell Wallace
Johanna Standish
Suzanne Greer
Jay Stewart

Supervisory Committee

Tim Norris
Jim Donnelly
Penny Hall
Dick Huycke
Sheila Johnson-Teeter

Credit Union Staff

Marylin Ball-Brown, CEO
Terry McGuire, Operations Supervisor
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
Amanda Schmidt, MSR
Geri Thumser, Compliance Officer
Nikki 12627 Loughheed, HR/Accounting
Jamie Holmstrom, Internal Auditor



Nationwide
On Your Side™

Investments Retirement Insurance