

Generations

FAMILY CONNECTIONS



FALL 2006

SPECIAL POINTS OF INTEREST:

- New Member Training sessions.
- An 877 number to call if a disaster strikes your credit union.
- We need you. Consider volunteering for our Board or Supervisory Committee.
- Shared Branching soon will be a reality.

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Shared Branching Soon Will be a Reality!

We are currently on schedule to offer shared branching services through the FSCC network to our members in early November. We had hoped to be able to roll out this valuable service earlier but our data processor was backed up and wasn't able to put us into their queue for implementation until November.

This service will allow our members to access their Generations Credit Union accounts at over 1800 locations in the U.S. and in some international locations. We have posted a location directory on our website at www.generationscreditunion.com so you can locate a branch that will be most convenient. Just click on the "Coming Soon - Shared Branching Locations" link on our home page.

When this service is available



we will no longer have a reciprocal arrangement with the Lacey branch of Olympia Credit Union. Members who have been using this branch will have access to two other participating credit union branches in the area. One (WSECU) is 1/2 mile and the other (Sound CU) is 1 mile from the Olympia Credit Union's Lacey branch office.

Our members who live in outlying areas such as Aberdeen, Hoquiam, Chehalis, Spokane and many more cities nationwide will have local access to their accounts through our shared branching relationships. The FSCC network also extends to some locations in Germany, Italy, Puerto Rico, Japan and Korea.

If you have online access, go to

www.cuswirl.com/pages/about.htm#1%20%20anewchoice to find out more about this valuable service.

Our members are important to us and we are working to make it more convenient for them to access their Generations Credit Union accounts no matter where they live or work.

If you have internet access and haven't already signed up for online banking, consider signing up. You will have 24/7 access to your account information and much more! It is a secure way to keep track of your accounts from the comfort of your own home.

We will be closed

Veteran's Day, Friday, November 10
 Thanksgiving, Thursday, November 24
 Thanksgiving, Friday, November 25
 Christmas Day, Monday, December 25
 New Year's Day, Monday, January 1,

We Need Volunteers

Credit Unions are unique from banks in many ways. One of these ways is that the credit union is governed by a volunteer board of directors and overseen by a volunteer Supervisory Committee. This year there will be three open positions on the board of directors and two open positions on the Supervisory Committee. If you would like to offer your time and talent to volunteer for one of these positions please send your resume

and a letter of intent to our Nominating Committee Chairperson, Suzanne Greer at jamqueen8@msn.com. She will forward you information about the volunteer position's duties and responsibilities. If you do not have internet access, please call her at (360) 357-5202 (evenings) to inform her of your desire to run for one of the volunteer positions.

The time commitment for these volunteer positions is

approximately 10 hours per month. Please consider volunteering for one of these positions. We need committed members to help us make Generations Credit Union Washington's premier credit union.

Our 2007 annual meeting of the members will be held on Friday, February 9 at 7:00 pm (location to be announced). Members will be able to vote during the day or by mail if they are not able to attend the meeting.

Member Survey

Results

1= Poor

2= Average

3= Good

4=Excellent

Loans =3.6

Account Services =3.7

Friendly Staff =3.9

Account Accuracy =3.7

Website =2.3

Home Banking =3.8

Bill Payer =4.0

Telephone Teller =3.9

We Thank You

We would like to thank our members who took the time to answer the survey that was included in the summer newsletter. We appreciate your willingness to tell us how you feel. As a result of the responses we received we have begun to take steps to answer some of the concerns that were voiced.

Staff Turnover

Although most of the service delivery comments were quite glowing and complementary, some of you voiced concerns about the turnover in our member service staff. Unfortunately we don't have control over our staffs' decisions to leave us as they must be allowed to continue their career paths. You can rest assured that our current staff members are very capable and efficient and they genuinely care about our members. The ongoing training that all of our staff is receiving will only continue to strengthen our service delivery to our members.

Website

We are currently working with a site designer to provide

a website that is more dynamic and user friendly.

Policy & Procedure Changes

All of our policies and procedures have been reevaluated to ensure compliance with all credit union rules and regulations. Through this process we discovered several areas where required rules and regulations were not being followed. Changes that have been made to ensure compliance, unfortunately, have affected some of our members negatively. We do apologize for any inconvenience these changes have caused. With the prevalence of identity theft and account fraud, tightening up our identity and account processing procedures was a necessary step to ensure our members' financial information is protected.

Member Trainings

In the survey a number of comments were made that led us to believe that some of our members are somewhat confused about some of the services we offer. As a result we have decided to offer classes

to assist our members in learning about our services and how they can make them work for them at an optimum level. Now on Tuesdays at 10:00 am and again at 5:00 pm we will be holding classes to assist members with learning about our services and how they work. Please call us at (360) 357-5660 in Olympia or (800) 672-7211 to schedule training if you would like some assistance with home banking, bill payer, reading and understanding statements, how dividends are computed, or any other service we provide. Please let us know what service you would like us to focus on and which session you will be attending so we will be able to schedule the most qualified staff members to assist you.

We will continue to provide surveys in upcoming editions of our newsletter, by mail and online so our members can continue to let us know how we are doing and what we may need to improve to achieve our goal of providing exceptional service without exception.

VISA CARD LIMIT INFORMATION

To protect our members from plastic card fraud and for insurance requirements we have daily limit requirements on purchases, cash advances, and POS transactions on all of our plastic cards.

The daily limits for all of our cards are:

VISA Debit \$300 POS (PIN based) \$500 ATM *

For purchases, using the debit card in credit mode when a signature is required, the system uses your available account balance.

VISA Credit \$5,000 \$500 ATM*

Members who have VISA Gold (HELOC) accounts, please contact us if you are planning to make a purchase or daily purchases over the allowed limit. We will increase your daily limit to allow the purchase up to your credit limit and reset it after you have completed your purchases.

*(Lower ATM cash limits may be imposed at the machine)

Safe Deposit Boxes All Sizes— For Rent



We have completed extensive maintenance on

our safe deposit boxes and now have many boxes, of all sizes, available for rent. Protect your valuable assets inexpensively by putting them in a safe deposit box at Generations Credit Union.

Annual Box Rental Fees

3 x 5	\$20.00	6 x 10	\$45.00
3 x 10	\$35.00	9 x 10	\$85.00

Members must bring all joint signers with them when they open a safe deposit box. If it is not possible to bring all signers into the office at the time of opening, the application will be given to the box holder and they will be responsible to obtain all of the missing joint

owner or authorized agent notarized signatures before the box may be rented. Two keys will be given to the box holder and the keys must be returned when the box is closed. All costs for duplicate keys and or drilling of boxes will be the responsibility of the box holder.

Important Home Banking Info



All Home Banking site users will be receiving an e-mail regarding changes to security processes when logging into our home banking page. With the prevalence of phishing schemes (schemes that trick site users into believing they are in a secure site when they are not), to further protect our members' important financial information, we are instituting higher security protocols. These new procedures will ensure our members can continue to securely access our site. Please watch your email for this important message.

C.U. Locate (National Phone Number)

Our trade associations, CUNA Mutual and the State Credit Union Leagues have collaborated and developed a national (877) number for credit union members to call when their credit union has been closed as a result of a disaster. We learned during the Hurricane Katrina disaster that the best laid plans often go askew when a disaster hits. Many credit union members were not able to contact their

credit union or even able to find out where they had relocated.

The number 1-877-285-6228 or (877) CULOCATE can be called to receive news of any credit union's relocation or an estimated time when the credit union will be back in operation.

Of course, we all hope and pray that disasters won't happen to us but, just in case, having this number

available for our members gives us peace of mind that they will be able to find us.

With our new shared branching program, members will be able to go to any affiliated branch to conduct their financial transactions, even if the GCU office is not operational. So this new program is not only convenient, it is a huge part of our disaster recovery program.

Keep this new national credit union locate phone number (877) CULOCATE or (877) 285-6228 in a safe place in the event of a disaster.

LOANS—LOANS— LOANS

Our loan rates are still the lowest around. Take advantage of these low rates while they last. If you purchase a fuel-efficient vehicle (30+ m.p.g.) you will get an additional full percentage point off of your qualifying interest rate, which can be as low as 3.95%. (dependent on credit criteria) Go to our home banking page on our website at www.generationscreditunion.com and click on the Loan Application tab to apply online. You will receive an instant deci-

sion if your loan request qualifies under our automatic approval guidelines. If you don't get an instant decision, don't be dismayed. One of our qualified loan officers will contact you within 24 hours to assist you with your loan request. To secure financing our members can also go to participating Credit Union Direct Lending (CUDL) dealers and tell them their credit union participates in the CUDL program.

Check out CUDL's auto smart webpage at www.cudlautosmart.com for car buying tips,

to locate a CUDL dealer, trade in values, used vehicle histories, and much, much more. Be a smart consumer. If you do your research before you buy it's much more likely that you won't come down with "buyer's remorse", a common malady among new and used car buyers.

Call Maree or Polly and they will be happy to help you throughout your purchase and loan process. We are here to assist you. Please use us!!!



Nationwide Insurance Partnership

The designs of passenger vehicles have been improving for years, becoming more protective of their occupants in crashes. Without these improvements, the motor vehicle death rate per registered vehicle would have stopped declining in 1994 and started going up. This is the main finding of a study by the Insurance Institute for Highway Safety.

"Death rates per vehicle and per mile have been going down for decades, and they still are. This study shows why," says Institute president Adrian Lund. "In recent years it's the vehicles, not better drivers or improved roadways. The study reveals not only the importance of the vehicle design changes and the kinds of vehicles motorists are choosing to drive but, on the downside, the loss of momentum for effective traffic safety policies on belt use, alcohol-impaired driving, and speeding." An estimated 5,200 additional lives would have been lost in 2004 without the vehicle design changes."

Auto safety includes having the right auto insurance program. For members of *Generations Credit Union*, the Affinity auto insurance program offers special rates not available to the general public. More than 800 organiza-

tions are currently taking advantage of the opportunity afforded by this valuable program.

Nationwide makes it possible for different types of drivers to purchase auto insurance conveniently and at affordable rates. Simply call Columbia Insurance Group at 1-800-546-3299. If you qualify, you'll receive a no-obligation quote right over the phone that could be lower than what you're paying today.

When you call to take advantage of this opportunity and to compare your current coverage, have the following information available: Current policy, vehicle identification number (VIN), and drivers license number. Call **Columbia Insurance Group** today to see what your savings could be.

Columbia Insurance Group, LLC
Nationwide Insurance and Financial
7401 S. Pine St.
Tacoma WA 98409
Tel 1-253-474-9228
Tel 1-800-546-3299



Insufficient

Funds?

A young college co-ed came running in tears to her father. "Dad, you gave me some terrible financial advice!"

"I did? What did I tell you?" said the dad.

"You told me to put my money in that credit union, and now that credit union is in trouble."

"What are you talking about? That's one of the best credit unions in the state," he said. "there must be some mistake."

"I don't think so," she sniffed. "They just returned one of my checks with a note saying, 'Insufficient Funds'."

generations CREDIT UNION



"Building Trust...Enriching Lives."

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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

www.generationscreditunion.com

Telephone Teller (800) 234-3728

To report a lost or stolen VISA (800) 336-8472

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. we open at 8:30 am)

Board Members

Graeme Sackrison

Bill Kartman

Kathi Hamilton

Larry Malo

Johanna Standish

Suzanne Greer

Darrell Wallace

Supervisory

Committee

Tim Norris

Jim Donnelly

Penny Hall

Dick Huycke

Credit Union Staff

Marylin Ball-Brown, CEO

Tom Miklas, Finance Manager

Terry McGuire, Operations Supervisor

Carol Emmons, Lead MSR

Maree Graham, Lead MSO

Polly Macdonald, 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 Lougheed, HR/Accounting

Jamie Holmstrom, Internal Auditor