



FALL 2007

## FAMILY CONNECTIONS

### SPECIAL POINTS OF INTEREST

- New info on data processing system conversion
- Member appreciation day Thurs. Oct. 18.
- Holiday closures
- GCU wins marketing awards.

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## GCU DATA PROCESSING SYSTEM CONVERSION DELAYED. READ HOW THIS AFFECTS YOUR ACCOUNTS!

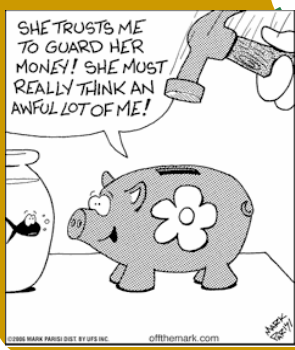
As with life, computer conversions are also subject to unforeseen obstacles that can cause delays. As it so happens we have run into an issue that has caused us to postpone our conversion live date to December 1, 2007. The delay is actually a good thing as it gives us, our data processor, and other critical vendors more time to ensure a smooth transition. Our Home Banking site and Voice Response will be down during the actual conversion after we close on Friday, November 30 through midday December 1. We will work very hard to make this transition as painless as possible for our members. The following are changes and enhancements you can expect to see with this conversion and the steps you may want to take to save historical data:

### VISA CREDIT CARDS (Conversion scheduled for November 16, 2007)

- ◆ Member cardholders will be receiving new cards prior to the conversion date. Please activate the new card(s) and begin using them on November 17, 2007. The new cards will not be active and may not be activated or used prior to November 17, 2007. If you have any automatic payments set up on your GCU VISA Credit Card please contact your payees and give them your new card number before your next automatic payment (scheduled after November 16, 2007) is due.
- ◆ Member cardholders will again have the ability to pay their GCU VISA payments on line from other financial institution accounts.
- ◆ Members will receive new PINs but will be able to change to a new PIN of their choice by making a simple phone call.

### HOME BANKING.

- ◆ All account history that is currently available on our home banking site will be deleted as of the live date listed above. Members who wish to copy their statements should click on the "E-statement" button and enter the month of the statement they wish to copy and click "View Statement". Then click the "Save" button on far right of the top tool bar and save the file in a folder on the hard drive or print it if desired. Repeat this process for each month to be saved or printed.
- ◆ Members may keep the same Home banking passwords but they will be required to enter their password the first time they sign on to the site after December 1, 2007. They will be prompted to choose a password and a security icon. This icon will be present each time they log in to the home banking site and it's presence will reassure them that the site is genuine.
- ◆ Members will again have the option to download their account data into Quicken.
- ◆ There will be a new improved on-line loan program making it even easier to apply and get instant approval for a loan from the comfort of your own home.



## We will be closed

Monday, October 8 - Columbus Day (In-service day) \* Monday, November 12 - Veteran's Day

Thursday & Friday, November 22 & 23 - Thanksgiving

Monday, December 24 @ 2:00 \* Tuesday, December 25 - Christmas Day

Monday, December 31 @ 2:00 \* Tuesday, January 1 - New Year's Day

## REGULATION D - WHAT DOES IT MEAN TO ME

The Federal Government requires that financial institutions maintain cash reserves for all transaction accounts. As share (savings) accounts are not considered transaction account the requirements for restrictions on electronic (ACH or VISA) or automatic (telephone or pre-arranged internal ) transfers on share accounts is very stringent. The regulation states that non-transaction accounts (share accounts) must be limited to 6 automatic or electronic transfers per month and three of the six can be electronic. This is the reason GCU does not allow more than six automatic transfers or electronic transfers each month and why, if the number of automatic transfers exceeds six in a month, funds may not be transferred automatically to cover a negative balance in the share draft (checking) account. The number of in-person transfers is unlimited as this regulation only refers to transfers to or from share accounts that are not completed at our office or at a staffed shared branching location. Remember that share (saving) accounts are the only accounts affected by this regulation. There are no limit restrictions on share draft account transfers so please make all automatic and electronic payments from share draft (transaction) accounts.

Reg D, what is it and how does it affect my accounts?

Computer conversion. What you need to know and do before the live date of December 1, 2007.

## COMPUTER CONVERSION

*Cont. from Page 1*

### BILL PAYER

- ◆ Bill payer history also will not be converted. Members who wish to save their bill payer history must do so by November 30, 2007. The process to save bill payer history is to click on "History" and then "Detail Search". Click on the calendar icon and go back to the first month of history desired by clicking the left arrow on the calendar and then choose the last month desired by clicking the right arrow on the calendar. Then click the "Edit" button on the top browser toolbar and "Select All". Then click "File" and "Save As" and choose the folder where the file will be saved. It is not necessary to save the payee information as it will be converted by our new processor. As GCU will have a new Bill Payer processor there will be a new look and feel to the site.
- ◆ Instead of cutting checks that take 7-14 days to get to payees who are unable to process electronic payments, members will have the ability to set up self-directed ACH payments so payments are electronically received by payees.

### TELEPHONE - VOICE RESPONSE SYSTEM

- ◆ The Voice Response - Telephone Teller processor will be changing, however the phone number will be the same. We are including a copy of the new script with this statement mailing. If you use our Voice Response system please keep this reference card handy for use after December 1, 2007.

### ACCOUNT & STATEMENT CHANGES

- ◆ Our new data processing system identifies householded member accounts. Beginning with the December year-end statement members will begin receiving statements on all of the accounts on which they are the primary owner in the same envelope.
- ◆ Member account numbers will be the same but the suffixes will change. The suffixes will be identified on the periodic account statement. The periodic statements will also be enhanced to include separate listings of deposits and withdrawals. All share accounts that are not the primary membership share account will be listed as club accounts.

The account suffixes will be:

Shares – 00    Clubs – 51 to 69    CDs – 81 to 99, & 901 to 999    Drafts – 71 to 79

### IN CONCLUSION

- ◆ The decision to convert Core Data, VISA, Bill Payer and Home Banking processors was not an easy one. Many factors came into play in the decision making process and we feel this change was necessary to allow GCU to offer expanded services for our members and to make our daily operations smoother and less complex. We thank our members, in advance, for their patience with the changes that will be taking place over the next few months. We are confident that the adjustments we will all be making throughout the process will be well worth the effort. Our mission is to provide exceptional service without exception to our members and we will work diligently to fulfill this promise.
- ◆ Please contact any of our management team members if you have questions or concerns about the upcoming conversion. We can be reached at: (360) 357-5660 or (800) 672-7211 \* Marylin/CEO at Ext. 1115, Terry/Operations Supervisor at Ext. 1100, and Tom/Financial Manager at Ext. 1107.

## WE ARE EXTENDING THESE SPECIAL DEALS FOR TWO MORE MONTHS UNTIL OCTOBER 31!!!!

### NO FEE HOME EQUITY LOANS\*

You can still borrow on the equity in your home with no upfront or back end costs.

*\*Loan amounts up to \$50,000. If the loan is paid off or refinanced within 24 months of the loan origination date, all fees paid by GCU must be repaid by the borrower.*

### BRING IN A NEW MEMBER

Both of you will receive a FREE LATTE OR DRINK and both of you will be entered into our prize drawing for a \$100 department store gift card ! (generously provided by Nationwide & Columbia Insurance Companies).

### OPEN A NEW BABY ACCOUNT

Start a savings account for your new baby or grandchild (1 year or younger) and bring us their picture. We will match up to \$10 of the initial deposit. This is a great way to start a lifetime of savings for your loved ones.



## GENERATIONS CREDIT UNION EVENTS

### MEMBER APPRECIATION DAY—OCTOBER 17TH

**HOT DOGS - DRINKS - PRIZES - CAKE - GIFTS**

Come into our office on Thursday, October 18 from 11:00 am - 3:00 pm for hot dogs, drinks, chips and dessert. We will even be giving out some free gifts. We want our members to know that we appreciate them and the support they have given GCU this past year. Our board members and management team will be available to talk with members during the festivities, so be sure to mark your calendars for this fun event. This event is being sponsored by GCU and Nationwide & Columbia Insurance Companies.

### CHRISTMAS COLORING CONTEST

Enclosed with this newsletter is an entry form for our children's Holiday coloring contest. If you have a child or grandchild who is a member of GCU and is between the ages of 3 to 13 please have them complete the entry form and return it to our office at P.O. Box 2526, Olympia, WA 98507 by November 30, 2007. We will pick winners in three age groups: 3 to 6, 7-10, and 11-13 and their will be 3 prizes awarded to each age group. There will be a consolation prize for all of the non winners as well so please encourage your children and grandchildren who are members of the GCU to enter the contest. If your child or grandchild (age 0 -16) is not yet a member, if they open an account by November 30 we will match the first \$5.00 deposited to the account and they will eligible for the coloring contest. Winners will be announced on our website and in our office on Friday, December 14. Get coloring & good luck!!!

### A.L.S. WALK

Our Board Chairman and Lacey Councilman Graeme Sackrison walked in the Tacoma Walk to D'feet ALS last week to raise money for research to work on finding a cure for this terrible disease. We hope that our members will consider walking or being a virtual walker in the 2008 Walk to D'feet ALS. Together we CAN make a difference.

Be sure to come by our office on Thursday, October 18 from 11:00—3:00 and let us say thank you for your support!

### GCU WINS AWARDS

GCU won two prestigious Spectrum Marketing Awards for CU's in our asset category from the WA Credit Union League. One was for the best newsletter and one was for our new logo. Way to go GCU!

## CREDIT FREEZE NOW AVAILABLE FOR ALL WASHINGTON RESIDENTS

Before September 1, 2007 only identity theft victims and seniors over 65 were eligible for credit freezes on their credit bureau files but now all Washington residents qualify. If you wish to put a freeze on your credit bureau files and you have internet access, go to <http://www.atg.wa.gov/ConsumerIssues/ID-Privacy/SecurityFreeze.aspx> for more information. If you don't have internet access please call us and we will send you a copy of the information from the Attorney General's website that explains the sign up process and the costs that may be involved. There are no fees for the service for identity theft victims or seniors 65 and over. Putting a freeze on your credit bureau account will serve to further protect you and your accounts from identify theft. The total cost of \$30.00 for freezes on the three credit bureau accounts (\$10.00 per bureau) can be well worth the cost if it can protect you from being a victim of identity theft. The process of cleaning up credit reports and financial institution accounts in the aftermath of identity theft can cost the victim a great deal of time, effort and money.

All consumers should check their credit report annually and now it is possible to obtain a free (three bureau) credit report every 12 months by calling 1-877-322-8228 or by making a request online at <https://www.annualcreditreport.com>

### THESE PEOPLE DEFINITELY NEED A SIGN!

- ◆ A number of years ago, some Boeing employees on the airfield decided to steal a life raft from one of the 747s. They were successful in getting it out of the plane and home. Shortly after they took it for a float on the river, they noticed a Coast Guard helicopter coming towards them. It turned out that the chopper was homing in on the emergency locator beacon that activated when the raft was inflated. They are no longer employed at Boeing.
- ◆ Seems this guy wanted some beer pretty badly. He decided that he'd just throw a cinder block through a liquor store window, grab some booze, and run. So he lifted the cinder block and heaved it over his head at the window. The cinder block bounced back and hit the would be thief on the head, knocking him unconscious. It seems the liquor store window was made of plexi-glass. The whole event was caught on videotape. Oh, that smarts.



### NOW SHARED BRANCHING AT (7-11) SEVEN-ELEVEN STORES

Shared branching ATM withdrawals, deposits and transfers can now be transacted at over 2000 7-11 stores nationwide. Go to <http://www.cuswirl.com/pages/sevenfaq.htm> for more information on this new service and for convenient locations. There will be many more 7-11 locations available all over the U.S. in the coming months.

### GCU ANNUAL MEETING OF THE MEMBERS

The 2008 Annual Meeting of the Members will be scheduled in early March so this call is going out for volunteers to run for the Board and Supervisory Committee. There are two open positions on the Board and one on the Supervisory Committee. If you have a desire to run for these positions please contact Marilyn at the credit union at [marylin@generationscreditunion](mailto:marylin@generationscreditunion) or (360) 357-5660 Ext. 1115 or (800) 672-7211 Ext 1115. She will send you a packet of information that explains the volunteer requirements to assist you in making an informed decision.

## VISHING (Voice Phishing) THE NEW SCAM

Be aware and watch out for this new scam.

### Online version

The scammer sends a blast e-mail, disguised to appear as though it's from your credit union, bank, online payment service or other well-known business. The e-mail, which may have a trusted logo, typically reports a "security" problem with the recipient's account and urges the member/member to call a telephone number to "straighten things out."

Although many members know better than to click on hyperlinks in strange e-mails for fear of being "phished," they often feel safe calling a telephone number that appears to be local or toll-free. When the member calls, they reach an automated attendant prompting them to enter their account number, password or other private information for "security verification" purposes.

### Cold Call

Some "vishers" use automated dialing programs to "cold call" members. The members caller ID device may list a legitimate-looking local phone number, to inspire trust from the recipient. A prerecorded message (or sometimes a live "employee") claims the member's account has been compromised or needs updating or verification. The member is asked to enter their account information, which is digitally transcribed onto the hard drive of the scammer's computer.



## HAPPY HOLIDAYS

Your Generations Credit Union family of volunteers, staff and management wish you and yours a wonderful holiday season and a great New Year.

Remember to shop at GCU for all of your holiday borrowing. We may just have the solution for all of your financial needs.

## CHANGES TO VISA REGULATIONS

If you have used your VISA card lately for small dollar (\$15.00 or less) purchases you may have noticed that you did not get a receipt for your purchase from the salesperson. Due to the new VISA regulations now merchants only require receipts for purchases over \$15.00.



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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](mailto:mail@generationscreditunion.com)

Telephone Teller (800) 234-3728  
Report a lost or stolen VISA:  
CREDIT CARD (800) 808-7230  
(outside the U.S.) (727) 570-4881  
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. we open at 8:30 am)

### 2007

#### Board Members

Graeme Sackrison  
Bill Kartman  
Kathi Hamilton  
Darrell Wallace  
Johanna Standish  
Suzanne Greer  
Brian Conger  
**Supervisory Committee**  
Tim Norris  
Jim Donnelly  
Penny Hall  
Dick Huycke  
Sheila Johnson-Teeter

#### Credit Union Staff

Marylin Ball-Brown, CEO  
Tom Miklas, Finance Manager  
Terry McGuire, Operations Supervisor  
Carol Emmons, Lead MSR  
Maree Graham, 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 Lougheed, HR/Accounting  
Jamie Holmstrom, Internal Auditor



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Go to [www.generationscreditunion.com](http://www.generationscreditunion.com) and click on "Shared Branching Locations" to find a convenient location. **Now** deposits, withdrawals, transfers and loan payments at over 2000 7-11 Store Vcom units that are available 24/7 (surcharge free) throughout the U.S.

