

Generations

FAMILY CONNECTIONS

WINTER 2006



SPECIAL POINTS OF INTEREST:

- Shared Branching NOW a reality.
- Upcoming Annual Meeting of Members
- How you can protect yourself from scams.
- Entertainment books on sale at GCU

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Shared Branching IS a Reality!

Our members can now access their Generations Credit Union accounts at over 2300 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 for you. Just click on the "Shared Branching Locations" link on our home page.

We no longer have a reciprocal arrangement with the Lacey branch of Olympia Credit Union. Members who have been using this branch now have access to other close by participating shared 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 now 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" 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.

Twin Star Credit Union ATMs will no longer accept deposits. Because of their discontinuation of this service our members can no longer deposit checks in Twin Star CU ATM machines. GCU members can still use GCU VISA and ATM cards to make withdrawals at Twin Star CU ATMs. Twin Star is also a shared branch institution.

GCU members now have access to the FSCC shared branching call center. The call center allows our members to transfer funds between participating credit unions. If you have an account at a shared branch participating credit union you can transfer funds between your accounts at those credit unions. You must be a signer on both accounts to transfer funds between credit unions. The call center phone number is **1-866-MyCUNow** or **1-866-692-8669**.



As this service does cost your credit union per transaction we ask that you continue to use our audio teller and home banking site or call one of our staff members to transfer funds between your accounts at GCU.

DUMB CROOK STORY THEY WALK AMONG US

A guy walked into a little corner store with a shotgun and demanded all of the cash from the cash drawer. After the cashier put the cash in a bag, the robber saw a bottle of Scotch that he wanted behind the counter on the shelf. He told the cashier to put it in the bag as well, but the cashier refused and said, "because I don't believe you are over 21". The robber said he was, but the clerk still refused to give it to him because he didn't believe him.

At this point, the robber took! his driver's license out of his wallet and gave it to the clerk. The clerk looked it over and agreed that the man was in fact over 21 and he put the Scotch in the bag.

The robber then ran from the store with his loot. The cashier promptly called the police and gave the name and address of the robber that he got off the license. They arrested the robber two hours later.

Annual Meeting of the Members

Friday, February 9, 2007

GCU's annual meeting of the members will be held at the Olympia Community Center at 222 Columbia St N.W. in Olympia at 7:00 pm. We will discuss the state of the credit union and reports will be given by the CEO,

Finance Manager, Board Chairperson and the Chair of the Supervisory Committee. Members will have an opportunity to ask questions and find out what the board

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We will be closed

Martin Luther King Jr. Day
Monday, January 15
&
Presidents' Day
Monday, February 19

Credit Card Scam— Be Aware

These people only want to get you to give them the CVV number on the back of your VISA card. Don't let them con you into giving it to them because when they have it, they have a blank check.

If you have internet access and are signed up for our home-banking site, please check your account regularly for unauthorized account transactions.

If you have internet access and are not signed up for our home-banking program, call us today to get set up on this valuable program.

This one is pretty slick since they provide YOU with all the information, except the one piece they want. Note, the callers do not ask for your card number; they already have it. This information is worth reading. By understanding how the VISA & MasterCard Telephone Credit Card Scam works, you'll be better prepared to protect yourself.

One of our employees was called on Wednesday from "VISA", and I was called on Thursday from "Master Card". The scam works like this: Person calling says, "This is (name), and I'm calling from the Security and Fraud Department at VISA. My Badge number is 12460. Your card has been flagged for an unusual purchase pattern, and I'm calling to verify. This would be on your VISA card which was issued by (name of bank). Did you purchase an Anti-Telemarketing Device for \$497.99 from a Marketing company based in Arizona?" When you say "No", the caller continues with, "Then we will be issuing a credit to your account. This is a company we have been watching and the charges range from \$297 to \$497, just under the \$500 purchase pattern that flags most cards. Before your next statement, the credit will be sent to (gives you your address), is that correct?" You say "yes". The caller continues - "I will be starting a Fraud investigation. If you have any questions, you should call the 1-800 number listed on the back of your card (1-800-VISA) and ask for Security. You will need to refer to this Control Number. The caller then gives you a 6 digit number. "Do you need me to read it again?"

Here's the IMPORTANT part on how the scam works. The caller then says, "I need to verify you are in possession of your card". He'll ask you to "turn your card over and look for some numbers". There are 7 numbers; the first 4 are part of your card number, the next 3 are the security Numbers' that verify you are the possessor of the card. These are the numbers you sometimes use to make Internet purchases to prove you have the card. The caller will ask you to read the 3 numbers to him. After you tell the caller the 3 numbers, he'll say, "That is correct, I just needed to verify that the card has not been lost or stolen, and that you still have your card. Do you have any other questions?" After you say No, the caller then thanks you and states, "Don't hesitate to call back if you do", and hangs up.

You actually say very little, and they never ask for or tell you the card number. But after we were called on Wednesday, we called back within 20 minutes to ask a question. Are we glad we did! The REAL VISA Security Department told us it was a scam and in the last 15 minutes a new purchase of \$497.99 was charged to our card.

Long story - short - we made a real fraud report and closed the VISA account. VISA is reissuing us a new number. What the scammers want is the 3-digit PIN number on the back of the card. Don't give it to them. Instead, tell them you'll call VISA or Master card directly for verification of their conversation. The real VISA told us that they will never ask for anything on the card as they already know the information since they issued the card! If you give the scammers your 3 Digit PIN Number, you think you're receiving a credit. However, by the time you get your statement you'll see charges for purchases you didn't make, and by then it's almost too late and/or more difficult to actually file a fraud report. What makes this more remarkable is that on Thursday, I got a call from a "Jason Richardson of Master Card" with a word-for-word repeat of the VISA scam. This time I didn't let him finish. I hung up! We filed a police report, as instructed by VISA. The police said they are taking several of these reports daily! They also urged us to tell everybody we know that this scam is happening.


New Phishing Scam—Please Note

Washington State Employees Credit Union recently had a *phishing scam perpetrated against them that was the best we've ever seen. The scammers sent out an official looking email to some of their members asking them to click on a hyperlink in the email to set their security questions and answers because of increased security procedures. Because financial institutions are in the process of complying with stronger online authentication procedures the target is not alerted to the scam. **Please be aware that your credit union or financial institution will NEVER send you an email with a hyperlink to access a website.** In fact it is a good rule of thumb never to click on an embedded hyperlink in an email to go to a website. To verify you are being directed to a authentic website look up the website address for the institution or company in Google or your preferred web browser and then type the valid website address in your address bar. This security procedure also applies to online purchase sites where you use a credit card to purchase items. Always type in the website address in your address bar and when you are in the site always look for the lock icon on the bottom of your screen to insure the website is secure.

**Phishing is a scam that gets the target to click on a link in the phishers authentic looking email to take the target to a false website, that looks exactly like the authentic website, where the scammers can access information you input while you are in their site. The phishers usually ask for account information and since the target thinks they are in a secure site they type in the requested information and they are then targeted for identity theft.*



Home Banking Security Information



The two factor authentication process was required by regulation. We apologize if the process has been challenging for our members but your credit union is concerned for your safety and information security when you are using our home banking site. If you log on to our home banking site from a computer other than the one on which you set up your security questions, it is likely that you will be challenged to answer one of the security questions when you log on. This is for your protection to ensure you are the person who is to attempting to access your account. The questions were designed to pertain to all age groups but if you can't find an answer that you can easily

remember, please contact Marylin at the credit union at extension 1115 and we will work on adding your preferred answer. **IF YOU ANSWER YOUR CHALLENGE QUESTION INCORRECTLY THREE TIMES YOU WILL BE LOCKED OUT OF HOME BANKING. YOU MUST CALL US TO GET A TEMPORARY PASSWORD.**

AFTER YOU RECEIVE YOUR TEMPORARY PASSWORD CLICK ON "Click Here if you are a first time user or have been issued a temporary password" located under the login prompt on the home banking page and then enter your account number. You will be asked for your temporary password. After you enter the temporary password we gave you, you

will be required to change your password. Then you will be directed to the security page where you must answer 4 of the questions presented. Please commit the answers you gave to memory or write them down and put them in a secure location. From time to time when you are in the home-banking site you can look at the question and answers you have chosen. Just click on the "Options" tab on the left side of your screen after you log in. Then choose "Security" and "Security Questions & Answers". You can view the questions you chose and the answers to three of them. The first question is not displayed so you can made any change you wish. Just click the drop down box to choose your preferred answer on any or all of the questions.

IMPORTANT INFORMATION

What to do if you get locked out of Home Banking

Vehicle Loan Rates

Still as low as **3.95%***

Generations Credit Union loan interest rates are still the lowest around. They won't be this low much longer so if you are contemplating a new vehicle purchase, contact us right away. You can call us or apply online on our home banking site and get an instant decision 24/7 or go to a participating CUDL dealer on the weekends to secure financing. If you don't get an instant approval it doesn't mean you don't necessarily qualify for the loan, it just means that some of the information you have given us doesn't fit the preset qualifications that are set up in our system. We will review your loan application on the next business day and contact you if we need more information.

* This rate applies to loans for 2006 or 2007 automobiles that get 30+ highway miles per gallon (as shown on the factory sticker or listed in the EPA Fuel Economy Guide at www.fueleconomy.gov/feg/download.shtml) or alternative fuel or flex fuel vehicles. To qualify for the lowest rate shown above credit criteria standards must be met.

2007 Entertainment Books on Sale

Generations Credit Union has a limited supply of 2007 Entertainment Books for sale in our office for the low price of \$30.00. All proceeds from the sale of these books are going to fund the ALS Research Foundation, Evergreen Chapter. This is a great cause and the book will pay for itself the first time you use it. There are even discount coupons for GROCERIES!!! Be sure to get yours today.

E-Statements—Are You Signed Up

If you sign up to receive your Generations Credit Union account statements online you will receive them up to 5 days faster than snail mail. You will also be able to view and print your statements and tax forms from our home banking page 24/7, at your convenience. When you are struggling with your tax returns, yes it is that time of year again, you can get the information you need when you need it. Sign up in home-banking.

has planned for 2007. Our members (you) are owners and we do want to know what you think. We will have some great door prizes and yummy desserts. Please plan to attend this important member event.

There are three open positions for the Board of Directors and two open Supervisory Committee positions. The Nominating Committee has nominated three candidates for the Board of Directors positions and two candidates for the Supervisory Committee. They are:

BOARD OF DIRECTORS

Bill Kartman - Incumbent - Current ESD employee

Darrell Wallace—Incumbent - Retired ESD

Brian Conger—Incumbent - Self Employed

Our door prizes include a 42” Plasma TV and you must be present to win.

Make plans to attend this informative meeting!

SUPERVISORY COMMITTEE

Jim Donnelly—Incumbent - Current ESD employee

Sheila Johnson Teeter - Current ESD employee



Children’s Coloring Contest Winners

	Ages 3-5	Ages 6-9	Ages 10-12
First Prize	Saleena Huff 5	Tanner Mattson 9	Natasha Cnossen 11
Second Prize	Daniel A. Bailey 4	Jakki Hayner 9	Jayseph Wells 10
Third Prize	Adam Ludahl 3	Ceilidh Swan 8	Reyna Rodriquez 11

Thank you to all of our young members who sent in entries. Choosing the winners was difficult because you all did a great job. We will be having more contests in the future so be sure to read our letters and newsletters for information about upcoming events. If you are not yet a member of GCU and want to participate in future contests ask your parents to help you join. There is a printable membership application on our website at www.generationscreditunion.com. Click on “Accounts” and then “Regular Shares”. Follow the instructions to join and while you are on our site be sure to check out the great site links we have on our KIDS Club page for information and fun.



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 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
 Darrell Wallace
 Johanna Standish
 Suzanne Greer
 Brian Conger

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

Supervisory Committee

Tim Norris
 Jim Donnelly
 Penny Hall
 Dick Huycke

