

Kennewick's Credit Union Column

Quarterly Newsletter - Summer 2009

KCFCU-0609-NL

Please take a moment to read your new Credit Union newsletter. In addition to important account disclosures, We will keep you informed on our latest products and services that can save you money. Enjoy!

It costs HOW MUCH to refinance?!

Don't spend \$3,000 or more in fees to refinance your mortgage when you can spend as little as \$300, with rates starting at **4.95% APR***! Please note that on larger amounts or longer terms a "7 year call" may apply. Borrowers are responsible for homeowners insurances and property taxes (we do not offer escrow services).



*Annual Percentage Rate, subject to credit approval, some restrictions apply, Equal Housing Lender. Rate and fee amounts quoted are for smaller balance mortgages at a 15-year term. Why pay more when you could be saving money?

Annual Meeting Report:

Thanks to all who attended our 2008 Annual Meeting on April 15th, 2009 at the Country Gentleman. John Myers was re-elected to the Board of Directors for a 3-yr term. We appreciate the service of all our volunteer officials: Tony Edwards, Diane Turney, John Myers, Carol Krueger, Tamara Williams, Joyce Myers, Dora Poor and Deb Goodwin. They keep us on-course as your member-owned financial cooperative, KCFCU belongs to you!

Is your statement correct?

Carefully review your enclosed account statement and compare it to your own records. If there is anything that does not appear correct please send notice of this inconsistency to the following address:

KCFCU Supervisory Committee, PO Box 7165, Kennewick, WA 99336.



Debit Card Reissues & Fraud

Many of you were reissued debit cards recently, as VISA informed us that some of your card numbers may have been compromised. Although relatively few members actually experienced fraud, the protection of your funds is our top priority. This compromise occurred due to the data breach of a national VISA payment processing company late in 2008, this was not the fault of your Credit Union! Remember, as long as you notify the Credit Union IMMEDIATELY and complete the proper paperwork you will not be liable for any fraudulent transactions. What can you do to help prevent fraud? Regularly monitor your account balance and activity and keep your contact information up to date so we can contact you! To monitor your account you can use our 24-hour automated phone teller by calling 783-1900. If you prefer the internet sign up for free online banking at www.kcfcu.com. If you would like to pay your bills online sign up for our new **free online bill pay** services.

New Fee Notices:

- In order to better cover expenses we will be raising the fee to replace lost or destroyed debit cards to \$10.00 each, with mailed PIN re-orders at \$5.00 each.
- The charge for placing a "Stop Payment" order on checks or ACHs has increased to \$25.00.
- Remember to keep your account active, as dormant accounts are charged \$5 per month after 18 months of inactivity. If your funds are escheated to Unclaimed Property for the State of Washington (after 3 years of dormancy) or if a garnishment or levy is imposed on your account there is a \$50 charge.
- Remember that exceeding 6 withdrawals from your share savings account is restricted by federal regulation and will result in a \$3 fee per excess withdrawal. These fees will be posted to your account in the following month. We encourage you to open a checking account if you haven't already!

Beware of Debit Card Holds!

You may have noticed that deposits now show up on your debit card immediately, and withdrawals hit your account immediately as well. This is because your debit card is now synchronized with your account balance in "real time." While we hope you enjoy this new convenience, be aware that some sellers (like hotels or gas stations) may place a "hold" on your account funds for more than you spend. This hold can range from \$50 to \$500 and can remain for up to 3 days. A "hold" means the money is considered already spent and is **no longer available** even if it isn't actually used. This could result in overdraft fees or items being returned, so be sure to keep enough in your account to cover these holds!

Credit Card Debt Why Pay More?

Transfer your balances with no fee and a low rate starting at 8.90% Annual Percentage Rate. Why pay more?

Rate quoted is for the Platinum card with an active checking account.



From the President:



The ripples from our troubled national economy continue to create problems for governments, businesses, individuals, and financial institutions across the country. Late in January and again in late March, the NCUA (the federal regulator for credit unions) mandated that all credit unions be assessed special charges to build and recapitalize the insurance fund that protects deposits. This was required because of the difficulties in the real estate and investment markets across the nation. Even though this was not the result of our actions, we are a part of the larger 'Credit Union System' with a legal obligation to share in maintaining reserve funds for insurance of accounts.

While these "special charges" were significant and have impacted our income performance this year, your credit union remains well positioned, healthy and sound. Your money is still insured up to \$250,000. We currently have an abundance of capital, so we encourage you to take advantage of our recently introduced first mortgage loan products. Not only can you refinance your home for as little as \$300, but our rates are starting at only 4.95% APR* Thank you for the opportunity to serve you. *Annual Percentage Rate, some restrictions apply, equal housing lender

Starting Loan Rates (June 02, 09)*	APR*
Share-Secured Loan	4.22%
Platinum Credit Card (with active checking)	8.90%
Classic Credit Card (with active checking)	12.90%
Signature Loan	14.00%
New & Used Auto Rates	4.49%
Boats and RVs	6.25%
Home Equity Loans	5.25%
Home Equity Line of Credit	4.00%
15-year Home Loan	4.95%
20-year Home Loan (7-yr call)	5.15%
30-year Home Loan (7-yr call)	5.25%

*Annual Percentage Rate. Some restrictions apply, subject to credit approval, rates may change at any time without notice. Rates quoted are for best credit and shortest term. Home Equity line of Credit is variable based on the WSJ Prime Rate and can change each quarter. Other rates and terms and restrictions apply. Equal Housing Lender. Credit card rates are 2% higher without active checking.

Contact Information

Touch Tone Teller: 783-1900
Office: 735-8331
Toll Free: 800-873-3354
Homepage: www.KCFCU.com

Credit Union
Asset Size: \$16,528,289
of Members: 3386
of Employees: 8
Year Established: 1969

2626 W. Kennewick Ave. • Kennewick, WA 99336



Your Small-Town Credit Union Community ~ Cooperative ~ Not for Profit
We Belong to You!

Kids - Join our Johnny Applesed Club!



Teach your kids to save money – by letting your credit union reward them! Children (newborns to 12-years) can be members of this club and can receive prizes when they open the account (a pop-out calendar and membership card), as well as a toy each time they save money by making a deposit (or they may also be entered in a quarterly drawing). Take advantage of this fun way to teach your children to save money! Federally Insured by NCUA. **Kids – You Could Win \$10!** Count and circle each time the word "save" is found on this newsletter. Then return it with the total, your name, phone number and account number written on it. It will be entered in a drawing a month later and one correct entry will win \$10 – deposited into your account! (Only one entry per Johnny Applesed member.)

Privacy Policy - KCFCU is committed to making available financial products and services that will enable you to meet your financial needs and reach your financial goals. Protecting personal information and using it in a manner consistent with your expectations is a high priority for everyone associated with KCFCU. As a member of KCFCU, you also have a responsibility to safeguard your financial information. To ensure that you can rely upon the quality of products and services we make available, KCFCU stands behind the following privacy policy:

- *KCFCU will collect only the personal information that is necessary to conduct our business.* That means just what is necessary to provide competitive financial products and services -- no more.
- *KCFCU will protect your personal information.* We will maintain strong security controls to ensure that member information in our files and computers is protected. Where appropriate, we will use security coding techniques to protect against unauthorized access to personal records, ensure accuracy and integrity of communications and transactions, and protect members confidentiality.
- *You will always have access to your information.* As a member of KCFCU, you will always have the opportunity to review your information and make necessary changes to ensure that our records are complete and accurate.
- *KCFCU will only share information when absolutely necessary.* We will only share information to administer the products and services we provide, when required to do so by the government, or when we partner with other businesses to offer a broader array of products and services.
- *KCFCU will partner only with businesses that follow strict confidentiality requirements.* The businesses we select will offer products designed to enhance our members' economic well being. Under no circumstances will KCFCU authorize these firms to charge your account without your express consent, and we will not sell member information to telemarketing firms.
- *KCFCU will offer you a choice in how your information is used.* Any member of KCFCU may elect to keep information from being shared with our business partners. We will inform you on how to exercise your choice, and we will take all reasonable steps to make sure your requests are followed. At least once a year, we will remind all members of your right to choose.
- *KCFCU will never make unsolicited requests for your personal account information by phone or e-mail because we already have it.* These are fraudulent attempts to steal your money and/or identity.