



## Rake in the savings with falling loan rates

The first telltale signs of fall have arrived. We can't help but notice that little nip in the air and the vibrant colors of the leaves changing. But there's another kind of excitement in the air at Members Credit Union: falling auto loan rates! We have lowered our rates on new and used vehicles through November 15, 2004. Discounts of up to one percent are now available. Call us for pre-approval before you shop.

\*APR=Annual Percentage Rate. 2.75% APR based on 24-month term, Rewards Status and 40% down payment. Other terms available. Normal credit guidelines apply.



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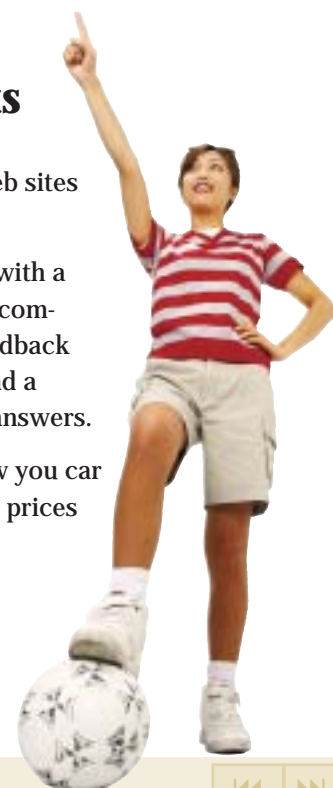
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## Our Car Buying Coaches get winning results

Our credit union team now has Anytime Adviser New and Used Car Buying Coaches to help you get ahead in the car-buying game. These valuable new resources on our Web site offer insights on everything from researching dealer costs to negotiating with salespeople.

Go to our Web site at [www.memberscu.coop](http://www.memberscu.coop) and take our New or Used Car Buying Coach for a test drive. We'll help you get the vehicle that's best for you – and we can help you get the best loan, too. To find out more about our competitive auto interest rates and personal service, call or visit either of our offices today.

- ▶ Links to top-rated Web sites to find dealer costs.
- ▶ Practice negotiating with a dealer salesperson – complete with instant feedback on your responses and a gauge to score your answers.
- ▶ Calculators that show you car payments for various prices and rates.





## Check 21 – Important changes in check processing

On October 28, 2004, a new law known as Check 21 will go into effect to improve the efficiency of the nations' check payment system by eliminating the need to physically transport paper checks between financial institutions.

### WHAT IS CHECK 21?

Check 21 is legislation that allows financial institutions to substitute a digital image of a check ("a substitute check") for the original check for collection or return. This allows financial institutions to process checks electronically rather than by transporting them via truck, train or airplane. Substitute checks will include the exact same information shown on your original check and will be the legal equivalent of the original check.

### WHAT IS A SUBSTITUTE CHECK?

A substitute check is created by a financial institution and is a paper reproduction of a digital image of the front and back of an original check.

### WHY WAS CHECK 21 CREATED?

Check 21 was created to reduce the time, risks and costs associated with paper check processing and transportation.

Check 21 allows original paper checks to be removed from the collection process and be replaced with substitute checks created from digital image files. Financial institutions can send check images electronically, reducing dependence on transportation.

### WHAT HAPPENS TO MY ORIGINAL CHECK?

There are no requirements governing the retention of original checks by the financial institution that converts the item into a substitute check. Original checks will most likely be destroyed after a short period of time by the financial institution originating the substitute check.

*"Check 21 will benefit consumers in many ways. Since check clearing will be faster, fraud can be detected and investigated sooner which brings a quicker resolution."*



### HOW TO AVOID THE USE OF WRITTEN CHECKS

Our MasterMoney Debit Card is a great way to minimize the need for written checks. Also, demo our Bill Payer service free for three months to pay your bills online, without checks. Call or visit our office for to sign up.

Human Resources –  
our greatest asset

*It is with much pleasure that we introduce Gustavo (T.J.) Aquino, new MSR at the Cos Cob office. T.J. is a graduate of Greenwich High School, and interned at Sound Federal Savings. Be sure to stop by and say hello to T.J. (pictured below) the next time you visit our office.*

## CHECK 21 MEANS FASTER CHECK PROCESSING

With Check 21, checks will be processed more quickly, which means it may take less time for many of the checks you write to be paid from your account. Thus, more than ever, be sure that you have funds on deposit to cover all items before you initiate any transactions from your accounts.





## Back-to-school basics with MCU

Since 1935 when our credit union was formed, teachers have always had high marks in our book! That's why we have a special back-to-school offer for all the employees of the schools we serve. **Join before November 1, 2004, and we'll deposit \$10 into your savings account.**

*MCU staff and volunteers greet new and returning teachers at GHS*

*From left: Linda Shirley, Director; Kathy Chartier, President; Oliver Bloch, Chairman; Sena Povinelli, Head MSR Cos Cob Office; Kelly Becker, Loan Officer Stamford Office; and Lynn Sabatino, Vice President and Branch Manager Cos Cob office.*

## TOP TEN REASONS TO USE YOUR CREDIT UNION

**HOLIDAY CLUB**  
Checks will be issued the first week of November for Club accounts with a balance of \$100 or more. Call today to start your 2005 Club.

10. **Handle your transactions from the comfort of your home or office with free CU @ Home online teller (robe and slippers optional)**
9. **Free debit transactions and cash back at the register with MCU MasterMoney Debit Card**
8. **No-fee Checking (plus, a wide selection of pretty checks to choose from)**
7. **Three-month free trial for Electronic Bill Payer**
6. **Rewards Account with special benefits, including loan discounts and premiums on certificates**
5. **Do-it-yourself valet parking at both MCU locations**
4. **Great door prizes and food at Annual Membership Meetings (we're owned by our members, no outside stockholders)**
3. **Preferential treatment for kids, teens, adults and seniors**
2. **Getting a loan is easy, painless and convenient**

And the #1 reason to use your credit union is...

Members Credit Union will go the extra mile to help you with your needs at every stage of life. Count on us for small services, like a notary, and larger services like buying a home.



**BOARD OF DIRECTORS**

Oliver Bloch, Chairperson  
Ann Byrne, Vice Chairperson  
Kathy Chartier, Treasurer  
Paul Swaggart, Secretary  
Elisabeth Bates, Director  
Dirk Delo, Director  
Linda Shirley, Director

**SUPERVISORY COMMITTEE**

Lisa Dempsey, Chairperson  
Michael Gavan  
Aaron Hull

**LOCATIONS & HOURS****Cos Cob Office**

393 East Putnam Avenue  
Cos Cob, CT 06807  
Office: (203) 622-6050  
Fax: (203) 622-6051  
Monday & Friday  
9 a.m. – 4:30 p.m.  
Tuesday & Thursday  
9 a.m. – 6 p.m.  
Wednesday  
12 noon – 4:30 p.m.

**Stamford Office**

56 West Broad Street  
Stamford, CT 06902  
Office: (203) 975-3866  
Fax: (203) 975-3870  
Monday & Friday  
9 a.m. – 4:30 p.m.  
Tuesday & Thursday  
9 a.m. – 6 p.m.  
Wednesday  
12 noon – 4:30 p.m.

**APPLELINK**

(203) 622-6052

**INTERNET & EMAIL ADDRESS**

www.memberscu.coop  
lsabatino@memberscu.coop  
klchartier@memberscu.coop

## International Credit Union Day – October 21, 2004

### DREAM...BELONG...ACHIEVE

For 54 years, credit unions have set aside the third Thursday in October to celebrate International Credit Union Day. Each year, it gives us an opportunity to remember our proud history as we promote understanding and support for the credit union difference.

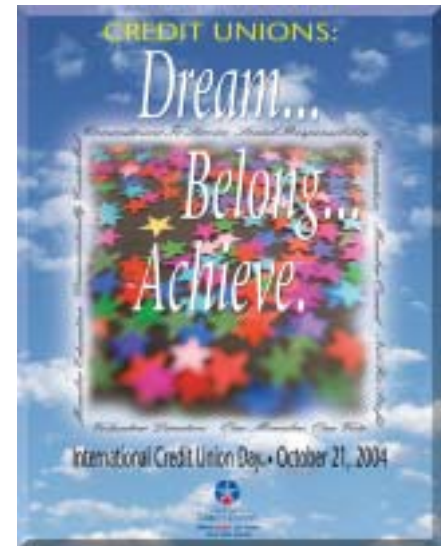
In 1848, Freidrich Raiffeisen, mayor of Flammersfeld, Germany conceived of the idea for a credit union to help ease the distress of farmers suffering from the famine that had struck his district. Today, more than 120 million people belong to 40,258 credit unions around the world.

Member service is the foundation of the credit union movement. Whether a credit union is providing a loan to help a member cover unexpected medical

bills, giving financial counseling to a member whose company closed its doors, or simply offering a better deal on a used car loan, the credit union is making a difference for its members and the community as a whole.

In the 2003 American Banker/Gallup Consumer Survey, credit unions led the financial institution's ratings for staff friendliness and courtesy, speed of loan decisions, deposit rates, and improvements from year-to-year in service quality.

This International Credit Union Day, we are excited to be a part of your dreams and achievements. Thank you for being part of the credit union difference. Please don't hesitate to tell us how we're doing, and how we can provide even better service in the future.



In honor of International Credit Union Day, October 21, we will be serving refreshments with an international flavor in the lobby of both of our branches. Please be sure to stop by to help us celebrate our roots. We look forward to seeing you!

**HOLIDAY CLOSINGS**

Columbus Day – Oct. 11  
Veterans Day – Nov. 11  
Thanksgiving – Thursday, Nov. 25  
& Friday, Nov. 26  
Christmas Eve – Close at 1 p.m.  
on Friday, Dec. 24  
New Year's Day – Close at 1 p.m.  
on Friday, Dec. 31

### MEMBER SURVEY: We value your opinion

We are exploring the possibility of offering our members the option of e-statements, and would appreciate knowing if you would be interested in receiving your MCU statements electronically. E-statements offer many advantages, including convenient storage and retention. Plus, they are delivered faster than traditional paper statements and are more environmentally friendly. Also, please indicate on this form if you would like to receive MCU news and promotions via email. Thank you.

Would you be interested in receiving your MCU statements electronically (e-statements)?

YES  NO

Would you like to receive MCU news and special promotions via email?

YES  NO

Member Name \_\_\_\_\_

Email Address \_\_\_\_\_

Please mail or deliver this form to either MCU office. Your participation in this survey does not obligate you to receive e-statements.