

# Great Rates!


Rates subject to change on a daily basis. Check with your local branch for most current rates . . . they may be even better than those listed below!

## GenFed Loan Solutions

**New and Used Cars as low as:**  
 2007 and newer 5.24% APR  
 2005 — 2006 5.74% APR

*Call for rates on older vehicles.*  
 Boats, RVs, & Campers as low as: 5.24% APR  
 Motorcycles as low as: 5.24% APR

**Real Estate Loans as low as:**  
 First Mortgage (fixed) 5.25% APR  
 Second Mortgage (fixed) 5.75% APR  
 Line of Credit (Prime - 0.50%) 3.50% APR

 (variable rate, LTV up to 80%)  
 (Prime - 0.25%) 3.75% APR  
 (variable rate, LTV 81%-90%)  
 3/3 ARM (variable rate) 3.50% APR  
 Balloon Loan (fixed) 6.75% APR  
 (Check with a loan officer about other purchase mortgage options and rates.)

**Personal Loans as low as:** 7.50% APR  
**GenFed MasterCard, fixed and variable rates as low as:** 9.96% APR

**5.99% APR on all NEW purchases on a GenFed MasterCard between now and April 15, 2009.**

## Savings, Checking, & Investing

Share Savings	Min. to Open/Earn	APY
Dividend Checking	\$25 / \$100	0.50%
No Fee Money Market	\$50 / \$100	0.40%
	(\$2,000 min. to earn)	
	\$2000 - \$20,000	1.25%
	\$20,000 and over	1.50%
No-Fee Jumbo Money Market	(\$75,000 to earn)	
	\$75,000 and over	1.75%
IRA Accumulator	\$100 / \$100	1.50%

	Certificates	IRA Certificates
3 month	1.25% APY*	
6 month	2.20% APY	
9 month	2.25% APY	
12 month	2.30% APY	2.30% APY
18 month	2.30% APY	2.30% APY
24 month	2.30% APY	2.30% APY
30 month	2.45% APY	2.45% APY
36 month	2.60% APY	2.60% APY
48 month	2.85% APY	2.85% APY
60 month	3.15% APY	3.15% APY

Refinance of existing GenFed loans subject to applicable fees & conditions. Other rates and programs apply to new money only. Loans subject to approval and terms. Loan rates as of 12/1/08 and include full discounts. We may offer different rates in the future. Contact your branch to determine your discounts. Vehicle loan terms may be limited based on age of vehicle. Annual percentage yield (APY) on regular savings is accurate as of the last declaration date of 10/1/08. Other savings rates are as of 12/1/08. Penalty will be imposed for early withdrawal on certificates. Certificates have \$1000 minimum. Certificate rates subject to change at any time. Disclosures available upon request. Fees or early withdrawal could reduce earnings on accounts. Contact GenFed staff for more information about current rates, terms and fees. Variable rate HELOC with no minimum rate (floor). Rate tied to the Prime Rate and will not exceed the Prime Rate as published in the Wall Street Journal. The rate will only rise if Prime rises and will not exceed 18.00% APR, even if Prime rises above that. ARM rate adjustment at each 36th month increment. \*3 month certificate is for MINORS ONLY with a minimum of \$500. \*\*Education IRA increases not available on special terms (terms in bold) or with any other coupons or special offers. \*\*\*5.99% APR on all new purchases made on or before 4/15/09. Rate returns to the standard MasterCard rate on 4/15/09.



Akron	330.784.5451
Antwerp	419.258.5151
Bryan	419.636.1053
Centralia	618.532.9524
Fairlawn	330.835.9103
Lorain	440.282.4606
Mt. Vernon	618.244.1077
Sheffield Lake	440.949.1782
Shelbyville	317.392.6230
Wadsworth	330.336.2150
Wadsworth (Great Oaks)	330.336.3556

Branch closed but you want a loan? Touch-tone Teller: 800.850.5451  
 Try Loan Phone: 1-877-GF-LOAN-01

HomeBanking @ [www.genfed.com](http://www.genfed.com)

# Loose change

## Think you are headed for trouble?

Do you feel your bills are starting to get away from you? Before contacting an outside agency that may make false promises or actually hurt you more, come to GenFed. If you're not comfortable dealing with creditors or feel overwhelmed by the task of getting your financial house in order, take advantage of the services offered by GenFed Credit Union.

## Student Loans

If you're going to college and considering a student loan, apply as soon as you're accepted to school. The sooner you return your financial aid application, the better chance you'll have of receiving funds.

GenFed offers a number of loans that can be used for the purpose of educational financing including home equity loans, loans using your vehicle as collateral and signature loans. Plus, ask your local branch for a packet on government student loans.

## Scholarships

The Carroll, Prather, Young Scholarship awards two \$1,000 scholarships to GenFed members or their children for the pursuit of academic achievement. The winners will be selected based upon a written response to an essay question. Applications must be returned to GenFed's corporate office by March 3, 2009.

Additionally, the Summit Chapter of the Ohio Credit Union League will be awarding one \$1,000 and two \$500 scholarships to students. One winner will advance to a statewide scholarship program sponsored by the Ohio Credit Union League. Applications should be submitted no later than March 3, 2009.

In addition to our Carroll, Prather, Young Scholarships for all GenFed members, each year GenFed also offers a \$1,000 scholarship to anyone in the Wadsworth, Ohio, community. If you live, work or worship in Wadsworth, you are eligible for this scholarship. Stop by GenFed's South Lyman or Great Oaks branch to pick up an application or visit [www.genfed.com](http://www.genfed.com).

Stop by or call your branch for details and application forms.

## Important Numbers

If your GenFed Debit Card is lost or stolen, please call 1-800-523-4175 to report it. If your GenFed MasterCard is lost or stolen, please call 1-800-325-3678 to report it.

## Depositing Checks Made Easy!

Envelopes are now available for you to mail deposits to your local GenFed branch. Ask for a supply at your branch.

## Need to find a surcharge-free ATM?

Visit your local branch or [www.genfed.com](http://www.genfed.com) for a list of surcharge-free ATMs in your area. And remember, if there is no ATM

nearby, you can use your PIN at the register at most grocery stores, including Wal-Mart, and get cash back!

You can also find a CO-OP Network surcharge-free ATM by texting your location (address, intersection or zip code) to 692667 (MYCOOP) from any mobile phone. \*Standard text-messaging rates apply.

## Earn money with your GenFed MasterCard

Earn a 1% rebate, up to \$50, when you transfer your 'other' credit card balances to your GenFed MasterCard. Stop by your local branch to transfer your balances and get your 1% rebate. Don't have a GenFed MasterCard? Stop by your local branch to apply for one and start taking advantage of our 1% rebate offer. Just one more benefit of being a GenFed member/owner.

Not good enough? From now until April 16, 2009, get 5.99% APR on all new purchases on your GenFed MasterCard. Contact your branch for more details.

## New Saturday Hours!

GenFed's Bryan, Ohio branch, is now open 9:30 to 12:00 on Saturdays.

GenFed's Lorain, Ohio, branch is now open on the first, third and fifth Saturdays of the month from 9:30 to noon. The Sheffield Lake, Ohio, branch is now open on the second and fourth Saturdays of the month from 9:30 to noon.

## Disaster Instructions

In the event of a disaster that requires closing of your local branch, please use on-line services or contact one of our other locations. Additionally, call 877-CU-LOCATE (877-285-6228) from anywhere in the country for GenFed's status. This number is part of the Credit Union National Emergency Information System.

## Checking Your Beneficiaries

Beneficiaries are those who will receive your funds should you die. If you have had changes in your life or in your previous beneficiaries, updating this information is vital. Contact your local branch to review or update your account.

## Disability Insurance Rate Change

Rates under MEMBER'S CHOICE™ Disability Insurance coverage on any insured loan(s) prior to January 1, 2009 will be decreased, effective January 1, 2009. The new Disability Insurance rate per \$100 of outstanding loan balance will be as indicated below:

Single Credit Disability 14 Day NR now \$.212 (was \$.275)  
 Joint Credit Disability 14 Day NR now \$.403 (was \$.522)

There is no action necessary on your part to continue your coverage if you already have it.

# Smart MONEY

[www.genfed.com](http://www.genfed.com)

## A MESSAGE FROM THE CEO



Credit unions are safer and sounder than ever.

Credit union capital is near an all-time high. Capital--reserves plus undivided earnings--is the safety cushion that protects against loss. It allows credit unions to survive recessions or turbulent financial markets.

GenFed Financial Services FCU has over \$179M in assets, with Capital/Equity at over \$23M. This equates to a Capital/Equity ratio of 13.29%, well above the 7% which our regulator defines as "well capitalized." GenFed has sound business practices and more than adequate insurance on your accounts.

Credit unions' strength means a strong National Credit Union Share Insurance Fund (NCUSIF)--the federal deposit insurance fund that guarantees the safety of member savings up to \$250,000.

GenFed has also gone the extra mile and purchased an additional \$250,000 in insurance from Excess Share Insurance, a private insurance company.

GenFed Federal Credit Union has been virtually unaffected by the current economic crisis by being a responsible lender and not giving loans to those who cannot afford more debt or cannot afford a changing payment on their mortgage. GenFed has not approved loans that were not in the best interest of the borrower just to get a loan on the books. Therefore, our ability to serve members is in great shape.

While other lenders are tightening restrictions and cutting back on lending, we continue to offer loans and increase our marketing efforts to get the word out to our members and potential members that we are here to help!

GenFed is a member-owned, not-for-profit cooperative. We don't make business decisions that benefit the bottom line but hurt the member. Frankly, it makes us the best source for all your financial needs across the board. During our 70 years of service, GenFed has always offered only responsible programs and we are committed to continuing this same responsible service.

Sincerely,

*Joyce R. Jones*  
 Joyce Jones, CEO

## CASH IN ON YOUR RELATIVES AND CO-WORKERS — FOR AS MUCH AS \$250!

### Referral Form

(please print)

Eligible NEW Member, NEW Loan Member or NEW Checking with Net-Pay Direct Deposit (circle one) Member's Name

CURRENT MEMBER Signature

CURRENT MEMBER Name

*\*This Coupon MUST be presented by the new member, new checking member or new loan member for current member to earn the incentive.\**

- Get **\$5** for each qualifying new member that you refer to GenFed.
- Get **\$10** for each qualifying new checking with net-pay direct deposit member (*new or current GenFed members*) that you refer to GenFed.
- Get **\$50** for each new GenFed loan member (*new or current GenFed members*) you refer to us.
- Get a chance to win **\$250 CASH** for referring qualified members and give your referred new members a chance to win as well!

Loan must be paid out, checking must be opened and net-pay direct deposit must be started, or new membership must be opened by 6/30/09 to receive the incentive. \$50 incentive will be paid out when coupon is presented by a member that has not had a loan with GenFed in the past (no loan showing on the system) and is available for loans of \$10,000 or greater. The non-loan member's loan must be paid out for the current member to receive the incentive money. \$10 incentive will be paid out when coupon is presented by a member that has not had a checking account with GenFed in the past (no account showing on the system) and once the net pay direct deposit has started. Members can't refer themselves for the incentive. Coupon MUST be presented by the new member, new checking account member, or new loan member for current member to earn the incentive. Incentive program may be discontinued at anytime without notice. The user defined transaction code 'REFER' or g/l 2.279.1.x can be used to credit the member for this promo.

## Kid's Corner! Calling All Artists

Don't forget to pick up your entry for the Johnny Appleseed Calendar Coloring Contest next time you make a deposit. Your entry is due by July 31.

If you win, your drawing will be published in the 2010 Johnny Appleseed Calendar!

If you receive a Johnny Appleseed postcard, you could win a prize! Just return the postcard to your branch by the 15th of each month to receive an entry.

### Get Another Chance To Win!

A couple times a year, GenFed Junior Members receive a GenFed Googolplex Newsletter specially designed for young credit union members. Periodic contests for each age group are outlined in each newsletter. Correct contest entries are placed into drawings for \$25 for members between the ages of 5 and 12, \$50 for ages 13 and 14 and \$100 for ages 15 through 17.

Your child's not a GenFed member? Stop by your local branch to get them started on the right financial track. Once they have an account they will start receiving the GenFed Junior Member Newsletter.

## GenFed has FREE Checking

When you open up a GenFed FREE Checking account, you also get:

- No monthly fees
- FREE FREDI 24-Hour Touch-tone Teller
- FREE Debit Card with unlimited FREE signature transactions
- Dividend options available
- FREE Bill Payer for active users
- Three FREE ATM networks
- Unlimited check writing privileges with discounted first check order
- FREE Online HomeBanking
- FREE personalized counter checks when account is opened
- Free checks for retirees for life

## Welcome to the Family!

**Avalon RV Center: Medina, OH**  
**BCG & Company: Akron, OH**  
**BT&K Trucking: Montpelier, OH**  
**Carter Motor Sports: Mt. Vernon, IL**  
**Claudia's Cleaning: Avon, OH**  
**Dales Harley Davidson: Mt. Vernon, IL**  
**First State Financial Group: Centralia, IL**  
**Jefferson County: Mt. Vernon, IL**  
**Lawrence L. Mase, Attorney At Law: Sheffield Lake, OH**  
**Partners in Plastic: Sharon Center, OH**  
**Zylestra Dairy Ltd: Antwerp, OH**

If you have family or friends who work for these companies, please let them know they are now eligible to join GenFed Federal Credit Union.

## GenFed is making a difference

Last summer, GenFed promised to donate \$1 to Children's Miracle Network for every summer loan Skip-A-Pay that was processed. During this time, GenFed raised \$507 for Children's Miracle Network.

GenFed continuously strives to help the communities of which we are a part.

## GenFed Federal Credit Union Privacy Notice

GenFed Federal Credit Union is owned by its members and run by a board of directors you elect. You can be confident that your financial privacy is a top priority of this credit union. We are required by law to give you this privacy notice to explain how we collect, use, and safeguard your personal financial information. If you have any questions, please contact a member service representative at your local branch.

GenFed Federal Credit Union collects nonpublic personal information about you from the following sources:

- \*Information we receive from you on applications or other forms;
- \*Information about your transactions with us or others; and
- \*Information we receive from a consumer-reporting agency.

We are committed to providing you with competitive products and services designed to meet your financial needs, which necessitates that we share information about you to complete your transactions and to provide you with certain financial opportunities. In order to do so, we have entered into privacy agreements with carefully selected, credible companies that provide either services to us or additional financial products for you to consider.

We may disclose all of the information we collect as described above to other financial institutions with whom we have joint marketing agreements.

We may also disclose information we collect about you under other circumstances as permitted or required by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union (sometimes utilizing independent auditors), follow your instructions, or protect the security of our financial records.

GenFed Federal Credit Union restricts access to nonpublic personal information about you to those employees who have a specific business purpose for using it. Our employees are trained on the importance of maintaining confidentiality and member privacy. We maintain physical, electronic, and procedural safeguards that comply with federal regulations and leading industry practices to safeguard your nonpublic personal information.

GenFed Federal Credit Union continues to develop new and exciting opportunities for our members. As such, we reserve the right to disclose nonpublic personal information (such as information we receive from you on applications or other forms) to financial service providers.

## 2009 Closed Days:

New Year's Day 1/1	Thanksgiving 11/25
Martin Luther King Day 1/19	Christmas Eve 12/24
Presidents' Day 2/16	(after noon)
Memorial Day 5/25	Christmas 12/25
Labor Day 9/7	New Year's Eve 12/31
Columbus Day 10/12	(after noon)
Veteran's Day 11/11	

## Join Us!

Mark your calendar now to attend GenFed's Annual Meeting at your local branch on Friday, May 29, 2009. The meeting will begin 5 to 10 minutes after closing in most branches. Please RSVP by calling your local branch manager.

## Nominating Committee Report

There are three vacancies on the Board of Directors. The Nominating Committee reviewed qualifications of potential candidates and selected the following nominees for the Board of Directors:

### Joyce Jones, Incumbent, 3 year term

**GenFed Member Since:** 1975

**Employment:** GenFed Federal Credit Union

**Credit Union Experience:** Previous General Tire Employees Credit Union employee, GenFed Branch Manager, Branch Operations Officer, Vice President of Operations, and current CEO.

**Reasons for seeking office:** After serving members in the Mt. Vernon branch for 22 years and then having the opportunity to experience operations and CEO roles for the past 12 years, I feel well-equipped to understand the needs and expectations of GenFed members and will passionately serve on the Board of Directors to help assure the highest level of service and satisfaction to our members.

### Mike Bullard, Incumbent, 3 year term

**GenFed Member Since:** 1974

**Employment:** Continental Tire of North America

**Credit Union Experience:** Previous General Tire Employee's Credit Union (Mt. Vernon) Board Member and Credit Committee chair, previous GenFed Supervisory Committee Member, current GenFed Board Member, Vice Chair and Executive Committee Member.

**Reasons for seeking office:** Reasons for seeking office: Having served on credit union boards of directors in the past and knowing the rewards of providing the best possible services to people I work with every day and their families, I am very much looking forward to contributing to a team that does so much for so many.

## Board Elections

According to GenFed Federal Credit Union Bylaws, Board vacancies caused by expiration of terms, resignations, etc., are filled annually by committee nomination and/or a petition process. A member wishing to petition for nomination to the Board of Directors must complete the list of tasks below.

If the nomination and petition process results in more than one nominee for each vacancy, an election will not be conducted by mail ballot, but will be conducted in person at the Annual Meeting. There will be no nominations from the floor at the Annual Meeting when there is only one nominee for each position to be filled. Federal law stipulates that the credit union directors serve as volunteers without pay.

1. Apply in writing to the "Secretary, GenFed Federal Credit Union, 2492 Wedgewood Drive, Suite G, Akron, OH 44312," stating
  - a. Intent to seek nomination by petition and;
  - b. Request for Applicant's Personal Data Form and Official Petition Forms (forms must be obtained from GenFed's corporate office).
2. Prior to circulating petitions, the member seeking nomination must sign the paragraph on each sheet which indicates willingness to accept the responsibilities of a director if elected.
3. Deliver the following completed forms by noon, February 14, 2008, to the "Secretary, GenFed Federal Credit Union, 2492 Wedgewood Drive, Suite G, Akron, Ohio 44312":
  - a. The Applicant's Personal Data Form
  - b. Official Petition Forms Containing the Signatures of GenFed members in good standing as of February 14, 2008, totaling at least one percent (1.0%) of the credit union membership (this requires approximately 200 valid member signatures).

## Abusive Member Policy

**ABUSIVE MEMBERS:** Should any individual be physically or verbally abusive to or harass GenFed Federal Credit Union (GFFCU) employees, volunteers or other members while on GFFCU property, or cause physical damage to GFFCU property, the board of directors authorizes Senior Management to contact such individual in order to discuss his or her actions and to inform the individual that his or her conduct will not be tolerated. Abuse shall also include any indication from the member that he or she intends to cause bodily harm to an employee, volunteer or member, threatens to cause physical damage to GFFCU property, or threatens any other type of retaliatory action against the GFFCU.

Specific examples of abusive conduct include, but are not limited to: any type of harassment including sexual, ethnic, or racial harassment; making racial or ethnic slurs; engaging in sexual conduct; making sexual overtures, flirtations, or advances; engaging in sexual, racial, or ethnic verbal abuse; making graphic or degrading comments about individuals or their appearance; displaying sexually suggestive objects or pictures; engaging in offensive or abusive physical contact; making false, vicious, or malicious statements about any GFFCU employee or volunteer, or GFFCU and its services, operations, policies, practices, or management; using profane, abusive, intimidating, or threatening language toward employees or fellow members; attempting to coerce or interfere with GFFCU employees in the performance of their duties; conducting any fraudulent, dishonest, or deceptive activity involving GFFCU employees or services; posting, defacing, or removing notices or signs on GFFCU premises; writing on GFFCU bulletin boards or other surfaces/signage without management's authorization; appropriation or misappropriation of GFFCU funds or property; immoral conduct on GFFCU premises; deliberate or repeated violations of security procedures; possession, use, or being under the influence of drugs or alcoholic substances on GFFCU premises; fighting or possession of weapons of any kind on GFFCU premises; and vandalism of GFFCU property.

Preliminary contact shall normally consist of the Branch Operations Officers notifying the individual that his or her actions are unacceptable and any further actions of a similar nature shall subject the individual to suspension of GFFCU services. Any preliminary conversations shall be followed up with a letter approved by the President/CEO, fully documenting the situation forwarded to the individual by certified mail. Should such activity continue subsequent to the preliminary notification, the individual shall then be prohibited from entering GFFCU property and he or she shall be notified of this action by way of a certified letter approved by the President/CEO and forwarded to his or her address of record.

If conditions or circumstances warrant such action, Senior Management shall retain the right to contact the local law enforcement authorities, as applicable, as well as the right to obtain a restraining order or other form of protective order to legally prohibit entry of the individual on to GFFCU property.

Should an individual who has been denied access to GFFCU property desire to perform future financial transactions, such transactions must be requested by mail or telephone. Should such actual or threatened abuse continue via mail or the telephone, in accordance with the suspension of services provision of this policy, all GFFCU services shall be denied to the offender except for the right to maintain a share (savings) account and the right to vote at meetings of the membership. Should such a member attend or indicate that he will be attending a meeting of the membership, GFFCU retains the right to arrange for police protection to ensure for the safety and welfare of those in attendance at such a meeting.

Based upon the severity of the abuse, Senior Management shall retain the right to bypass the preliminary notification process and move to immediately suspend services in accordance with the suspension of services provision of this policy.

Formal Determination of Abuse and Action to be Taken: In the event suspected abuse does occur, the Branch Manager (BM) or Department Head (DH) where the abuse occurred shall be responsible for formally documenting any and all instances of abuse in relation to the individual, including interviewing staff members who were the victims of or who had witnessed such abuse taking place. The BM/DH shall then be responsible for compiling a written report detailing such abusive behavior and then contacting the Branch Operations Officers and the President/CEO to discuss the suggested course of action.

Should any action be taken, the individual shall be notified by way of written correspondence signed by GFFCU's President/CEO and sent to the individual's address of record by certified mail. In addition, the account(s) of the individual will be coded accordingly and the Executive Secretary located at the GFFCU corporate office shall retain a file detailing the reason(s) for any and all actions taken.

**POLICY REVIEW:** This policy will be reviewed and updated as necessary and appropriate in order to comply with any changes or revisions to existing regulations or GFFCU practices, which may affect this policy.