

# UNITED EMPLOYEES CREDIT UNION

Newsletter—  
January 2008

*Helping Members Achieve Their Goals*

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## Extra! Extra! Credit Unions Receive Top Ranking in Customer Service Awards.

In August of this year, The Globe & Mail ran Rob Carrick's article "**Credit Unions Rule the Roost of Quality Service**" that reports the results of financial service excellence awards conducted by market the research firm Synovate, and based on questionnaires filled out by 17,500 people. The following are excerpts from the article:

*"The happiest clients in the country bank at credit unions and alternative banks." "Credit unions are sometimes knocked for being a motley crew of big and small names that lack the cohesive identity needed to dominate in the financial marketplace. Still, there's a common characteristic of credit*

*unions that accounts for the high opinion people have about their customer service."*

*"In addition to winning the award for overall quality of service, credit unions also led or tied in four categories that include in-branch staff service."*

*"While credit unions are profit-making operations, their main goal is to serve members well.*

*"We're not doing customer service so that we can turn around and make a bigger profit, we're doing it because that's what we do," said Art Chamberlain, media relations manager for Credit Union Central of Canada."*

*"The happiest clients in the country bank at credit unions..."*

## New ATM Cards = Broader Service & Less Fees

In November, we mailed ATM card users a new ATM card. The reason for this switch is to serve you better. Now you can conveniently make deposits and withdrawals at many more ATM machines and **skip the charge!** Any machine associated with The Exchange Network is a machine you want to use. Many credit unions, HSBC bank and National Bank of Canada are members of The Exchange Network. You can also make deposits at these ATMs, which are subject to

a five-business-day hold. Find out where these machines are all over Canada by visiting [www.the-exchange.ca](http://www.the-exchange.ca) click on [ATM Locations] You can search by *Institution, City* or *Postal Code* to find ATMs near you. **Save your money** by using any ATM that subscribes to the Exchange Network since they won't charge you the "convenience fee".

Already at the machine? Look for this logo to know that you're saving money.



## Deadline for RRSP contributions for year 2007 income taxes is **Friday, February 29, 2008**

Want to reduce your taxes for 2007? Make an RRSP contribution before Friday, February 29, 2008 and the money you put aside **reduces your taxable income** for the 2007 tax year. Contact any of our branches to ask about how your payroll deductions can be conveniently directed to your RRSP.

## DID YOU KNOW...R.R.I.F. maximum age is now the year you turn 71

Under a recent legislation change early 2007, your RRSP may now mature and be converted to a RRIF at the end of the year in which you turn 71 (previously 69 years old). This means that you have an extra two years to contribute to your RRSP! As a result the CRA stated that "the minimum withdrawal requirement will be waived in 2007 for RRIF annuitants turning 70 or 71 in 2007, and in 2008 for those turning 71. This will allow individuals turning 71 in 2008 to benefit from the new, late RRSP maturation age. However, you can still choose to be paid the amount that otherwise would have been the minimum requirement." [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

Are you still receiving **Canada Pension Plan, Old Age Security** or **Disability** as a cheque? Ask us for a **direct deposit** form and payments received from the government can be deposited directly into your account on the appropriate day. Skip the hassles of cashing a cheque!

### MOVING???

It's very important we have an accurate address in order to communicate with you on matters concerning your account. Your information is kept confidential and secure. Call us, fax us or mail us your new address.



### Internet Banking, as easy as...

1. Give us a sign-in *alias* name.
2. Give us a 4-digit numeric P.I.N. (same as your P.I.N. for *Telephone Teller*)
3. Sign in online [www.unitedcu.com](http://www.unitedcu.com) and select [**Internet Banking**]

## It's time your insurance got Personal

Win 1 of 2 \$25,000 cash prizes...  
Just for getting an insurance quote from The Personal\*\*

### Take advantage of the benefits of home and auto group insurance!

- Preferred rates on home and auto\* insurance because you're a member of United Employees Credit Union
- Fast, efficient service, convenient extended hours and easy online access
- 24/7 Emergency Claims Assistance – we'll be there when you need us most

Call today 1 888 476-8737  
Or visit us online at  
[www.thepersonal.com/unitedcu](http://www.thepersonal.com/unitedcu)  
for an auto insurance quote



\* Auto insurance not available in Manitoba, Saskatchewan and British Columbia due to government-run plans.

\*\* Go online for full contest details. Existing policy holders are automatically entered in the contest.

## United Employees' Way: OUR profits are YOUR profits

All our members are also owners, that's what your initial \$100 **share** is all about. This September we paid a dividend of \$5 to all our members. Because you're an owner you earn a share of our profits, this is called **equity**. Banks

don't pay their customers equity. Our profits are your profits, that's what makes United Employees Credit Union special! Many of our members' shares have increased by 50% over the years. Now that's a great return on your savings!

The credit union has been servicing and supporting the Canada Post employees' annual Untied Way Campaign since 1987! This year in particular, United Employees Gateway branch has been happy to sponsor the United Way campaign, and donated \$200 to the cause, which allowed organizers to purchase the prize for the raffle. Pictured here is our credit union member Steve Gorman presenting the iPod prize to the raffle winner, Leanne Hunt, at the Gateway plant. We wish a heartfelt **congratulations** to all the Canada Post employees for all their hard work organizing and supporting the United Way Campaign.

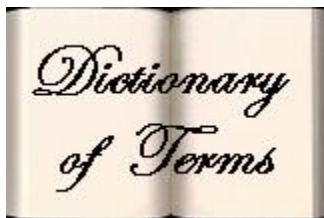


## 5 Simple Ways to Prevent Cheque Fraud:

1. Report lost or stolen cheques to us immediately.
2. Review your account statements closely, and report any discrepancies.
3. Destroy all unused cheques and close unused accounts.
4. When you receive new cheques, verify that no cheques are missing from the pack.
5. Shred cancelled cheques, old statements and unnecessary records that contain your personal information.

**Plan 24** (plān twĕn'tē fōr) *noun*

1. Your home base account.
2. Accessible through your ATM card.
3. Your seven-digit account number, that ends in **0**



**Line of Credit** (līn òv krĕd'it) *noun*

1. Overdraft protection.
2. Peace of mind.
3. Attached to your Chequing account
4. Your seven-digit account number, that ends in **.54**

**Chequing** (chĕk-īng) *noun*

1. The only account from which you can write cheques.
2. Accessible through your ATM card.
3. Your seven-digit account number, that ends in **1**

**Pre-mi-um Sav-ings** (prĕ'mĕ-əm sey-vingz) *noun*

1. Competitive interest rates.
2. The perfect account to store your money in and earn high interest while performing minimal transactions.
3. **3.00%** interest paid out to you monthly.
4. Your seven-digit account number, that ends in **8**

**Term De-pos-it** (turm dĭ-pōz'it) *noun*

1. Guaranteed rates for the length of time you decide on.
2. Perfect for saving money to meet your financial goals.
3. Optional "roll-over" feature which renews your contract at the same rate.
4. Your seven-digit account number, that ends in **.37**

**R.R.S.P.** (ār ār es pĕ) *noun*

1. Registered Retirement Savings Plan.
2. Contributions to this plan reduce your taxable income, thereby reducing the amount of taxes you have to pay!
3. Excellent for planning for your future.
4. Funds can be entered into a Term Deposit for greater interest.
5. Contributions can be made at any age up to 71.
6. Your seven-digit account number, that ends in **.40**

**R.R.I.F.** (ār ār ī ef) *noun*

1. Registered Retirement Income Fund.
2. The year you turn 71 your R.R.S.P. flips over to an R.R.I.F. and starts paying you!
3. Guaranteed retirement payments, the minimum is 7.38 % at age **71**, and it rises over time.
4. Pays out to you on a yearly, quarterly or monthly basis- it's your choice.
5. Your seven-digit account number, that ends in **.48**

NEW MEMBERS ARE ALWAYS WELCOME!

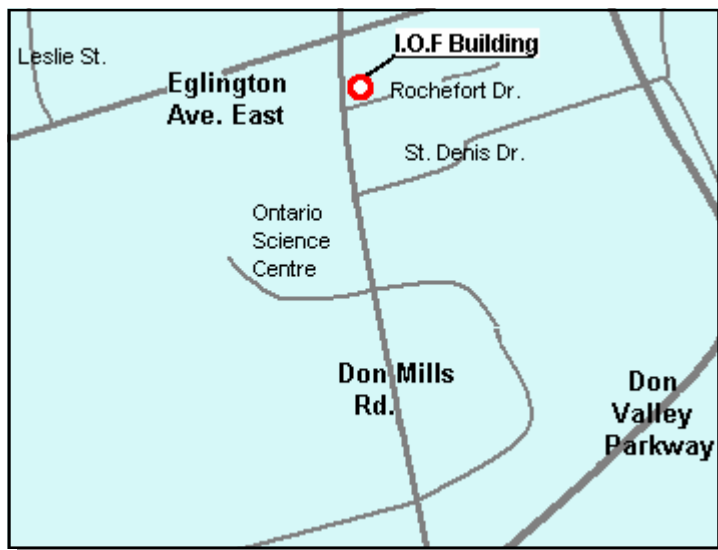
**GATEWAY: News from Mississauga.**

~ For your convenience, the Gateway branch is now OPEN ALL FIVE weekdays and during the lunch hour!  
 ~ Interested in a mortgage or loan? At Gateway there is NO APPOINTMENT necessary to apply, and applications can conveniently be taken over the phone.



**DON MILLS: News from the Hills.**

~The Don Mills Branch is OPEN Tuesdays, Thursdays and Fridays from 10am to 4:30pm  
 ~Visit Isabel or Helen on the 6<sup>th</sup> floor of the I.O.F. Forester's building for your investment



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