

# Your Money & You

Summer 2004

News & Information for ECU Members

## Thank You For Calling

You may have noticed a change in the way we answer the telephone. In June, we changed the options on our phone system to make it faster and easier for you to get the help and information you need. Just like anything new, even if it's better, it takes time to get used to. So let us help.

When you hear "Thank you for calling Everett Credit Union," press:

**"0" for Member Services**

**"1" for business hours and directions**

**"2" for our 24-Hour Automated Teller**

**"3" to apply for a consumer loan**

**"4" for other loan-related questions**

As before, if you know the person you are trying to reach you can just dial the extension number or press "5" for the dial-by-name directory.

We appreciate the opportunity to serve you. Please leave a message if the person you are trying to reach is unavailable. Giving you personal assistance is our top priority. We hope that our new telephone system will only continue to improve as we grow.

## Holiday Closings

Independence Day  
Monday, July 5<sup>th</sup>  
(observed)

Labor Day  
Monday, September 6<sup>th</sup>

# Membership ... Pass It On!

## ECU Membership Drive 2004

As a member of Everett Credit Union, you've seen firsthand the benefits of membership. At ECU, our members are eligible for lower loan rates, higher deposit rates, fewer fees and friendlier service than they would receive at a bank.

During the months of July and August, we are having our first annual Membership Drive where you can refer eligible new members to ECU. The new members can be family members, co-workers or even friends and neighbors. Anyone who lives, works or worships in Essex, Middlesex, Norfolk or Suffolk counties is eligible to join ECU.

For each member you refer who opens a Share Savings Account, you'll receive a special thank you gift from ECU. You'll also be entered into a drawing for a **\$100 American Express Gift Check**, to be drawn at the end of the Membership Drive.

Help your family, co-workers, friends and neighbors enjoy the benefits of membership at ECU. To refer new members, send them to ECU and make sure they mention your name on our New Account Survey.



## Special Offers For Members

### New! The ECU "Triple Jump" CD



Predicting where interest rates will go is harder than winning an Olympic event. That's why ECU is offering a special 18-Month Certificate of Deposit with a rate that increases every six months – guaranteed. Even if interest rates go up faster than the rates offered, you're still a winner, because on any six month anniversary you may withdraw your funds and reinvest them without a penalty. This offer won't be around for long – contact ECU for rates, terms and conditions.

### Keep Your Car – Trade In Your Loan

Members of ECU who financed their vehicles somewhere else have been taking advantage of our Auto Refinancing Program in record numbers! We've been able to save members hundreds of dollars in interest over the life of their loan. If you haven't already, call ECU's Loan Department with the rate, term, payment and current balance of your existing car loan with another lender and we'll give you a free savings evaluation.



**Member Notices**

**Abandoned Property**

Your membership in ECU is important to us. However, if there is no activity in your account or we have not received contact from you regarding your account for a period of three (3) years, the credit union must consider the account abandoned and will be obligated to comply with the state's abandoned property laws. Abandoned accounts are turned over to the state and a \$30.00 processing fee is assessed.

Please contact the credit union if it has been some time since you had activity on your account.

**Telephone Transfers**

At ECU, many of our members enjoy the convenience of using our 24-Hour Automated Teller, also known as "Call 24," for account inquiries, transfers, loan payments and more. We encourage our members to use Call 24 for these everyday transactions, so that our Member Service Representatives can be available to assist with more complicated account issues and other financial needs.

Telephone transfers using the Automated Teller are free. *Effective August 1, 2004, telephone transfers made within the same account number through ECU staff will incur a \$2 service fee.*

**Everett Credit Union**

650 Broadway  
 Everett, MA 02149  
 Phone: 617.389.9000  
 Toll Free: 800.287.1189  
 Fax: 617.381.6231  
 www.ecunion.org



Your Money & You is published by Everett Credit Union for our members. We welcome your comments - e-mail the editor at [scragen@everettcreditunion.org](mailto:scragen@everettcreditunion.org).

**Member Bulletin Board**

**Community Events**

**Computers Donated to Maplewood Place** << ECU recently donated two computers to the Maplewood Place senior assisted living facility in Malden. The computers are being used by residents to play games, communicate with relatives and friends via e-mail and even pay bills online.

**Book Drive a Huge Success** << During the April Book Drive sponsored by the Massachusetts Coalition for the Homeless, ECU collected over 100 children's books, which will be distributed through the Melrose YMCA School Age Programs.

**Avon Walk for Breast Cancer** << ECU employees donated their time to help keep the over 2,000 participants of the recent Avon Walk for Breast Cancer well hydrated. The walkers were greeted with cold water and encouraging smiles as they passed by the credit union's Broadway office.

**Branch Events**

**North Shore Spirit Baseball Raffle** << See baseball at its best! Enter the raffle for tickets to see the North Shore Spirit minor league baseball team play at the newly renovated Frasier Field in Lynn. Stop by the branch for details.

**"Buy A Bear" Children's Hospital Fundraiser** << To raise funds for the Credit Unions of Massachusetts Kids at Heart program, ECU will be selling "beanie baby" size teddy bears in the branch. A portion of the proceeds from the sale will benefit Children's Hospital Boston.

**Financial Focus**

**Don't Let Overdrafts Become One Of Life's Annoyances**

Overdrawing your checking account can be frustrating, embarrassing and costly. That's why Everett Credit Union offers three different Overdraft Protection options to our members:

**Cash Reserve Line Of Credit** << When a check is presented against your ECU checking account and there are insufficient funds to cover your check, an advance is made automatically against your Cash Reserve Line of Credit, up to your available limit, so your check will clear. Loan approval is required.

**Automatic Funds Transfer** << Available funds in your ECU savings account are transferred automatically to cover insufficient balances in your checking account. Sign up is required.

**Coming Soon: Courtesy Pay** << Courtesy Pay allows you the worry-free financial flexibility of knowing that your checks will be paid in the event of an unexpected overdraft. A service fee will eliminate the additional expense of fees charged by merchants for bounced checks. If your checking account qualifies, you will be automatically enrolled.

For more information about these services, please contact Member Services.



Maplewood Place staff and residents pose for a photo with ECU President and CEO Anthony C. Terrizzi.



Melrose YMCA staffers display children's books donated by our generous members.



ECU employees Evy Farren and Kari Memont strike a pose with thirsty walkers during the Avon Walk for Breast Cancer.

