

YOUR MONEY MATTERS

Loudoun Credit Union's Quarterly Newsletter

www.loudouncu.com

Spring 2005

VISA DEBIT AND CREDIT Foreign Transaction Processing

A change to the posting process for foreign transactions which will reflect on statements. Currently when a purchase is made in a foreign country, the transaction amount is converted to U.S. dollars, and adjusted by a 1% currency conversion fee. When the transaction is posted to your account, the total amount (purchase amount plus conversion fee) appears as a single transaction on your statement.

Effective April 2, 2005, the currency conversion fee will be discontinued. Instead, a 1% International Transaction Fee will be assessed on all transactions where the merchant country differs from the country of the card issuer. The converted transaction amount will be shown separately from the International Transaction Fee on your billing statement. This fee will be assessed on all international purchases, credit vouchers, and cash disbursements.

Change to Foreign Transaction Currency Exchange Rate

Effective April 2, 2005, the exchange rate for transactions in a foreign currency will be a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government mandated rate in effect for the applicable central processing date, plus 1%.



ONLINE ACCESS (Home Banking)

Enjoy the convenience of accessing your account 24 hours a day, 7 days a week. Click the online access link at www.loudouncu.com

BUSCH GARDEN TICKETS 2ND Day on Us!



Curse of DarkKastle . . . The Ride! To Open May 2005

Our popular Busch Gardens 2nd Day on Us program is returning. Your one-day ticket will give you two visits to Busch Gardens. That's right; you'll receive a 2nd day of fun on us! Now you can enjoy two days of rides, shows, shopping and dining for the price of one. Both visits must occur on any two operating days from March 19 thru August 31, 2005 at Busch Gardens Williamsburg. This ticket is not available for purchase at the front gate where a one-day ticket is \$49.95.

Come in today to purchase our \$42.00 two-day ticket while supplies last!



TO LEARN MORE, CLICK THE LINK ON OUR WEBSITE AT WWW.LOUDOUNCU.COM

STATE OF THE CREDIT UNION REPORT

Fiscal Year 2004

On behalf of the Board of Directors of Loudoun Credit Union (LCU), we would like to thank you for another very successful year. LCU achieved an **outstanding** financial performance examination by the State Financial Board that regulates state charter credit unions. This examination report reinforces the hard work and dedication of the staff and volunteers of this credit union, however, most importantly, it is a testament to your confidence and the value you place on your membership in this organization.

In supporting both the growth and expansion of services, it became evident that the credit union needed to upgrade its internal data processing (DP) system and an extensive search was done in 2003 and the new system was installed and went live on April 1, 2004. This **new DP system** will have the ability to grow with the credit union and keep up with technology and security. After installation, online access (**home banking**) was introduced in May 2004, which gave members the ability to access their accounts through the Internet and complete **online loan applications**. With online access and membership growth we saw a significant increase in the number of visits to the web site, www.loudouncu.com that now averages approximately 12,000 hits a month. We also kept in consideration the growing Hispanic population and **upgraded the audio response system**, STARS, with a Spanish version.

Loudoun Credit Union continues to support Newspapers in Education and the Reality Store and has recently gone into the classroom to **teach financial literacy**. LCU will be expanding more into the classroom and the marketing of students to enable them to start savings young and develop the skills that are necessary to make sound financial decisions.

Looking ahead to 2005, we are planning additional changes to improve service and efficiency. The web site will be upgraded to a new look and will provide more information; **conversion to new debit card processor** to upgrade from "batch" to "live" processing and set the path to add ATMs in the future; hired an outside Marketing Firm to develop the **Student Program** and provide their marketing expertise; research the feasibility of offering bill payment and e-statements.

As we have all experienced with conversions/upgrades to improve service, difficulties and inconveniences are experienced from time to time and we **appreciate** your understanding and patience during these growing pains.

Again, your confidence and the value you place on your membership does not go unnoticed; we strive at every board meeting to make decisions in the best interest of the membership and the financial health of the credit union.

As our slogan indicates:

Loudoun Credit Union Working for your Interest.

*Respectfully submitted,
Cindy Mester, Chair of the Board
Tammy Ellis, Manager*

2005 BOARD OF DIRECTORS

Chairperson	Cindy Mester
Vice-Chair	George Franklin
Treasurer	Carol Edwards
Secretary	David Stewart
Director	Aref Etemadi
Director	Robert Hanshew
Director	Alice Vlad

PRIVACY POLICY STATEMENT

A Private Note to Our Members:

Loudoun Credit Union (LCU) 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 the credit union.

As a member of the credit union, 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, the credit union stands behind the following privacy policy:

LCU 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.

LCU will protect your personal information. The credit union 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 member confidentiality.

You will always have access to your information. As a member of the credit union, you will always have the opportunity to review your information and make necessary changes to ensure that our records are complete and accurate.

LCU 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.

LCU 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 we authorize these firms to charge your account without your express consent, and we will not sell member information to telemarketing firms.

LCU will offer you a choice in how your information is used. Any member of the credit union 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.

HOLIDAY CLOSINGS

Monday, May 26 **Memorial Day**
Monday, July 4 **Independence Day**

STAR (Secure Telephone Audio Response)
703-777-4744 or 1-866-67-STARS

ONLINE ACCESS (Home Banking)
www.loudouncu.com