

CONSUMERS REPORTER

SECOND QUARTER 2006

A PUBLICATION OF CONSUMERS CREDIT UNION



www.myconsumers.org

877.ASK.CCCU
(877.275.2228)

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We Need Your Help!

2006 is off to an exciting start! We introduced our new brand in January, complete with new logo, tagline and color scheme. Very soon, we'll introduce a new sound for our radio and television advertising. And expansion of our Gurnee branch is already underway.

Next up is our most important change for 2006: our new data processing system. The new system is designed with one thing in mind: it will allow us to better serve Members with faster, more efficient delivery, enhanced security and expanded products and services.

As you might expect with a change of this scope, the implementation will take a few days. While we have scheduled the conversion to minimize downtime, Consumers Credit Union expects to be closed, starting with the end of our normal business day at 7:00 pm on Friday, April 28, and continuing through Monday, May 1, 2006. The credit union's drive-through will reopen for business on Tuesday, May 2, 2006.



Sean Rathjen, President

During this period, you will be unable to access your account information at the branches, on the phone via Telephone Teller or the Contact Center and/or through Home Banking.

Consumers Credit Union has taken every precaution to make this conversion as smooth as possible. For example, Members who receive payroll direct deposit on the 1st or 2nd of the month will have those funds available in their accounts on April 28th. Checks and debit card transactions will continue to work as usual over the weekend. The primary difference is that you won't be able to get information about your account during that period. And, your credit card will not be affected at all during the weekend.

This is where we need *your* help and patience. We encourage Members to take a few simple steps to ease the transition during this three-day period.

Here are some examples of those steps.

- Please consider conducting credit union business before April 28th so the closing will not affect you from April 29th – May 2nd.
- An insert accompanies this newsletter, providing a schedule of activities and answers to frequently asked questions about the conversion. Please keep a copy of this insert in a convenient place, such as your refrigerator or with your other credit union information.
- Check the website at www.myconsumers.org. The website Home Page will provide a link to any new information about the conversion – and it will be "live" during the entire conversion weekend.

Working together, we can take this important step into the future with minimal problems. I thank you in advance for your help and invite you to contact me directly with any concerns about the conversion process and what it means to you.

2005 Annual Report Available Online!

Access a copy of the 2005 Annual Report on our website at www.myconsumers.org!



Information You Can Use

CCU

MEMBER TESTIMONIAL



Mary Reese

"I've been a member with Consumers Credit Union (CCU) since 1966. I was in the neighborhood when another member, a friend of mine, suggested I open an account with CCU. So I did and since have enjoyed being a member and always will. CCU gave me my first car loan."

Have You Experienced Consumers?

Email News Winner!

Congratulations to
Patrick J. Wennerstrom
of Lake in the Hills, IL,
a Member since 1991.
Patrick is our
E-mail News Winner!

He won a \$150 Gift Card because he allows us to send timely information and service specials via e-mail!

YOU can be a winner, too, simply by providing us with your e-mail the next time you visit a branch-or e-mail us your address to:

myconsumersnews@myconsumers.org

*Tax reporting is the responsibility of the individual who wins. No purchase necessary. Void where prohibited. No substitutions. Must be 18 years of age or older to qualify. CCCU employees and directors are not eligible to win. Offer valid through March 31, 2006.

"Solving the Mystery of Credit Reports" Set For April 20

Consumers Cooperative Association & CCU Present a FREE Seminar

Did you know financial experts recommend viewing a copy of your personal credit report once every 30-60 days? Yet, viewing your personal credit report can be incredibly overwhelming and even intimidating for many . . . not to mention the challenge of actually understanding what the contents really mean!

Consumers Credit Union can help you overcome the fear of credit reports with our FREE seminar, "Solving the Mystery of Credit Reports." The seminar is produced in conjunction with Consumers Cooperative Association and is scheduled for Thursday, April 20, at the Holiday Inn – Gurnee.

"Solving the Mystery of Credit Reports" will help you navigate through this intimidating process. Cynthia Campbell, of BALANCE Financial Fitness, will go over how to get a copy of your personal credit report and how to interpret the information inside and out! The presentation will conclude with tips to repair a bad credit report from Daniel Mathews, Consumers Credit Union's Vice President of Lending.

Here are the details on the seminar:

- What:** FREE "Solving the Mystery of Credit Reports" Seminar
When: Thursday, April 20, 2006 at 6:30 pm
Where: Holiday Inn- Gurnee,
6161 West Grand Avenue
RSVP: Judy Dziedzic @ 847.265.5541 or
email: judyd@myconsumers.org



Information About CCU's Data Processor Conversion

Consumers Credit Union's data processor conversion begins at 7:00 pm on Friday, April 28. Here is some information that will be helpful to you as we prepare for conversion weekend.

Q: Will the conversion affect the credit union's hours of operation?

A: YES! The credit union lobby and Contact Center will close at 6:00 pm on Friday, April 28; Home Banking and Telephone Teller will close at 7:00 pm that day. All will remain closed until we reopen on Tuesday morning. **"Closed" includes the lobby, drive-thru, Home Banking, Telephone Teller and the Contact Center.** The drive-thru, Home Banking and Telephone Teller re-open at 8:00 am on Tuesday, May 2, while the lobby and the Contact Center will re-open at 9:00 am that day.

Q: Will the closing affect direct deposit, automatic debits and other similar items?

A: YES! As a convenience to Members, any credits/deposits that would normally be posted to your account on April 29th through May 1st will be posted to your account on April 28th. And debit items, such as pre-scheduled payments, will be applied on the day they'd normally be deducted from your account.

Q: Will conversion weekend affect how I can use my ATM and/or Debit Card?

A: YES! The credit union will have a \$500.00 daily limit for both ATM and Debit Cards for April 29 – May 1.

Q: Can I still use my current Telephone Teller, ATM and Debit Card PINs?

A: YES! PINs for all these products will stay the same!

Q: Will there be changes to how I use Telephone Teller?

A: YES! While we'll try to mimic the current menu structure as closely as possible, the audio response system will have a new menu. Telephone Teller users will receive a separate mailing the week of April 27th with the new menu and helpful hints for using the new audio response system.

Q: What about the codes that identify each loan and deposit product that I have?

A: Suffixes to your account number will change from alpha-numeric to numeric only. We have simplified the numbering system, as follows. On the share side, 00 will always be the suffix for your primary share (savings) account; 01 is free checking and 02 is for interest-bearing checking; and 05 is reserved for regular Money Market Accounts. Any additional accounts will have a share suffix of 06-99 in the order that they are opened.

The following table includes the most frequently used account suffixes.

<u>Product Description</u>	<u>New Suffix</u>
Primary Share (Savings) Account	00
FREE Checking Account	01
Interest Bearing Checking Account	02
Regular Money Market Account	05

Q: Will this change affect how my checks and credit cards work?

A: NO! We are delighted to tell you that your checks and credit cards will work seamlessly, **both during and after** the conversion!

Q: What about Home Banking?

A: After Home Banking "re-opens" on May 2nd, Consumers Credit Union's Internet Banking will work just as it does now. The only change is that Home Banking will be updated to reflect the same "look" as other areas of the credit union's website.

Q: What impact will this change have on my monthly statements?

A: You now have your regular statement through April 10, 2006. By May 5 (approximately), you will receive a supplemental statement for activity from April 11 through April 28, 2006, closing out activity on our current data processor. Your next regular statement will then arrive on schedule in mid-May, detailing activity from May 1 through May 10, including transactions conducted on April 29 and April 30, which will post on May 1, 2006. After that, you will receive monthly statements just as you do now, through the 10th of each month.

Q: Will we be able to access account history on Telephone Teller and Home Bank after conversion?

A: NO. History is *not* being converted. If you use Microsoft Money or Quicken, please be sure to download your information **before we close on Friday, April 28.** After the conversion, credit union staff will have access to your history for one full year.

More information about the conversion is available at all five (5) credit union locations and on our website at www.myconsumers.org.

A Full Service Financial Institution

- Savings Accounts
- Free Checking
- Home Banking and Bill Payment
- Direct Deposit/Payroll Deduction
- Money Market Accounts
- Certificates of Deposit
- Jumbo CDs
- Debit/ATM Cards
- IRAs (ROTH, Traditional, and Educational)
- Traveler's Check and Money Orders
- Telephone Teller
- Christmas Savings Accounts

Competitive Loan Rates for:

- New and Used Vehicles
- Home Equity Line of Credit
- Home Equity Loans
- First Mortgages
- Recreational Vehicles
- Motorcycles
- VISA Platinum, Gold, Classic and Share Secured Cards
- Credit Life and Credit Disability Insurance
- Mechanical Breakdown Coverage
- GAP Insurance

Office Locations:

2750 Washington,
Waukegan, IL 60085

1210 S. Lake (Rt. 45),
Mundelein, IL 60060

2626 N. Route 83,
Round Lake Beach, IL 60073

4946 Grand Avenue,
Gurnee, IL 60031

3737 N. Lewis Avenue,
Waukegan, IL 60087

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Consumers Cooperative Association and Consumers Credit Union make no warranty, express or implied, with respect to products or services provided by the Service organizations. Should any complaints arise, they should be directed to the organization providing the products or services.

ASI - YOUR DEPOSITS ARE INSURED TO \$250,000 PER ACCOUNT. This credit union is not federally insured and if the institution fails, the Federal Government does not guarantee that depositors will get their money back.

THE ASSOCIATION NEWS

Consumers Cooperative Association | 2750 Washington Street | Waukegan, IL 60085 | (877) ASK-CCCU

2006 Scholarship Program

Here are the names and faces of the six scholarship winners. Each has been awarded a \$1,000 scholarship.



Eric Packard
North Chicago High School



Shaleah Blackshear
Waukegan High School



Glen Eikenberry
Waukegan High School



Lorena Martinez
Grayslake Central High School



Melissa Rasor
Mundelein High School



Priscella J. Leal
Tremper High School (Kenosha)

The Consumers Cooperative Association (CCA) lists service organizations that offer our membership a discount for their service. If you would like to join our service organizations, please forward your information to:

**Consumers Cooperative Association, CCU,
P.O. Box 9119, Waukegan, IL 60079-9119.**

A current list of our service organizations is shown below.

DON'T FORGET TO ASK FOR YOUR MEMBER DISCOUNT – present your CREDIT UNION account card when ordering service. The ASSOCIATION BOARD would appreciate your comments about our Service Organizations.

BASKIN ROBBINS 31 FLAVORS

2213 A. Grand Ave. - Waukegan Store
10% discount to members
(Proof of membership is required)

BRITTANE'S DESIGNS

"We're more than just baskets."

When you need a gift for any occasion we have just the right gift for just the right price! Call us at (847) 367-7118 or visit us online at www.brittaness.com.

CCU members receive a 10% discount on orders over \$35.00. Gurnee deliveries are FREE!

BUDGET TRUCK RENTAL

399 Main Street - Antioch, IL 60002
Phone (847) 838-6670

10% off truck rental price per day.

CAR TECH AUTO CLINIC

Since 1979
111 N. Edison Ct. - North of Washington, Waukegan
Phone (847) 244-4484

20% discount on all mechanical repairs.

10% discount on all non-insurance collision repairs.

Pick up and delivery.

Free estimates - work guaranteed.

DELUXE CAR WASH

1350 N. Lewis Avenue
Waukegan, IL 60085
Phone (847) 336-4664

Members may avail themselves of the following discounts by showing their credit union membership card or merely by stating they are members of Consumers Cooperative Association or CCU.

\$1 off each Full Service Car Wash.

\$2 off each Value Car Wash.

10% discount for vehicle detailing including carpet shampooing, cleaning upholstery and hand waxing.

LAKE SHORE CONSTRUCTION INC. KITCHEN BATH

399 Main Street - Antioch, IL 60002
Phone (847) 838-6670

10% discount on all remodeling

10% discount on all Kraftmaid Cabinets, Cuisines Laurier Cabinets, Jay Ramob Cabinets.

LAKE SHORE STORAGE

399 Main Street - Antioch, IL 60002
Phone (847) 838-6670

50% off first month's rent with minimum three month rental on all storage units.

10% off truck rental price per day.

LIBERTYVILLE RENTALS

185 Peterson Road
Libertyville, IL 60048
Phone (847) 362-7610

10% discount on rental of tools and party equipment

PLATINUM DETAIL PLUS

28290 Ballard Drive
Lake Forest, IL 60045
Phone (847) 918-7006

Complete detail service & odor elimination for your auto, truck, SUV, motorcycle or boat.

Please call for appointment or more information

10% discount on Mini or Full Detail

RED WING SHOE STORE

750 N. Green Bay Road - Waukegan
(In the GRANVIEW SHOPPING CENTER)

10% discount on Work Shoes & Boots.

SEATTLE SUTTON'S HEALTHY EATING

Most Lake County locations will allow a \$10 discount the first week to try their WEEKLY PROGRAM. (2nd Week - a \$5 discount)

Call (847) 336-8668 for details.

WAUKEGAN TIRE & SUPPLY CO.

Green Bay at Washington and 3444 Washington Street, Waukegan
Phone (847) 336-0656

5% discount on tires, parts, and labor to members.