

CONSUMERS REPORTER

FOURTH QUARTER 2009

A PUBLICATION OF CONSUMERS CREDIT UNION

*We're a Credit Union...
not a bank!*



Your life. Our commitment.

www.myconsumers.org
877 ASK CCCU
(877.275.2228)

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**MORE THAN \$2 MILLION
PAID IN DIVIDENDS!**

**Rewards Checking
is GREAT for Members!**

As of September 30, 2009, CCU has paid **\$2,032,642** in dividends and has refunded **\$371,639** in ATM fees!

Rewards Checking: there's nothing like it!

MEMBER SEMINAR

Rebuilding After a Financial Crisis

Looking to get back on track with finances? Join us for timely info on budgeting, repaying debt, rebuilding credit, saving and replenishing your retirement fund.

6:30 p.m., Thursday, November 12, 2009

Ramada Inn & Conference Center
Waukegan, IL

RSVP: Maria Contreras (847.265.5531);
mariac@myconsumers.org

We're A Credit Union, Not A Bank – and PROUD OF IT!

The last two years have been full of challenges in the financial services industry. These challenges have led to government-backed bailouts for many banks, bailouts funded by ordinary citizens like you and me.

During this period, the credit union industry has had our own share of challenges – but we've faced those challenges the old fashioned way: by joining together cooperatively to solve our problems. Not one penny of Member deposits has been lost by any credit union Member . . . and not one penny of government bailout funds was spent in the process.

This is just one of the many differences between credit unions and banks. Another important difference is governance: our Boards of Directors are made up of Members who volunteer time and talents to help make wise financial decisions. Yes, **volunteers** – credit unions are about people rather than profits. Not coincidentally, this approach is a key reason credit unions didn't need a federal bailout.

Want to help? If you're interested in running for Consumers Credit Union's Board of Directors, this is a great time to give it a serious look. Details on how YOU can run for the Board are at the bottom of Page 3 of this newsletter.

Another **huge** difference between credit unions and banks: lending. While many banks have reduced or stopped lending altogether, Consumers Credit Union has millions to lend for everything from first mortgages to vehicle loans, credit cards and more!

Consumers Credit Union believes it's important to communicate the credit union difference to Members. In the coming months, you'll see this theme in our offices, on our signs . . . even incorporated into our advertising.

In preparation for our new campaign, we looked at many examples that define the differences between credit unions and banks and asked our staff for suggestions. They had some terrific ideas . . . here are a few of our favorites that capture the essence of the credit union difference!

- Own your financial institution, don't let it own you – credit union Members are also owners, while banks are primarily owned by stockholders.
- We've been here for 80 years; what bank can say that?
- We prefer the term, "Credit Unioning," not banking.
- How many credit unions have received TARP money? **That's right! None.**
- Consumers Credit Union...we're about Main Street...not Wall Street.

What does this mean for loyal Members like you? It's about working with a financial institution with your best interests in mind.

We do our best to live up to the responsibility that comes with your loyalty. We are proud to say the feedback from our valued Members indicates we're meeting that challenge. You give us a 95% service satisfaction rating, while an independent survey places us in the top 2% nationally for "Return on Member," an index that quantifies the value Members receive from the credit union.

Yes, we are a credit union, not a bank. **And we're quite proud of it!**

Consumers Credit Union. Your life. Our commitment.



Sean Rathjen,
President



MEMBER TESTIMONIAL

Consumers Credit Union Members Since 2009



(left to right) Evangeline R., Andrea R. and Andrew R. from Zion, IL.

"At first we were very skeptical about all the good recommendations about CCU from some people that we know. We were searching for a better deal, so we decided to take a good look at CCU. After our own research, we found that your rates were very good.

We were very impressed with the people we encountered at your local branches. The CCU staff welcomed us and your *PEOPLE MADE US LAUGH* - a very pleasant feeling that we never encountered with the "big boys." Being treated as a person -- not as an account number - was a big thing for us.

Your processing system was very easy and very comfortable to deal with, too. Thank you, CCU, and all the people who helped us."

E-mail News Winner!

\$150 Winner:

ASHLEY M. ZEASON

of Beach Park, Member since 2004

Ashley won a \$150 Gift Card because she 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. CCU employees and directors are not eligible to win. Offer valid through December 31, 2009.

E-Statement Winners!

Winner of \$500.00 -

Members enrolled prior to July 2009:

BRANDON A. NEMETH

of Waukegan, Member since 2005

Newly-enrolled Winners of \$100.00 each for July-September Promo:

PAUL M. NERROTH

of Spring Grove, Member since 1989

HEIDI R. DUBACH

of Gurnee, Member since 2008

ZACHARY R. NARENS

of Gurnee, Member since 2009

MARY VAN SICKLE

of Mundelein, Member since 1990

KIMBERLY K. BRANAMAN

of Beach Park, Member since 2008

Winner of \$500.00 July-September Promo:

MARIA G. MALDONADO

of Mundelein, Member since 2006

Thanks to everyone enrolled in E-Statements for helping save time, money and the environment!

Competitive Corner

First Mortgages have made news headlines over and over the past few months . . . most recently with the *great news* that rates have once again fallen to historic lows.

- *Low rates mean more potential buyers – fabulous news for the economy!*
- *Low rates may mean it's time to refinance your existing loan, too.*

Consumers Credit Union makes it easy, starting with our low, low application fee of just \$25.00. Best yet, when you compare total First Mortgage fees at CCU to the banks, you'll save big \$\$\$ by bringing your loan to CCU.



CLOSING COSTS	CHASE	HARRIS	WELLS FARGO	B OF A	CCU
	\$4,302.25	\$2,061.50	\$2,093.00	\$3,880.00	\$1,680.00

Because First Mortgage fees have many different names at different institutions, there is only one fair comparison: the total cost to close your loan. As you can see, the total cost to close your loan is lower at *your* credit union!

*Based on information available on Chase, Harris, Wells Fargo and Bank of America websites on August 28, 2009 and assumes a 30-year Fixed Rate First Mortgage. 3.99% is the Note / Interest Rate, 4.451% Annual Percentage Rate for a five (5) year First Mortgage Loan. Actual rate and term may vary based on creditworthiness of borrower and percentage of loan-to-value; rates subject to change without notice. 3.99% offer ends December 31, 2009.

Earn \$100 for Mortgage Referral!

CCU has some exciting news! Introducing our 3.99% Fixed Rate First Mortgage! **W-O-W!** Rates starting below 4% and 30-year rates near historic lows!

There's an additional bonus for first time buyers: a federal tax rebate opportunity up to \$8,000! Double W-O-W!!!

We want as many Members as possible to take advantage of these unique times . . . and would love your help! In that spirit, please see the details below for our exciting First Mortgage Referral program.

You can earn \$100 when a First Mortgage you refer closes – our way of saying “thank you” for helping Members, family and friends during these challenging economic times. Combined with CCU's low, low closing costs (see bottom of Page 2), this is the perfect opportunity to refer a friend and earn some cold cash at the same time! Thanks in advance for your help.



MEMBER REFERRAL:

Print Name _____

Address _____ City _____ State _____ Zip Code _____

REFERRED MEMBER:

Print Name _____

Offer expires _____!

Employee portion: (do not fill out)

Employee Initials _____

Date Received _____

Title/Branch _____

All loan requests subject to CCU's Credit Committee guidelines. Additional information about tax rebate program available at www.federalhousingtaxcredit.com/2009/faq.php. Actual rate and term may vary based on creditworthiness of borrower and loan-to-value; rates subject to change without notice. APR = Annual Percentage Rate. Offer available for real estate in Illinois and Wisconsin only. Effective date of referred applications is October 1, 2009. Please contact a CCU representative for additional information; consult your tax advisor about the possible deductibility of interest. Offer expires 12/31/2009. Equal Housing Lender.

YOU Are Invited To Run For CCU's Board of Directors!

One of the privileges of Membership at Consumers Credit Union is **you** have the right to run for CCU's Board of Directors! If you've thought about running or would like more information, please review the following . . .

CCU's Board of Directors is a governing body of unpaid volunteers dedicated to making sound policy decisions guiding and supporting your credit union in meeting its mission to deliver quality service to our Members. The Board works with management to identify the needs of Members and assist in developing services to meet new needs. To accomplish this effectively, each Director must commit to attend monthly Board meetings and attend at least one Committee Meeting each month.

If you are interested in volunteering to serve on YOUR Board of Directors, please do the following:

Send CCU a brief statement indicating your interest in running for the Board. Please include your name, address plus daytime

and evening phone numbers. Please send your statement of intent as follows:

- Via e-mail to heatherm@myconsumers.org
- By mail to: Consumers Cooperative Credit Union, Attention: Nominating Committee, PO Box 9119, Waukegan, IL 60079

After the Nominating Committee reviews your statement of interest, we'll send you a packet of information providing an overview of the responsibilities of Directors, along with an application you must complete and return no later than December 1, 2009.

Please contact us at 877.275.2228 if you have any questions. And thanks for your interest!



A Full Service Financial Institution

- Savings Accounts
- Free Checking
- Rewards 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)
- Money Orders
- Telephone Teller
- Christmas Savings Accounts
- Gift Cards

Competitive Loan Rates for:

- New and Used Vehicles
- Home Equity Line of Credit
- Home Equity Loans
- First Mortgages
- Recreational Vehicles
- Motorcycles
- VISA Platinum and Platinum Rewards
- Payment Protection
- Mechanical Repair Coverage
- GAP Insurance

Mailing Address:

Consumers Credit Union
P.O. Box 9119
Waukegan, IL 60079-9119

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

195 E. Route 120
Volo, IL 60073

877 ASK CCCU
(877.275.2228)

www.myconsumers.org

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THE ASSOCIATION NEWS

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



Plan for Your Future Today!

It's never too soon to plan for your future – and that includes your education! The Consumers Cooperative Association will award six (6) \$1,500.00 scholarships for the 2010 school year.

Applications will be available after October 1st, 2009 at local area Lake County high schools, Consumer Credit Union offices and online at www.myconsumers.org

Scholarship eligibility requirements:

- 1) Applicant or his/her parents must be a Member of CCU for minimum of one year.
- 2) Applicant must be a graduating high school senior.

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, 2626 North Route 83, Round Lake Beach, IL 60073

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

926 North Green Bay Road
Waukegan, IL 60085

Phone (847) 623-4476
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.brittanes.com.

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

CAR TECH AUTO CLINIC

Since 1979

111 N. Edison Ct. - North of
Washington, Waukegan, IL 60085
Phone (847) 244-4484

10% discount on all mechanical repairs - labor only.

10% discount on all non-insurance collision repairs - labor only.

Pick up and delivery.

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.

\$5 off each Value Car Wash.

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

ECONOMY MINI STORAGE, L.L.C.

300 Old Skokie Road - Park City, IL 60085
Phone (847) 662-4866

One half month's rent credit on rentals of less than six months anticipated term. One full month's rent credit on rentals of six months or more anticipated rental term. Additional full month's rent credit upon annual extension (renewal) of lease.

LAKE SHORE CONSTRUCTION INC. KITCHEN BATH

1600 N. Milwaukee Ave., Unit 407 -
Lake Villa, IL 60046
Phone (847) 970-1816

10% discount on all remodeling

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

LIBERTYVILLE RENTALS

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

10% discount on rental of tools and party equipment

MERLIN'S 200,000 MILE SHOPS

2108 N. Lewis Avenue - Waukegan, IL 60087
Phone (847) 662-1445

A 15%* discount on all repair services for members who show their credit union membership card or merely state they are members of Consumers Cooperative Association or Consumers Credit Union.

*15% discount limited to the Merlins Shop appearing in this Ad

RED WING SHOE STORE

750 N. Green Bay Road - Waukegan, IL 60085
Phone (847) 336-1447

(In the GRANVIEW SHOPPING CENTER)

10% discount on Work Shoes & Boots.

WAUKEGAN TIRE & SUPPLY CO.

3444 W. Washington Street
Park City, IL 60085
Phone (847) 336-0656

5% discount on tires. 5% discount on part and labor for service work performed at any of our four locations (2) two in Waukegan, (1) one in Park City and (1) one in Grayslake.

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.