



# Horizons

Vol. 11 No. 2

February, 2007

## Rhode Island Credit Union League scholarship program

The Rhode Island Credit Union League has announced that they will award scholarships to deserving college-bound students throughout the state. The League will award eight \$500 scholarships to students who will be enrolled in an undergraduate college program during the 2007-2008 academic year.

The criteria for eligibility are as follows:

1. *The applicant must be a full-time student currently enrolled in or accepted to a college/university undergraduate program.*

2. *Applicant or parent/guardian must be a member of the sponsoring credit union.*

3. *The sponsoring credit union must be a member in good standing with the Rhode Island Credit Union League.*

4. *The applicant must complete a current League scholarship application form and submit it with the other required material to the sponsoring credit union.*

5. *The credit union will select the top three applications submitted to them and forward them to the*

*League. They must be accompanied by a cover letter from the sponsoring credit union CEO/Manager. Only one letter is required for all entries from the same credit union. The letter should verify that each applicant and/or parent/guardian is a credit union member.*

Selection of the winners will be made by the League. Application packages have been sent to all member credit unions. Credit unions must submit their top three applications with cover letter to the League no later than **Friday, May 4, 2007**. Therefore, an earlier deadline must be set for members to send their applications to credit unions.

*For more information, call League Vice President, Educational Programming Jack Morrill or Seminars and Conferences Manager Suzanne Knapik, at (800) 842-1242.*



### President's Message

By Daniel F. Egan, Jr.

As we start a new legislative year, the League has been working on both the state and federal level to inform new legislators on the important services that credit unions provide to their constituents. In addition, the League is working with committee chairmen and House and Senate leadership to explain the legislation needs of credit unions in order to keep state and federally chartered credit unions competitive in today's financial marketplace.

Constant contact with legislative leadership is always necessary, especially when extraordinary circumstances arise, such as the recent breach of information on TJX accounts. This breach compromised information on millions of credit and debit card holders across the country, but especially in New England where the company is located. This most recent breach is further evidence of the immediate need for federal legislation to make Visa and MasterCard responsible for enforcing security of information maintained by merchants, and to disclose breaches in a timely and complete

manner in order to protect the card issuing institutions and consumers.

As a result of the TJX breach and the delay in notifying the public, many credit unions suffered a dramatic increase in the risk to their reputations, as credit union members' accounts were impacted and the credit unions notified members and, in many cases, issued new cards to all those affected. Unfortunately, credit union members attribute the inconvenience to the credit union rather than the merchant where the breach occurred.

Immediately following notification of the breach, the League contacted the Chairman of the House Financial Services Committee, Barney Frank. He is committed to moving a bipartisan bill through this committee, which we expect will address the issue of responsibility for security at the merchant level, timely notification of breaches when they occur, and compensation for issuing institutions for costs in replacing cards.

In addition, the League has been working with management at CUNA Mutual Group (CMG) which provides insurance coverage on credit union card portfolios. The League is currently discussing options with CMG on litigation and legislation. Jeff Post, CEO of CMG, is scheduled to meet with Barney Frank to discuss the impact of the most recent breach

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CREDIT UNION LEAGUE



## Legislative & Regulatory Notes

### Suspicious Activity Report (SAR) revised to support joint filing and reduce duplicate SARs

The Financial Crimes Enforcement Network (FinCEN) and the federal banking agencies announced recently that the format for the Suspicious Activity Report by Depository Institutions (SAR-DI) has been revised to support a new joint filing initiative, which will reduce the number of duplicate SARs filed for a single suspicious transaction. The revisions are the result of a joint effort by FinCEN and the federal banking agencies.

Recently approved by the Office of Management and Budget, the revised SAR-DI format is being released to allow depository institutions subject to SAR filing requirements to begin initial planning for the effective implementation date of June 30, 2007. On this date, depository institutions will have the option of using either the existing or the revised SAR-DI formats. Use of the revised format for filing will become mandatory December 31,

2007. The ability to file using E-Filing, or electronic filing, is currently being finalized, as are the Magnetic Media Specifications.

Financial institutions can review and download the PC fill-in version (using Adobe Reader or Acrobat) from the FinCEN website at [www.fincen.gov](http://www.fincen.gov) under "What's New." The accompanying form instructions contain critical "How to" information for completing the form. This form is approved and in final form, but it should not be filed until the actual effective implementation date of June 30, 2007.

Any questions regarding the revised format may be directed to the FinCEN BSA Forms Manager via the FinCEN Helpline at 1-800-949-2732 (option 6) or to the appropriate federal banking agency.

### NCUA operating fee scale decreases for 2007

March will be the month federally insured credit unions will receive from the National Credit Union Administration (NCUA) invoices for the 2007 operating fees, and, if required, for the amount needed to adjust their National Credit Union Share Insurance Fund (NCUSIF) capitalization deposit to 1% of insured shares.

In a letter, the agency said natural person federal credit unions will see their 2007 assessment rate decrease 1.54% from the 2006 rate. The decrease primarily is due to federal credit union asset growth during 2006 and agency operating expenses being less than anticipated.

In addition, amounts for total assets within rate bracket categories have increased 3.25%. NCUA adjusts these amounts each year by the same percentage as the projected federal credit union asset growth in order to maintain the same relationship of the scale to the asset base.

The operating fee and the capitalization deposit adjustment will be based upon the assets and the insured shares, respectively, that credit unions report as of December 31, 2006.

Combined payment will be due no later than April 16, said NCUA.



### Human resource update

The New Year typically rings in some new changes, and 2007 is no exception. There is a higher new minimum wage rate in Rhode Island which is up from \$7.10 to \$7.40. In addition to the higher minimum wage, the IRS has increased its mileage reimbursement rate from 44.5 cents to 48.5 cents per mile effective January 1, 2007.

The beginning of a New Year is also the time to review your employee handbook, HR files, postings, and training schedules. In Rhode

Island, annual sexual harassment training is "encouraged" by State statute.

At the end of 2006, the League distributed a draft of an HR Pandemic Flu policy to help credit unions in Rhode Island comply with National Credit Union Administration (NCUA) requirements to create a Pandemic Flu policy. That policy is available in electronic format for any credit union interested. Contact Beverly Purtell at [bpurtell@cucenter.org](mailto:bpurtell@cucenter.org) for additional information.

#### Horizons

is a monthly publication of the Rhode Island Credit Union League  
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# HR audits: A New Year's resolution worth keeping

The holiday decorations have been put away, and New Year resolutions have been made – some kept and others broken already. Nevertheless, there is still one resolution worth making and keeping in 2007 – to safeguard the credit union by reviewing its HR function.

Start the year out fresh by having employees complete up-to-date personal information on address, phone number, cell number, and other information to be sure that the personnel files are accurate. Credit union management does not want to find out during a personal emergency that contact information is out of date! Likewise, it is a good time to have employees review beneficiary designations. Over time, family dynamics change: marriages, births, college graduations, divorces, and deaths happen. Be sure records reflect those changes. Again, this is not a mistake managements want to discover after the fact. In some cases, such as a 401(k) plan, the law mandates that an employee must have a spouse sign off on a beneficiary designation other than the spouse.

Conduct an audit of HR files. Be sure those responsible know what is required to be maintained in HR files – and what is excluded from those files. It is time to cull out dated warnings and ensure there is no medical or privacy information in the HR file itself. Medical records and records that detail an employee's disability need to be maintained separately. I-9 forms need to be maintained separately. In fact, audit the credit union I-9 file to be sure it, too, is in compliance during an HR audit!

Review HR forms and postings for compliance with State and Federal law. As quick examples, the minimum wage changed in Rhode Island and Massachusetts on January 1, 2007, and credit unions need to post this new rate. In 2006, there were policy and posting changes as a result of the Uniform Services Employment and Reemployment Rights Act (USERRA). Both the Federal and State governments have good websites that provide a list of required postings and samples for downloading.

Review the credit union's employee handbook to be sure it has all the policies required for the credit union's asset size, and that those policies are in compliance with any recent legislative changes.

Think about the lifecycle of an employee and review the credit union's processes accordingly. In other words, review the procedures, policies, and forms around recruiting, performance reviews, disciplinary action, and termination (including COBRA). If credit and background checks are conducted, be sure that the policy complies with the Fair Credit Reporting Act as well as proper authorization and notification forms. If references are checked, be sure they are signed, dated, and maintained in the HR file.

Review the performance evaluation process: are review forms signed and dated by both the manager and the employee? Is there a place for the employee to respond on that form? Does the performance review tie back to a job

description? Is the job description up to date and does it have adequate language to satisfy the Americans with Disabilities Act. Are employees properly classified with the 2004 changes in the Fair Labor Standards Act (FLSA)? For credit unions with over 50 employees, review the Family Medical Leave Act (FMLA) procedures, forms, and policies; and review the credit union's Affirmative Action Plan requirements.

*The League can provide support for HR Audits through its Audit Solutions service. For more information, contact [auditsolutions@cucenter.org](mailto:auditsolutions@cucenter.org) or Kathy Enderlin at (800) 842-1242. Whether credit unions conduct their own audits or outsource that project, make it a New Year's resolution to reduce the credit union's employment practices liability risk. It is as important as the need to lower cholesterol, exercise more, or lose those extra pounds!*

“...make it a New Year's resolution to reduce the credit union's employment practices liability risk.”

“

## “Make an Impact” at Governmental Affairs Conference (GAC)

The Credit Union National Association's (CUNA's) annual Governmental Affairs Conference (GAC) is the largest gathering of credit union professionals and volunteers that takes place in the nation each year. CUNA encourages credit union officials to “Make and Impact”. As participants in the GAC, they will gather and discuss important legislative and regulatory matters that will determine the future of the movement.

The 2007 program features outstanding speakers as well as the opportunity to hear about topics of importance from our Congressmen and Senators including House Financial Services Committee Chairman Barney Frank (D-Mass.), House Majority Whip James Clyburn (D-SC), Sen. Joe Lieberman (I-Ct.), Rep. Paul Kanjorski (D-Pa.), National Credit Union Administration Chairman JoAnn Johnson, Fox News's Brit Hume, star of TV's “The West Wing” Martin Sheen, and Washington Post personal finance columnist Michelle Singletary.

This year a special offer has been made to help small credit unions attend this important event. Credit unions with assets of less than \$35 million will receive significant discounts for the (CUNA) – Governmental Affairs Conference (GAC). Small credit unions will receive a 50% discount on registration for the GAC, CUNA's advocacy conference in Washington, D.C. on February 25-28, 2007. The conference registration will cost them \$400, instead of the regular \$795.

For more information about hotel reservations for the GAC go to [http://www.cuna.org/events/gac07/hotel\\_info.html](http://www.cuna.org/events/gac07/hotel_info.html). For additional information about the GAC in general go to <http://www.cuna.org/events/gac07/>.



CUNA Governmental Affairs Conference  
FEBRUARY 25-28, 2007 • WASHINGTON, D.C.



## Social Responsibility

### Credit Union Central Falls helps People to People Student Ambassador

Drew Marquis, a North Smithfield eleventh-grader, was selected as a People to People Student Ambassador to Australia for the upcoming summer of 2007. This prestigious organization started by President Dwight D. Eisenhower selects outstanding high school students across the country to participate, based on academic excellence, extracurricular involvement, and leadership potential.

Drew will have the opportunity to meet government officials from another country, to experience, first hand, other cultures, and to develop friendships with people from another part of the world. As Drew put it, "This is a once in a lifetime opportunity."

It was brought to the attention of Credit Union Central Falls President/CEO Gary Furtado that Drew was presented with this great opportunity but was dealing with some hardships. Drew's father was deployed to Baghdad, Iraq in September 2006 for one year and consequently is unable to work. Gary invited Drew, his mother Michelle, and family to visit the



Credit Union Central Falls President/CEO Gary Furtado (right) presents Drew Marquis (left) with a donation for the Marquis Ambassador Fund. Drew was selected as a People to People Student Ambassador to Australia.

credit union where he presented Drew with a generous donation towards the *Marquis Ambassador Fund*.

Drew's mother videotaped Gary and her son as they discussed the trip to Australia and Drew's future goals and ambitions. Michelle is sending the video to her husband so that he is able to share in the success of their son as well.

## Credit union people . . .

**John R. Macdonald**

Account Executive

Balance Sheet Solutions, LLC

Balance Sheet Solutions, LLC (a wholly-owned CUSO of Members United Corporate Federal Credit Union) has announced the addition of John R. Macdonald of Chicago, IL as an Account Executive.

Macdonald's responsibilities involve working with credit unions to optimally position Balance Sheet Solution's financial services and products. John will apply his market experience to work with credit unions to improve their performance through the application of total return and asset/liability management solutions.



Macdonald attended Northern Arizona University and Illinois State University and holds his Series 7, 63, 65, 9 and 10 licenses. Macdonald's background includes experience with H&R Block Financial Advisors and TD Waterhouse.

Look for Special Olympics Rhode Island Sports Celebrity Carnival highlights and photos in the March issue of *Horizons*.

### 2007 Volunteer Development Conference returns to Newport

Located in the heart of historic Newport, Rhode Island, overlooking Newport Harbor is the Newport Marriott, the host of this year's Spring Volunteer Development Conference scheduled for March 16 - 18.

Local and nationally known speakers will present an agenda that will challenge volunteers and management alike. Geared to draw out questions, they will provide a wealth of information that has been developed to make credit union managers' and directors' duties easier.

Speakers such as Jason Dias, Mike Schenk, Jack Vonder Heide and Carol Wakefield are some of the presenters. Their sessions will include discussions on generational marketing, impact the new Congress will have on economic and operational issues, an update for Audit/Supervisory Committees, Member Business Lending, ROA, Financial Counseling and more.

The 2007 Spring Volunteer Development announcement was mailed in January. Remember, Newport is a favorite conference

location. Register early and enjoy a weekend of challenging educational material, networking with old friends, and enjoying the sights, sounds and fine dining that are found in Newport.

## HOLIDAY

The League office will be closed on Monday, February 19 for Presidents' Day. The League's regular office hours are Monday through Friday 8:00 a.m. to 5:00 p.m.

# Avast ye mateys! Set sail for pirate-themed Youth Week in 2007

“Stash Your Cash @ the Credit Union” is the theme for the 2007 National Credit Union Youth Week, April 22-28. The pirate-themed artwork and slogan were chosen for the sixth annual event to entice young lads and lassies to forgo the coffers and stash their loot safely at the credit union, instead.

Youth Week began as an opportunity for credit unions across the country to focus on the financial needs of young people and provide financial literacy education. The event provides a fun way to educate youth about the financial benefits of credit union membership and convince them to open saving accounts at the credit union and make deposits this week and throughout the year.

The Credit Union National Association (CUNA) invites affiliated credit unions to participate in the fourth annual National Youth Saving Challenge, held in conjunction with Youth Week, to encourage young members to open new accounts and make savings deposits throughout the week. Credit unions can participate by registering for free on the CUNA Web site and setting saving goals. They then tally the total amount of deposits, the number

of new accounts opened, and the total number of deposits made by young members during the week and report their results to CUNA to determine figures on a national level.

More than 66,200 thrifty youngsters deposited nearly \$10 million into their savings accounts during the third year of the saving challenge. Additionally, the 346 participating credit unions welcomed more than 7,600 new member accounts.

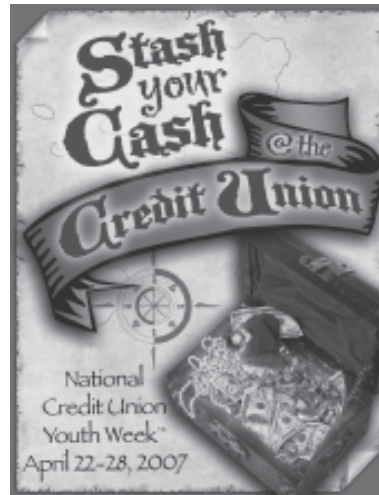
“The struggle for economic prosperity is difficult for everyone, especially young people who have never learned how to plan for or achieve financial security,” said Dan Mica, president and CEO of CUNA. “America’s credit unions are shining the spotlight on how young people earn, spend, save, and manage their own

money and this year’s theme emphasizes how credit unions can help them do so wisely.”

CUNA’s Web site contains educational and promotional materials for Youth Week along with free planning resources for credit unions. The site also includes celebration suggestions from fellow credit unions, success stories, general press releases and media tips to alert local media about this event, and more.

For more information, go [www.cuna.org](http://www.cuna.org) and enter “Youth Week” in the search box. Questions pertaining to National Credit Union Youth Week and the National Youth Saving Challenge may be directed

to Philip Heckman, director of youth programs for CUNA, at (800) 356-9655, ext. 4088.

The poster for the 2007 Credit Union Basketball Championships features a large "2007" at the top. The "0" is stylized with a basketball player silhouette. Below the year, it says "Tickets \$6—Free Parking". The main title is "Credit Union Basketball Championships" in large, bold letters. Below that, it says "The Ryan Center At University of Rhode Island" and "March 10 & 11, 2007". On the left side, there is a list of events for Saturday, March 10 and Sunday, March 11, including Boys Division III, II, and I State Championship, and Girls Division III, II, and I State Championship, with their respective start times.

**2007**

Tickets \$6—Free Parking

**Credit Union**  
Basketball Championships

**The Ryan Center**  
At University of Rhode Island

**March 10 & 11, 2007**

**Saturday, March 10**  
Boys Division III—1:00 pm  
Boys Division II—3:30 pm  
Boys Division I State Championship—6:00 pm

**Sunday, March 11**  
Girls Division III—1:00 pm  
Girls Division II—3:30 pm  
Girls Division I State Championship—6:00 pm



## Agency Update

### MemberClose continues to grow!

There are now nearly 100 credit unions using Members Insurance Agency's MemberClose program to gain a competitive edge in the home equity lending marketplace. This web-based program provides credit unions with the tools necessary to close these loans much faster and at a greatly reduced cost.

The MemberClose list of services includes the following:

- **Credit Bureau:** Credit unions are licensed with all three of the major credit repositories. The reports are available instantaneously and are formatted in an easy-to-read manner.
- **Automated Valuation Model (AVM):** Credit unions rely on the AVM instead of waiting for (and paying for) an outside appraiser to do the work. There are eight (8) AVM providers that work in a cascading fashion to ensure the highest possible "hit ratio".
- **Lien Reports** This is a report that insures the credit union's lien position, thus negating the time and expense associated with an attorney conducting a title search.
- **Flood Certifications:** There are four (4) flood certification providers built into the MemberClose platform. This ensures the highest probability of an automated flood cert.
- **Documentation Preparation:** Once the back office processing of the loan is complete, the credit union can point & click the Doc Prep tab and their customized and compliant loan documents are produced. The information that is resident in MemberClose pre-populates the documents, which greatly eases the preparation process.
- **Closing Services:** For members for whom closing at the credit union is not practical or convenient, a suite of closing services is available.
- **Recording Services:** Through MemberClose, the credit union can have its loans recorded in any of the more than 3,600 recording jurisdictions in the country.

MemberClose provides for the ultimate in flexibility. Credit unions simply log onto its secure website and then point & click their way through the lending process. The credit union selects only the specific services it needs for each loan that it makes. The end benefit of MemberClose is that these loans can be processed and closed at the desktop in minutes.

Getting started with MemberClose is easy too. There are no enrollment fees and there are no minimum transaction levels that must be met. Once the decision is made to start using MemberClose, a training session is scheduled. The training is short and simple, because the system is so easy to use.

MemberClose is now available for all first mortgage loans too! With MemberClose the credit union can easily close mortgage loans anywhere in the country. MemberClose

provides a centralized order and delivery system for flood determinations, all types of appraisals, title commitments, document preparation services, closing and recording services.

If you would like more information on how MemberClose can bring added efficiency and savings to your home equity and mortgage lending programs, please contact Bill Smith (bsmith@cucenter.org) of Members Insurance Agency at 1-888-746-2476.

### CUDL unveils new brand, logo, website to credit union industry

CU Direct Corporation (CUDL), which administers the Credit Union Direct Lending (CUDL) program, the nation's largest point-of-sale and indirect lending network for credit unions, recently introduced their new brand and logo to the credit union industry.

"We have evolved as a company since 1994, and the new brand strategy affirms CUDL's success to date and helps position the company for continued growth in the future," said Tony Boutelle, president and CEO of the Rancho Cucamonga, California-based company. "The new brand represents and effectively communicates our continued focus on and dedication to helping credit unions successfully grow their auto lending programs and our commitment to developing the technology and products to achieve this goal."

At the center of the company's new brand strategy are its new trade name "CUDL" and new logo, rendered in the newly adapted corporate colors of blue and red. The trade name CUDL replaces the company's existing brand name, Credit Union Direct Lending, to strengthen company and brand awareness, as well as to create a formidable brand with which the industry, credit unions, dealers, members and consumers will be able to identify.

The company surveyed both credit unions and dealers for their awareness and use of the company brand, and found inherent brand equity with the name "CUDL" by both customers. By transitioning to the new trade name and logo the company, who they are and what they do will be more easily recognizable by both credit unions and dealers.



The new CUDL logo has an abstract, contemporary appearance, integrating a hi-tech, auto-

motive look and feel with a consumer/member-centric look. The logo also symbolizes the convergence of the company's technology with their marketplace and customers. The new logo includes the tag-line "Fast Friendly Credit Union Finan-cing," which under-scores and communi-cates the company's position in the marketplace.

About the new CUDL brand and logo:

- *The logo incorporates the shape of a heart, which communicates warmth and caring, and is a strong extension of the company's new brand "CUDL" (pronounced "cuddle").*
- *The right side of the logo's "heart," in blue, depicts a steering wheel, with the "head," in red, above the left side of the "heart" representing a driver. In combination, these symbols represent*

*Continued on Page 8.*

# *REAL Solutions becomes signature program of National Credit Union Foundation*

To further credit unions' efforts to serve low-wealth and modest means households, the National Credit Union Foundation (NCUF) has begun the national expansion of *REAL Solutions* as its signature program.

Over the next three years as a program of the Foundation, *REAL Solutions* is projected to help more than 2,000 credit unions in 33 states offer new products and services to attract more than 250,000 members from these largely untapped and underserved markets.

In the first half of 2007, NCUF plans to introduce *REAL Solutions* in at least 12 more states. Already NCUF has confirmation of participation from Connecticut, Indiana, Kansas, Massachusetts, Missouri, New Hampshire, New Mexico, New York, Oklahoma, Rhode Island, and Virginia. NCUF expects to be working on *REAL Solutions* with 15 leagues and almost 300 credit unions by the end of June.

*REAL Solutions* began in 2004 as a pilot program by the Filene Research Institute. After achieving success in three states (Wisconsin, Ohio and Maryland), Filene's intent was to spin off *REAL Solutions* to an organization that could expand the program to many other states.

In a historic meeting that set the direction of the credit union movement's largest charity for the next three years, the NCUF Board in June 2006 voted unanimously to adopt *REAL Solutions* as its signature program.

The spin-off to NCUF took place in early January. *REAL Solutions* National Program Director Lois Kitsch and National Learning Center/Database Manager Jeff Purvis have transferred from Filene to become employees of NCUF. They are recruiting a team of Field Coaches who will work with leagues to offer *REAL Solutions* products and services designed to help credit unions attract new members in their states.

In partnership with state credit union foundations, leagues, and the Corporate Credit Union Network, NCUF is now funding *REAL Solutions* through the Community Investment Fund (CIF). CIF is an award-winning investment that enables credit unions to earn returns while making charitable donations to NCUF and their states. Delfin emphasized that state credit union foundations and leagues can self-fund their *REAL Solutions* initiatives

by promoting increased credit union investment in the CIF.

NCUF's three-year plan for *REAL Solutions* envisions new ways to reach out – including, but not limited to:

- **New partnerships** between leagues and NCUF. Partnerships will transfer proven business models, technology, and skills from *REAL Solutions* program consultants to dedicated league staff, who will in turn transfer proven models to member credit unions.

## **REAL Solutions**

RELEVANT • EFFECTIVE • ASSET-BUILDING • LOYALTY-PRODUCING SERVICES

- **National workshops** where participants will meet directly with low-wealth families to hear their financial needs, then visit low-wealth neighborhoods. Credit union leaders will return home with turn-key products and services to serve low-wealth families in their communities.

- **Payday lending alternatives** with lower fees and attractive terms. *REAL Solutions* participants will have the option to offer a "Credit Union Stretch Pay Loan" as a lower-cost alternative to payday lenders.

- **REAL Solutions Learning Center** documenting the many ways credit unions reach out to the low-wealth market. Using tested research strategies, Filene and NCUF will make this database available to all credit unions and their support organizations. Filene and NCUF will also provide tools to help individual credit unions identify how many low-wealth members they serve. The new site will share best practices so that credit unions in all states can benefit from the knowledge gained through *REAL Solutions*.

"*REAL*" stands for "Relevant, Effective, Asset-building, Loyalty-producing" Solutions. The program works through state leagues to help credit unions offer up to 20 products and services that have proven successful in delivering a comprehensive strategy to meet the financial needs of low-wealth families.

"*REAL Solutions* is customized for each potential membership," relates Kitsch, a Credit Union Development Educator (CUDE) who for the past two decades has led a wide variety of credit union outreach programs worldwide. "When adopting *REAL Solutions*, each league and each credit union determines the specific products and services they will offer and the specific market segments they will reach."

In striving to reach low-wealth households, *REAL Solutions* seeks an even broader target market than other efforts focusing solely on "low-income." Research has shown that the low-wealth market includes not only lower-income consumers, but also consumers with moderate and middle incomes who have been unable to build significant savings or assets. *REAL Solutions* aims to help all of these consumers become credit union members, grow savings and accumulate assets that will generate wealth for their families.

To indicate the impact of *REAL Solutions*, the Filene Research Institute released a special report that documents results from *REAL Solutions* credit unions in the pilot states. *REAL Solutions: Solving the Financial Service Needs of America's Working Families* is available by contacting NCUF or the Filene Research Institute.

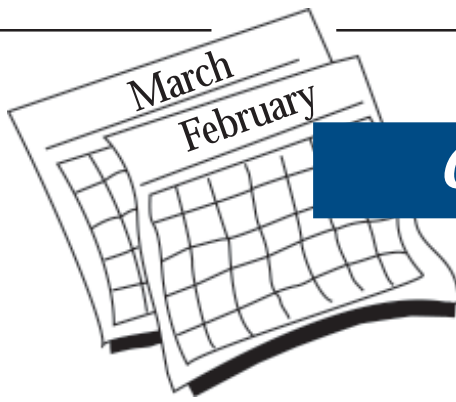
For more information on *REAL Solutions*, contact League Senior Vice President Bonnie Doolin at [bdoolin@cucenter.org](mailto:bdoolin@cucenter.org) or (800) 842-1242.

## *"It's In the Cards" at the Plastic Forum*

Looking for a sure thing? Plan on making your way your way to the Plastic Card Forum at Mohegan Sun's legendary gaming and entertainment destination for the first ever credit union Plastic Card Forum hosted by Covera Card Solutions, New England Credit Union Services, and the Pennsylvania Credit Union Association. This educational and networking event is being held on March 15 and 16.

This event will cover industry topics surrounding ATM, credit and debit cards. The agenda includes many industry leaders such as Visa, MasterCard, First Annapolis, and Card Services for Credit Unions (CSCU).

For more information and to register online go to <http://www.signup4.net/Public/ap.aspx?EID=NORT46E>.



## Calendar of Events

### QUICKBITES

#### (one hour telephone conferencing)

February 13 - *Be a Culturally Ready & Friendly Employer: Insights into a Diverse Workforce*  
February 22 - *Right to Financial Privacy Act*  
March 14 - *Disciplining and Documenting Employees (2 Hours)*  
March 20 - *Top 12 Collection Tips*  
April 3 - *Check Fraud*

### Special Olympics Rhode Island Sports Celebrity Carnival

February 2, 2007  
Convention Center  
Providence, RI  
5:00 p.m. - 9:00 p.m.

### Webinars

February 13 - *Plastic Card Fraud*  
March 1 - *Managing Your CU's Income Statement and Balance Sheet*

### CUNA's Governmental Affairs Conference

February 25-28, 2007  
Washington Hilton Hotel  
Washington, D.C.

### Rhode Island Credit Union Classic High School Basketball Championships

March 10-11, 2007  
URI - Ryan Center  
Providence, RI

### It's In the Cards - Plastic Card Forum

March 15-16, 2007  
Mohegan Sun  
Uncasville, CT

### Spring Volunteer Development Conference

March 16-18, 2007  
Newport Marriott Hotel  
Newport, RI

### Credit Union Employee Boot Camp

March 21, 2007  
Credit Union Center  
Marlborough, MA

## Over \$66,000 in scholarships awarded by Councils in 2006

Four of the CUNA Councils collectively awarded \$66,500 in scholarships in 2006 and hope to raise the amount awarded to \$80,000 in 2007.

CUNA's Lending Council, Chief Financial Officers (CFO) Council, Marketing and Business Development Council, and Technology Council scholarships are dispensed to help improve education, skills, and opportunities for employees of small credit unions. Scholarships can be applied to fees and costs for select schools and conferences offered by CUNA, or to council membership, for eligible credit union employees.

Each council's benefits committee awards scholarships based on skill need and financial need. While each council maintains different scholarship criteria, all applicants must meet the following minimum eligibility requirements:

- Credit unions must demonstrate a financial need (as determined by selection committee);
- Recipient must be a full-time credit union employee; and
- Must be from an affiliated credit union.

Scholarships may only be applied to approved programs. A list of applicable programs, dates, and application deadlines are available on each of the council's web sites.

### *President's Message* - Continued from Page 1.

on future insurance coverage for card issuing credit unions.

The League will continue to work on the issue of card breaches to create a more favorable environment for card issuing credit unions. This will be a priority on the federal level as we

For additional details and downloadable application forms, go to [www.cunacouncils.org](http://www.cunacouncils.org) and click on the icon for the appropriate council. From there, choose the "Scholarship Program" link located on the "Events" pull down menu.

also work for regulatory relief and increased powers on both the state and federal level. The continued support of member credit unions by maintaining contact with local legislators and supporting the PAC is crucial to the League's success in the legislative arena.

### *CUDL...industry* - Continued from Page 6.

*the company's association with the auto industry, and their credit unions and their members.*

• *The swoosh and circle represent motion, alluding to technology, conveys CUDL's technology leadership. The colors of red and blue combined represent the company's goal of establishing the market's most recognized nationwide network.*

Simultaneous with the company's new brand launch, CUDL debuts its new corporate portal website ([www.cudl.com](http://www.cudl.com)), consistent with the company's new brand positioning. The new site design showcases CUDL's position as an industry and market leader, and provides user-friendly navigation.