



# Horizons

Vol. 10 No. 9

October, 2006

## Rhode Island credit unions Hike-the-Hill

September 12 and 13, credit unions from New England participated in the League's annual Hike-the-Hill program at Credit Union House in Washington, DC. Credit union leaders from Rhode Island joined their peers from Massachusetts and New Hampshire to make the annual legislative pilgrimage. Gary

Furtado of Credit Union Central Falls, Robert Andrade of Pawtucket Credit Union, Kenneth Poyton of Providence Postal Federal Credit Union, and Dirck Van Deusen of Members United Corporate Federal Credit Union were joined by League President Dan Egan, Senior Vice President and General Counsel Mary Ann

Clancy, and Director of Governmental Affairs Laurie Klotzbach Curtis.

The group's keynote address was delivered by Massachusetts Senator Ted Kennedy. Senator Kennedy applauded the work credit unions do every day in helping consumers have access to financial services. He

assured the group that he was watchful for challenges to the credit union tax exemption.

The group received a briefing on current economics and politics from Assistant Treasury Secretary Emile Henry. Secretary Henry told the group of the administration's efforts to keep the U.S. economy strong.

At a breakfast briefing with the National Credit Union Administration (NCUA), Board Member Gigi Hyland and John McKechnie, director of the Office of Public and Congressional Affairs, discussed a range of hot topics in the credit union industry from data collection and regulatory relief to the importance of credit unions telling their stories.

At a luncheon for legislators, Senator Jack Reed discussed regulatory relief. Senator Chafee and Congressman Langevin were represented by members of their staffs.



*Pictured with Senator Jack Reed during Hike-the-Hill are from left to right: Ken Poyton, Providence Postal Federal Credit Union; Gary Furtado, Credit Union Central Falls; Senator Reed; Bob Andrade, Pawtucket Credit Union; and Dirck Van Deusen, Members United Corporate Federal Credit Union.*



### President's Message

By Daniel F. Egan, Jr.

The week of October 16<sup>th</sup> the credit union community celebrates International Credit Union Week around the world. This annual celebration recognizes the many contributions that credit unions have made to the economic and social development of communities throughout the United States and the world.

This celebration is particularly relevant to Rhode Island because of the long and proud

history of the movement here. With the founding of one of the earliest credit unions in the country, Credit Union Central Falls, in 1914, Rhode Island has led the nation by bringing a self-help democratically-controlled cooperative financial system to this country that now includes 87 million members and 700 billion dollars in assets.

Credit Union Day is also the time to celebrate all the good work that credit unions do in developing countries around the world. Through the World Council of Credit Unions, people in South America, Africa, and the former European Eastern Soviet block have all learned the benefits of cooperative credit and savings

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### Inside . . .

**NCUA issues final deposit insurance reform rule**

**Social Responsibility Committee sets \$50,000 goal!**

**MemberSolutions MEMBERS® Auto and Homeowners Insurance**

**Promoting work/life balance... the key to employee and member retention. . . and more!**



CREDIT UNION LEAGUE



## Legislative & Regulatory Notes

### NCUA issues final deposit insurance reform rule

The National Credit Union Administration (NCUA) stayed close to its March interim final rule when it recently approved a final regulation to implement statutory changes to share insurance rules. The final rule codifies a statutory increase to \$250,000 in the federal share insurance coverage for certain retirement accounts, which was effective April 1.

As in its March action, the agency used that rulemaking process to formalize its legal opinions that pass-through insurance coverage applies

to 529 tuition programs, and that federal insurance coverage extends to shares denominated in a foreign currency.

The rule states that there is pass-through coverage to each participant of an employee benefit plan but, as required by the new law, it limits the acceptance of shares in employee benefit plans to insured credit unions that are well-capitalized or adequately capitalized.

The Credit Union National Association (CUNA) generally supported NCUA's

approach to providing pass-through coverage and said in a comment letter that it is appropriate as it would be inequitable for only certain participants of a retirement plan to have their funds fully insured, while others may have significant funds at risk if the credit union were to become insolvent.

The final rule approved also sets in regulatory language the process through which NCUA and the Federal Deposit Insurance Corp. (FDIC) will coordinate their efforts to implement a reform provision that allows insurance limits to be indexed to inflation. The agencies are to consider whether to index the general \$100,000 coverage limit, as well as the new \$250,000 limit for IRAs and Keoghs, based to inflation. The first increase could occur in 2011, and the process could be repeated every five years.

The share and deposit insurance changes were set out in the Federal Deposit Insurance Reform Conforming Amendments Act of 2005, which was signed into Public Law 109-173 (P.L. 109-173) by the President on February 15.

The NCUA's final rule is effective 30 days after publication in the *Federal Register*. The agency has yet to act on a separate rule that addresses National Credit Union Share Insurance Fund signage changes.

### House, Senate vote yes; sends reg relief to President

On September 27, the House voted unanimously in favor of the Credit Union National Association (CUNA)-backed Financial Services Regulatory Relief Act of 2006 (S. 2856), a package that added a Federal Trade Commission (FTC) oversight provision for private deposit insurance not in the original Senate bill. The Senate quickly followed suit with a unanimous vote in favor of the bill.

The bill now awaits the President's signature

to become law.

"We appreciate this action by Congress delivering balanced regulatory relief for financial institutions. But we also believe there is more work to be done in giving credit unions more flexibility and improvement in the regulation of service to their members. We will continue to work in the next Congress for both," said Credit Union National Association President/CEO Dan Mica.

### Fazio named Deputy Director of the Office of Examination and Insurance (E&I)

National Credit Union Administration (NCUA) Executive Director J. Leonard Skiles has selected Larry Fazio as Deputy Director of the Office of Examination and Insurance (E&I) effective October 1, 2006.

As E&I Deputy Director, Fazio is responsible for the safe and sound operation of the National Credit Union Share Insurance Fund and the development and monitoring of examination and supervision procedures for federally insured credit unions. This includes management of the examination program and the collection and evaluation of financial data submitted by credit unions.

Fazio holds a Bachelor's degree in Accounting from Lewis University. He is a Certified Management Accountant (CMA) and is pursuing a Master's degree in Organizational Management at George Washington University. Fazio joined NCUA in 1991 as a Chicago Examiner. During his career with NCUA, he has served as a Supervision Analyst, a Supervisory Examiner in Detroit, the Director of the Division of Supervision in the Chicago regional office, and the Director of Risk Management in the Office of Examination and Insurance.

#### Horizons

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# National Conference of State Legislatures Rhode Island

The National Conference of State Legislatures (NCSL) is the largest trade association representing state legislators. At its annual meeting held in August, the NCSL reconsidered its dual chartering policy on credit unions. Utah state legislator Dave Clark tried to push for a policy amendment that would call for increased taxes for credit unions. The

amendment was rejected by a committee of the NCSL. The Credit Union National Association (CUNA) and the League played an important role in the outcome by urging the committee members present to support credit unions in advance and on-site at the meeting. The credit union dual chartering policy will remain in play until reviewed again in three years.

CUNA and the League also supported a booth highlighting "America's Credit Unions" in the NCSL exhibit hall.

*League Senior Vice President - General Counsel Mary Ann B. Clancy is pictured with from left to right: Larry Berman, director of communications, RI State House; Representative Peter Lewis; House Majority Leader Gordon Fox; and his Chief of Staff William Gugliette at the America's Credit Union Booth during the National Conference of State Legislatures.*



## People's Credit Union awarded training grant - partnering with CCRI

People's Credit Union continues to build their relationship with the Community College of Rhode Island. People's has partnered with the college's Institute for Leadership and Organizational Development to facilitate a development program for the credit union's management team. The program will include an introductory session plus six modules on team effectiveness developed by Achieve Global. By participating in the program, each manager will attain a better understanding of the importance of team building. They will be able to use their knowledge when working with both their peers and staff members.

Funding for the program is shared by People's Credit Union and a grant that was received from the Governor's Workforce Board of Rhode Island. The grant program is designed for profit and not-for-profit employers with training initiatives designed to address specific needs of an organization.

"The credit union is delighted to receive the grant from the Governor's Workforce Board of Rhode Island. Our goal, as an institution, is to help educate our staff and provide them with the resources they need to perform their jobs," said Ellen Ford, president/CEO, People's Credit Union.

## President's Message

*Continued from Page 1.*

through credit unions. It is the ability of credit unions to reach out to their communities, here in the U.S. and in developing countries that distinguish them from all other financial institutions. Thanks to all of you who contribute your time and talent to the good works that credit unions do around the world.

## consumers tune in to credit union difference

The Rhode Island Credit Union Image Campaign kicked off in September bringing the credit union message to consumers throughout Rhode Island. The new television ads ensure that people are getting a clear, compelling, and accurate explanation of the credit union difference. At the end of each spot, viewers are encouraged to visit the League's new consumer education website [www.cuinri.org](http://www.cuinri.org), which elaborates on the positive and dynamic credit union message that is featured in the 30-second television spots.

On the new website, consumers can learn about the history and philosophy of credit unions along with gaining additional information about how they can benefit from membership. Then they can click through to an individual credit union's website or use the newly developed locator to find one.

The campaign features two award-winning spots which cleverly highlight the credit union difference. One thirty-second television spot is entitled "CEO." It is set in a board room and plays on the idea that the CEO is dissatisfied with the financial performance that his management team has achieved. He enumerates lost profit opportunities and generous pricing policies. However, in an ironic turn, he changes his tune quickly and thanks the team for doing just what a credit union ought to do, provide excellent service with the best pricing. A voice over then further extols the virtues of credit unions.

The second television spot, entitled "Money Bag," follows a bag of money as it is handed (or tossed) from person to person in a typically suburban community. While this visual unfolds, the narrator explains that credit unions not only focus on the needs of local people but that they invest the money that is generated in the communities in Rhode Island.

The coordinated campaign runs for 11 weeks on Cox Cable stations throughout Rhode Island primarily on news programming.

## HOLIDAY

The League office will be closed on Monday, October 9 for Columbus Day. The League's regular office hours are Monday through Friday 8:00 a.m. to 5:00 p.m.



## Social Responsibility

### People's Credit Union donates computers and school supplies to the Dr. Martin Luther King, Jr. Community Center

People's Credit Union supported the Dr. Martin Luther King, Jr. Community Center (MLK Center) this past summer with the donation of refurbished computer equipment and school supplies.

The refurbished computer equipment will be used in the center's Teen Computer Lab located at 20 Dr. Marcus F. Wheatland Boulevard in Newport.

said Ellen Ford, president/CEO, People's Credit Union.

The credit union employees also donated 61 back packs filled with school supplies to the children at the Dr. Martin Luther King, Jr. Community Center. The back packs and school supplies were given to children in grades K-6, who attended the Center's Summer Camp Program and who were headed back to school.

Funds for the supplies were raised by credit union employees and its members who contributed to monthly dress down days. "The credit union and its employees were excited about the opportunity to continue to give local children the supplies they will need to start a new school year," said Ford.



*Pictured left to right with one of the refurbished computers are Flora Prestipino, training manager, People's Credit Union; Amanda Frye Leinhos, executive director, MLK Center; and Ellen Ford, president/CEO, People's Credit Union.*

"One of People's Credit Union's core values is to enhance the communities we serve and we believe that our giving of something tangible truly enhances the experience teens will have when they visit the Dr. Martin Luther King, Jr. Community Center. We were pleased to be able to donate the computers to such a great community-based organization. It helps both our youth as well as our community,"



*Pictured left to right with the group of children who participated in the Summer Camp Program are Ellen Ford; Katie LeRoy; Dante Benedetti; and Trish North from People's Credit Union; and Amanda Frye Leinhos from the MLK Community Center.*

### Social Responsibility Committee sets \$50,000 goal!

The Rhode Island Credit Union League's (League) Social Responsibility Committee has set this year's fundraising goal at \$50,000 by July 16, 2007 to support Special Olympics of Rhode Island (Special Olympics). Through the years, Rhode Island credit unions have demonstrated a heartwarming commitment to Special Olympics by raising more than \$255,100, making us the second largest corporate contributor to Special Olympics. The League is proud of the efforts made by the credit union community as a whole during the last eight years. Together as one organization, we have demonstrated beyond words the power that credit unions possess by making dreams come true for so many athletes with intellectual disabilities. We ask that you join us throughout the year for our fundraising events by supporting the following events:

- *Month of October - Special Olympic Paper Medal Sale*
- November/December – Candle Promotion
- November/February– Designs by Lucinda Pins
- February 2, 2007 - Sports Celebrity Carnival
- Month of May - Hebert Candy Bar Sales
- June 1, 2007 – Summer Games
- June - September - Six Flags Tickets
- July 16, 2007 - RICUL Annual Golf Tournament

Information will be sent in a timely manner for each event. If you have any questions, please contact Donna Bevilacqua at [dbevilacqua@cu-center.org](mailto:dbevilacqua@cu-center.org) or at (800) 842-1242.

### ICU Day... October 19

The League wishes all a joyous International Credit Union Day!

Please share your stories of celebration with us:

Editor  
Horizons  
Rhode Island  
Credit Union League  
c/o 845 Donald Lynch Blvd.  
Marlborough, MA 01752

# Indirect lending technology, CUDL growing by leaps and bounds

Things change. According to the National Credit Union Administration (NCUA), there were 651 credit unions involved in indirect auto lending just four years ago. Today there are 1,717 credit unions.

Just three years earlier, Credit Union Direct Lending (CUDL) was operating in two states with 94 credit unions and 627 dealers. Today, CUDL is the largest credit union owned portal for dealer access to credit union financing with just under 600 credit unions and over 7,000 dealers working together in 44 states to fund member auto loans.

The original local staff of three in a small office in Southborough, MA has grown to 16 throughout the northeast states. A lot has changed with CUDL since its arrival in New England in 1999.

Obviously, many more credit unions in recent years have analyzed the auto financing marketplace and developed successful indirect or point-of-purchase programs with CUDL's help or completely on their own. Bravo to both groups. After all, it is all about getting what you need out of any lending product that counts. Although the perception of CUDL for some is that CUDL 'runs' an indirect program, the most successful credit unions on the platform have known that it has always been their – the credit union's – program to run with CUDL providing the technology and support staff to help meet their goals.

As credit unions have matured in this arena, CUDL has been hard-pressed to grow and change with the marketplace. Demand for advanced technology to improve operating efficiencies at the user level has been the catalyst for new integration technologies. These technologies have allowed credit unions more flexibility in decision making and greater efficiencies in processing their auto loans. The ever-changing technological landscape has forced CUDL to become more flexible and proactive to remain competitive.

Integrating with multiple credit union decision engines, data processing systems (DP), and dealership management systems (DMS) has been the key to improving efficiencies at credit unions and dealerships. CUDL has integrated with Appro and IA Systems, allowing

credit unions to have consistent underwriting if they use those decision engines for their other financial products. Other systems that are in the process of integration by the end of 2006 are Teres Solutions and LoansPQ. Current integration with DP providers includes:

Summit, Symitar™, USERS' DataSafe® (Fiserv), and Miser® (Fidelity National Financial). Ultra-data® (Harland Financial Solutions), XP2 (XP Systems),

OSI, and Galaxy are in different stages of implementation or development by year-end. Additionally, by partnering with Stone Eagle and IntegraLink, CUDL provides the dealership import capabilities from their DMS programs that pre-populate credit applications, thus eliminating double entry and making it

that much easier to do business with CUDL credit unions.

Things change. Needless to say, the ongoing advances in technology that CUDL has implemented at both the credit union and dealership levels have placed this CUSO at the forefront of point-of-sale and indirect lending for the credit union industry. Whether credit unions are seeking a way to capture their members at the point-of-sale or they already have a successful indirect auto lending program and want to improve their efficiencies, CUDL is worth another look.

For more information about CUDL, contact League Senior Vice President of Research and Product Development Bonnie Doolin @ 800-842-1242 x 321 or [bdoolin@cucenter.org](mailto:bdoolin@cucenter.org) or CUDL Northeast Regional Director Bob Nealon @ 800-842-1242 x 363 or [bob.nealon@cudirect.com](mailto:bob.nealon@cudirect.com).

“ A lot has changed with CUDL since its arrival in New England in 1999. ”

## CUDL schedules AutoSMART informational session

At an October 17 informational session jointly sponsored by Credit Union Direct Lending (CUDL) and New England Credit Union Services, LLC, Bob Nealon, Northeast regional director for CUDL will introduce local credit union executives to a powerful new automotive purchase research tool that credit unions can use to assist their members.

The completely redesigned, state of the art CUDL AutoSMART website offers many new enhancements, designed specifically to provide credit union members with a more streamlined, enjoyable and information-rich vehicle shopping and research experience. The new site offers members improved user-friendly navigation, more robust vehicle

research capabilities, and an expanded library of automobile shopping resources.

The session will be held at the Credit Union Center in Marlborough, MA. It will begin at 8:30 a.m. and end at 11:00 a.m. For more information or to register, please contact Peg Lancaster at 1-800-842-1242, ext 311 or e-mail [peg.lancaster@cudirect.com](mailto:peg.lancaster@cudirect.com).





## Agency Update

### Member Solutions

## MEMBERS® Auto and Homeowners Insurance

Credit unions can build a stronger bond with their members — while adding non-interest income to the bottom line. MEMBERS Auto and Homeowners Insurance provides affordable, reliable protection that members really need. CUNA Mutual Group (CMG) has been meeting the insurance needs of credit union members for more than 65 years. In order to provide quality personal property insurance at competitive rates, CMG has teamed up with Liberty Mutual, the eighth largest auto and homeowners insurer in the country.

#### Easy access

Members can use a toll-free number to connect with a Direct Response Center for free insurance quotes and expert advice on coverage, rate discounts and benefits. More than 1,200 Liberty Mutual field agents are located throughout the country to provide professional assistance to members. With a few clicks, any time of day or night, members can request auto insurance quotes online through CMG's MEMBERS Financial Network. They can find out their own auto safety score or take an auto safety quiz. And they can manage their policies online, such as:

- Requesting changes to auto, home or renters policies
- Purchasing new policies
- Reviewing and paying bills
- Filing claims

#### More than just insurance

Excellent coverage is just the beginning. MEMBERS Auto and Homeowners Insurance provides a wide range of outstanding benefits and services that help the credit union stand out from the competition. Auto repairs are fully guaranteed, through a nationwide network of repair shops, for as long as the member owns the vehicle. A toll-free number provides access to thousands of service facilities throughout the U.S. and Canada.

If members need to report a claim, they will have toll-free access to dependable claims professionals 24 hours a day, 7 days a week,

including holidays. Members can go to conveniently located drive-in appraisal centers or have claims specialists come to them. Many structural and personal property claims can be settled immediately.

#### Coverage also can be written for:

- Motorcycles
- Boats and motors
- Motor homes
- Recreational vehicles
- Single family homes
- Condominiums
- Tenants (renters)

#### Brings value-added benefits to members and the credit union

MEMBERS Auto and Homeowners Insurance coverage helps make the credit union a one-stop financial and insurance center — the kind of convenience members are looking for in a primary financial institution.

To learn more, contact your Account Relationship Manager today at 1-800-333-2644.



## Credit Union Central Falls breaks ground for new branch

Credit Union Central Falls held a groundbreaking ceremony earlier this summer for its seventh branch to be located in Cumberland, RI.



Pictured left to right: Gary Furtado, president/CEO; Gil Dubois, chairman of the board; Mayor David Iwuc; Dick Bessette; Dr. John Maynard; John DeGoes; Al Degen; and Catherine Parente.

# Promoting work/life balance... the key to employee and member retention

By Chris Pajak, Senior Consultant, HRValue Group, LLC

The topic of workplace flexibility has become an increasingly popular topic in recent years and is a key contributor to employee satisfaction, retention, and productivity. Yet when you think about the following, it may give you an entirely new perspective on the catch phrase, "work/life balance."

I'd like to challenge you to think about it this way. When you look back on your career, whether now or upon retirement, do you ever think you will find yourself saying, "I wish I worked more?" Somehow I doubt that most of us would regret that we spent more time with our families, friends

and loved ones than we did at work. I recently read an article about Eugene O'Kelly, the former CEO of one of the world's top accounting firms, KPMG. Mr. O'Kelly spent 30 years at the firm, worked countless hours, missed many a family function, and hardly ever took time off. Then, in May of 2005 at the age of 53, he was suddenly diagnosed with brain cancer and, subsequently, passed away five months later. Stories like this typically make people stop in their tracks and take a mental inventory of how their time has been spent.

We all know that it is important to strike the right balance in our work and personal lives because life, as we know, can change in the blink of an eye. But, sometimes organizations do not always fully embrace the true meaning of work/life balance. In addition, with tighter budgets and limited financial resources to provide employees more substantial pay increases each year, it has become even more important to look at alternative and more cost effective ways to keep employees happy and engaged. So, what can your credit union do to better support this philosophy? Here are some thoughts and ideas to consider:

• **Health and awareness programs** – Many health insurance companies can be a great resource for helping educate employees on health and life style. Also, if not already offered through your provider, consider reimbursing employees for a portion of their health club

memberships. Having healthier employees decreases absenteeism and increases productivity.

• **PTO and/or family health days**– Consider converting your traditional sick and vacation day policy to a Paid Time Off policy or changing your sick day policy to an overall family health day program. Allowing this flexibility promotes more open and honest communication between employees and managers.

• **Dependant and healthcare spending accounts** – Consider Section 125 and 129 flexible spending plans to help employees reduce their out of pocket expenses by reducing their taxable income when it comes to dependant and healthcare costs.

• **Compressed work weeks**- Consider altering (decreasing or compressing) the credit union's hours during certain times of the year (i.e. summer or slower times) to allow employees more time for vacation, family, and personal needs.

• **Remote working**- Allow the opportunity for employees in some roles to work from home on occasion.

Advances in today's technology can make this manageable and cost effective.

• **Reduced schedules** – Requests to go part-time or reduce hours are becoming more common. When it comes to high performing employees, more times than not, you will be better off retaining the individual on a part-time basis than having to replace them all together.

For those who are not completely sold on the importance of flexibility and work/life balance, consider the following statistics:

• 49% of organizations in 2005 had implemented special retention strategies (work/life balance programs, more competitive benefits and compensation, etc.)

• 58% of employees feel work/life balance is a very important factor for job satisfaction

• 76% of organizations offer dependant care flexible spending accounts

• More than 50% of organizations offer flextime programs

• 14% of HR professionals surveyed indicated employees left their organizations due to difficulty in balancing work/life issues

For credit unions, these types of statistics are largely dependent on the size of the credit union (i.e. the larger the credit union, the more work/life benefits provided). However, despite size, credit union statistics continue to show an increase in several different work/life benefit areas:

• 35% offer Dependant/Healthcare spending accounts

• 17% offer flextime programs

• 25% offer general employee leave time

• 29% offer employee assistance programs

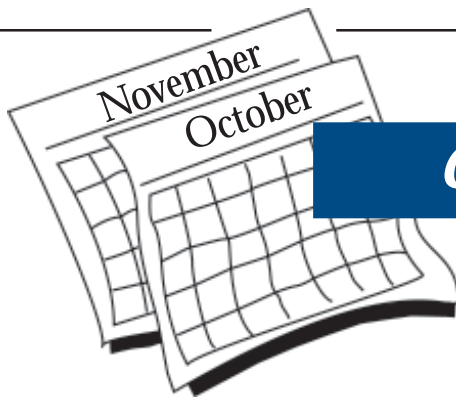
Now, you may be saying that some of these practices, particularly altering credit union hours or allowing more flexible schedules for employees, can put member satisfaction at risk or are too expensive. However, these concerns can certainly be managed through timely, proactive and increased communication with your members. In addition, many work/life balance programs can be implemented with

little to no cost.

Remember: credit unions with employees who feel their management supports the true meaning of work/life balance will result in increased job satisfaction, retention

and productivity, which will absolutely have a positive impact on membership levels, member satisfaction, and ultimately the credit union's return on assets!

*Chris Pajak is a Senior Consultant for HRValue Group, Middleton, Wisconsin. HRValue Group is jointly owned by a consortium of state leagues and CUNA Mutual Group. HRValue Group provides human resources consulting services to credit unions. For more information or questions on incentives, please call HRValue Group, LLC at 888.272.4598 or visit [www.hrvaluegroup.com](http://www.hrvaluegroup.com).*



## Calendar of Events

### **Introduction to Supervision & Management**

*October 11 - Part I  
October 18 - Part II  
Credit Union Center  
Marlborough, MA*

### **QUICKBITES (one hour telephone conferencing)**

*October 12 - Living Trusts and CUs  
October 26 - Young Adults and CUs  
that Serve Them Well  
November 16 - Flood Lending  
November 29 - FCRA (Fair Credit Reporting  
Act) & FDCPA (Fair Debt Collection Prac-  
tices Act) (2 hours)  
December 13 - Compliance Update (2 hours)  
December 19 - E-Services*

### **Members United Corporate FCU's Ops Outlook Conference**

*October 17 & 18, 2006  
Marriott Hotel  
Albany, NY*

### **Fall Leadership Conference**

*October 20-22, 2006  
Chatham Bars Inn  
Chatham, MA*

### **IRA Essentials Training**

*November 7, 2006  
Radisson Hotel  
Milford, MA*

### **IRA Advanced Training**

*November 8, 2006  
Radisson Hotel  
Milford, MA*

### **Consumer Lending Basics**

*November 8, 2006  
Members United Corporate  
Federal Credit Union  
Warwick, RI*

-or-

*November 29, 2006  
Credit Union Center  
Marlborough, MA*

### **Internet Streamed Webcast**

*November 14 - ALM 101*

### **Employment Law**

*November 15, 2006  
Credit Union Center  
Marlborough, MA*

### **Internet Sessions**

*December 5 - Delivering a Consistent  
Member Experience*

### **Credit Union Employee Boot Camp**

*December 13, 2006  
Credit Union Center  
Marlborough, MA*

## Credit Union People. . .

### **Nancy Quick**

*Vice President of Sales & Service  
People's Credit Union*

On behalf of People's Credit Union, Ellen Ford, president/CEO, is pleased to announce the appointment of Nancy Quick to the position of Vice President of Sales & Service. In this position, Ms. Quick is responsible for the branches as well as the operation of the credit union's sales department.

Ms. Quick joined the credit union in 2003 as the branch manager of the Middletown

Branch. She then became the sales manager where she was instrumental in cultivating a successful sales and service environment for the credit union. Ms. Quick brings over twenty years experience in financial services to the credit union. Before joining People's Credit Union, she held the position of vice president of administration and sales at Strata Bank in Franklin, MA. Ms. Quick and her husband, Ken, reside in Narragansett.

## CUNA Lending Council Conference November 12-15

The CUNA Lending Council annual conference will take place November 12th to the 15th in Indian Wells, CA at the Esmeralda Resort. This year's conference theme is "Sometimes you have to retreat to advance".

For more information or to register for the conference, visit [www.cunalendingcouncil.org](http://www.cunalendingcouncil.org).



AMERICA'S  
CREDIT UNIONS™

Where people are worth more than money.™