



The Communicator

Vol. 10 No. 9

October, 2006

New Hampshire credit unions Hike-the-Hill

September 12 and 13, credit unions from New England participated in the Leagues' annual Hike-the-Hill program at Credit Union House in Washington, DC. Credit union leaders from New Hampshire joined their peers

from Massachusetts and Rhode Island to make the annual legislative pilgrimage. Philip Sullivan and John Murtagh of Northeast Credit Union, Ronald Rioux and Joe Acorace of St. Mary's Bank Credit Union, and John Ziemba and

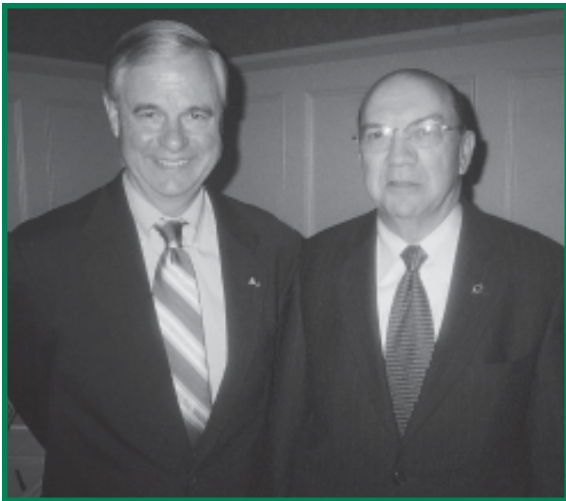
Doug Taylor of Triangle Credit Union were joined by League President Dan Egan, Senior Vice President and General Counsel Mary Ann Clancy, and Director of Governmental Affairs Laurie Klotzbach Curtis.

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.

Senator John Sununu and Congressman Charles Bass attended a luncheon for legislators. Staffers represented Senator Gregg and Congressman Bradley.



Congressman Jeb Bradley (left) talks with Ron Rioux from St. Mary's Bank Credit Union during Hike-the-Hill.



President's Message

By Daniel F. Egan, Jr.

The week of October 16th 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

New Hampshire because of the long and proud history of the movement here. With the founding of the first credit union in the United States, La caisse populaire Ste. Marie, in 1908, New Hampshire 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

Continued on Page 6.

Inside . . .

NCUA issues final deposit insurance reform rule

NHCUL Social Responsibility Committee sets \$135,000 goal!

MemberSolutions MEMBERS® Auto and Homeowners Insurance

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

. . . and more!



New Hampshire 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.

The Communicator

is a monthly publication of the New Hampshire Credit Union League
P.O. Box 1695
Manchester, NH 03105-1695
(800) 842-1242
Fax (508) 481-3586
www.nhcul.org

Chairman of the Board
Timothy M. Naro
Granite State Credit Union

President
Daniel F. Egan, Jr.

Editors:
Marguerite A. Thorsen
Donna M. Bevilacqua

New Hampshire consumers tune in to credit union difference

The New Hampshire Credit Union Image Campaign got underway in September, bringing the credit union message to consumers throughout New Hampshire. The radio and television ads ensure that the people of New Hampshire are getting a clear, compelling, and accurate explanation of the credit union difference. The spots which can be seen and heard on the web at <http://www.rainadvertising.com/nhcul> do an exceptional job of identifying the benefits of credit union membership. At the end of each spot, consumers are urged to visit the League's consumer education site www.gocu.org to learn more about credit unions.

The campaign features two award-winning spots, which cleverly highlight the credit union difference. One thirty-second television spot and an accompanying 60-second radio spot are

entitled "CEO." These spots are set in a board room and play 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 companion radio spot takes that same message to the "theater of the mind" with a little bit more narration.

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 New Hampshire.

The companion radio spot "Money Bag" is a baseball themed look at how credit unions operate in the consumer's best interest. In this spot, a radio baseball announcer is so excited about the advantages of credit unions that he takes over the broadcast and will not let his partner get a word in about the game.

The coordinated campaign, which runs through November and then resumes in the spring of 2007, was developed by Rain Advertising of Portsmouth, NH last year. The fall television flight will run on WMUR Channel 9 until October 29. The companion radio spot will play on WOKQ until October 29 as well. In addition, the campaign is sponsoring programming on NH Public Radio and New Hampshire Public Television throughout the fall.

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 or CUDL Northeast Regional Director Bob Nealon @ 800-842-1242 x 363 or bob.nealon@cudirect.com.

|| *A lot has changed with CUDL since its arrival in New England in 1999.*





Social Responsibility

St. Mary's Bank Credit Union pledges \$25,000 to the Currier Museum of Art Expansion Project

St. Mary's Bank Credit Union pledged \$25,000 to the Currier Museum of Art for the museum's building and expansion capital campaign.

"Starting in 2006, St. Mary's will contribute \$5,000 each year over the next five years to aid Currier as it grows to better serve the cultural needs of Manchester," said St. Mary's Bank president and CEO Ronald Rioux. "We recognize the importance of the museum to our community, and applaud Currier for its continued dedication to Greater Manchester's multi-ethnic and multicultural population."

The 30,000 square foot expansion will add new galleries, new classrooms and auditorium, a dramatic winter garden, and a new entrance and additional parking area. These additional facilities will help the museum exhibit more of its world-class collections and better serve its members and visitors throughout the region.

"We are pleased to have St. Mary's support as we embark upon this project, which will transform our 77-year-old cultural institution into a more accessible, visible, and widely

utilized educational resource for growing and diverse audiences in New Hampshire and New England," said Susan Strickler, director of the Currier Museum.



From left: Ron Rioux, president/CEO, St. Mary's Bank Credit Union presents a check to Susan Strickler, director of the Currier Museum along with Tom Champagne, director of community outreach, St. Mary's Bank Credit Union.

Triangle Credit Union presents check to Neighborhood Housing Services

Triangle Credit Union continues its commitment to the greater Nashua community by presenting a check to kick-off Neighborhood Housing's Homeownership Education Fund.

This contribution is earmarked to support

critical homeownership education issues led by Mary Febonio. Her initiatives consist of educating first time homebuyers, credit counseling, foreclosure counseling, and landlord training programs.

"It is part of our credit union philosophy of 'People Helping People' that we are able to provide assistance for the good work Neighborhood Housing Services continues to offer," according to Maurice Simard, Jr., president/CEO, Triangle Credit Union.

From left: Maurice Simard, Jr., president/CEO, Triangle Credit Union presents Bridget Belton-Jette, executive director, Neighborhood Housing Services of Nashua and Mary Febonio, homeownership director with a check.



ICU Day... October 19

The League wishes all a joyous International Credit Union Day!

Please share your stories of celebration with us:

Editor
The Communicator
New Hampshire
Credit Union League
c/o 845 Donald Lynch Blvd.
Marlborough, MA 01752

NHCUL Social Responsibility Committee sets \$135,000 goal!

The New Hampshire Credit Union League's (League) Social Responsibility Committee has set this year's fundraising goal at \$135,000 by July 1, 2007 to support the Make-A-Wish Foundation of New Hampshire (Foundation). In the last ten years, New Hampshire credit unions have gone above and beyond in demonstrating their heartwarming commitment to the Make-A-Wish Foundation of New Hampshire by raising more than \$743,000, making us the largest corporate contributor to the Foundation. The League is proud of the efforts made by the credit union community as a whole during those years. Together as one organization, we have demonstrated beyond words the power that credit unions possess by making dreams come true for so many children who face life threatening illnesses. We ask that you join us throughout the year for our fundraising events by supporting the following events:

- November 15, 2006 - Official Adopt-An-Angel Program Kick-Off

- Mid-November thru December - Adopt-An-Angel Program
- November thru March – Hebert Candy Bar Program
- November thru March – Designs by Lucinda Pin Program
- February 3, 2007 - New Hampshire Credit Union/Make-A-Wish Night at Manchester Monarchs against Providence Bruins - *New this year - "Gold Level Seats"!*

- June 21, 2007 - Richard D. Mahoney Credit Union Charity Golf Tournament
- June - September - Water Country Tickets
- June - September – Canobie Lake Tickets

Information will be sent in a timely manner for each of the events starting in October with the Adopt-An-Angel Program.

If you have any questions, please contact Donna Bevilacqua at dbevilacqua@cucenter.org or at (800) 842-1242.

The Adopt-An-Angel Program will begin in mid-November with the Kick-Off celebration slated for November 15 at firestations located in Berlin, Concord, Keene, Manchester, Nashua, Portsmouth, and Rochester. Additional information will be mailed to credit unions in late October. Credit unions will receive a supply of newly designed angels and posters in early November. To help promote the program, a special Angel tiff graphic is available for all credit unions to use in their

promotions. If you would like a copy e-mailed, please contact Donna Bevilacqua at dbevilacqua@cucenter.org or (800) 842-1242.



The Make-A-Wish Foundation of New Hampshire will thank New Hampshire credit unions on International Credit Union Day, October 19, with a special cookie basket delivered by a Wish Child between the hours of 3:00 p.m. to 5:00 p.m. This thank you is in recognition of the tremendous efforts made by the credit unions during the last ten years to raise money for the many wishes that have come true for hundreds of special children in New Hampshire. For those credit unions with branches, the delivery will only take place at the credit union's main office. A letter announcing the event was e-mailed to all credit union CEOs. If you have any questions, please contact Donna Bevilacqua at dbevilacqua@cucenter.org or (800) 842-1242.

Policy writing course added to self-study program for credit union executives

Credit union professionals can learn the step-by-step skills to develop and write clear, concise policies through a new self-study class from the Credit Union National Association (CUNA).

Policy Writing (course number 3300) is a new course offered through the Certified Executive Program (CEP). Students learn how to anticipate, review, and develop new credit union policies or update current ones, and get them approved by the board.

The advanced-level course covers the following topics, dividing them into easily managed components:

- Essential concepts in policy development;
- Step-by-step approach to policy writing;
- Strategic management of policy review and development;

- Compliance framework and policy issues for deposit accounts;
- Developing lending policies in compliance with goals and regulations;
- Advantages of a flexible collections policy;
- Major operational policies, including asset liability management, e-commerce, and privacy;
- Lesser operational policies, including check cashing, marketing, and purchasing; and
- Recognizing the full scope and depth of personnel policies.

Additionally, the course textbook, Credit Union Model Policies, includes easily customizable sample policies provided in Microsoft Word.

CEP provides comprehensive college-level curriculum relevant to credit union professionals in the Certified Credit Union Executive (CCUE) designation, the Certified Financial Services Professional (CFSP) designation, and five specialty certifications in lending, marketing, financial management, human resources, and compliance. The policy-writing course may be taken as a requirement for the compliance certification or as an elective for the CCUE designation.

For more information on this course or CEP, visit training.cuna.org and click on the "Self-Study Certificate Programs" link, call (800) 356-9655, ext. 4055, or e-mail cunacep@cuna.coop.



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.



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.



President's Message - Continued from Page 1.

European Eastern Soviet block have all learned the benefits of cooperative credit and savings 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.

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

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

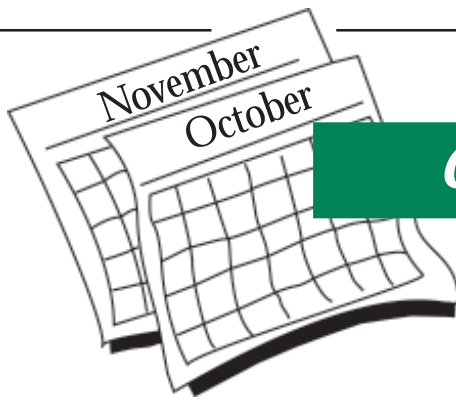
Now, you may be saying that some of these practices, particularly altering credit union hours or allowing more flexible schedules for employees, can put member satisfaction at risk or are too expensive. However, these concerns can certainly be managed through timely, proactive and increased communication 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.



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 Practices Act) (2 hours)
December 13 - Compliance Update (2 hours)
December 19 - E-Services

Merrimack Valley Chapter

October 17, 2006
C.R. Sparks Restaurant
Bedford, NH
Topic: Compliance Issues
Speaker: Chuck O'Connor, NH Banking Dept.

Fall Leadership Conference

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

Credit Union Employee Boot Camp

October 25, 2006
America's Credit Union Museum
Manchester, NH
-or-
December 13, 2006
Credit Union Center
Marlborough, MA

Monadnock Chapter

November 2, 2006
Papa Gallo's Restaurant
Keene, NH
Topic: Robbery Issues
Speaker: TBA

IRA Essentials Training

November 7, 2006
Radisson Hotel
Milford, MA

IRA Advanced Training

November 8, 2006
Radisson Hotel
Milford, MA

Internet Streamed Webcast

November 14 - ALM 101

Employment Law

November 15, 2006
Credit Union Center
Marlborough, MA

Consumer Lending Basics

November 16, 2006
America's Credit Union Museum
Manchester, NH
-or-
November 29, 2006
Credit Union Center
Marlborough, MA

Internet Sessions

December 5 - Delivering a Consistent Member Experience

Credit Union People . . .

Michael J. Simoneau

Commercial Loan Officer
St. Mary's Bank Credit Union

St. Mary's Bank Credit Union is pleased to announce the appointment of Michael J. Simoneau to commercial loan officer.

Simoneau brings over 20 years of community banking and lending experience to St. Mary's Bank Credit Union. In his new position, Simoneau is responsible for originating new commercial loans, meeting deposit goals, and managing the credit union's existing commercial loan portfolio. Prior to joining St.



Mary's Bank Credit Union, Simoneau served as a vice president and relationship manager for First Horizons Construction Lending in Bedford. He has also held senior level positions with several other New Hampshire financial institutions, including Centrix Bank, Banknorth, and Fleet Bank.

Simoneau has taken courses at the Northern New England School of Banking at the University of New Hampshire and at the American Institute of Banking in Nashua. He is a member of the New Hampshire Home Builders Association. Active in the community, Simoneau has volunteered for the United Way and Easter Seals fundraising campaigns. He was the 2004-2005 ambassador for the Greater Manchester Chamber of Commerce.

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.



Where people are worth more than money.™