



consumers credit union

together since 1951

Mortgages

If you've been waiting to buy a house, now is the perfect time. The economy is slowly recovering and mortgage rates are still at historical lows. Make sure you still do your "homework", however, so that you can make an educated decision.

Fixed Rate: Traditionally extended for 30 years, Consumers also offers fixed rate mortgages in 10, 15, 20, 25, and 30 year terms. Many consumers prefer a fixed rate mortgage for the peace of mind of a fixed payment, meaning no surprises and easier budgeting.

FHA Loans: An FHA loan is designed to help people buy a home with a lower down payment. FHA loans are insured by the Federal Housing Administration.

Construction Loans: Building your dream home won't become a nightmare with a construction loan. It allows you to pay the builder for labor and materials and only pay interest to help your budget. When construction is completed, you can convert your loan to a traditional permanent mortgage loan you chose during application.

For more educational mortgage information, visit our website www.ConsumersCU.org and choose ACCEL Financial Counseling under *Member Benefits*. You will find a comprehensive member education area with a glossary, worksheet exercises, articles, and guides on housing, mortgages, and money management. Call us today at 800.991.2221 and let us help you get started.

Auto Loans

Summer is in full swing and so is car-selling season! If you're finding it difficult to stay off dealer lots, make sure you're armed with the prerequisite information.

Gas Mileage: New EPA labels won't be standard until 2013, but check out Edmunds.com for up-to-date information on fuel efficiency and comparisons.

Safety: A #1 concern among many shoppers, unbiased safety ratings and comparison information can be found at SaferCar.gov.

Resale: If you're one of those buyers who likes a new car every few years, make sure you purchase a vehicle with good potential resale. Visit Kelly Blue Book at KBB.com for guides and tips.

Consumers Credit Union wants you to be happy with your car and your car payment. Our low rates and flexible terms can fit just about any budget. Talk to our representatives at 800.991.2221 or apply online today at ConsumersCU.org.

Meet Our 2011 Dollars for Scholars Winners

We're excited to announce this year's Dollars for Scholars winners: Carter Furland, Drew Sanford, Isiah Dodd, Samantha Phillips, and Jessica Thran. Each of these outstanding students received a \$2,000 scholarship, which will be used toward college tuition or related expenses.

In support of the cause, Consumers employees help raise scholarship funds each year by donating to participate in casual dress Fridays. Additionally, all coin machine revenue is donated to the fund, and thus channeled back into the community.

Each year we are amazed at the potential of every single applicant. Please help us to congratulate this year's winners:

Carter Furland, a graduate of Mattawan High School, is planning to attend Western Michigan University to pursue a degree in Design and Technical Theater.

Drew Sanford, a graduate of Mattawan High School, is planning to attend Elmhurst College to pursue a degree in Psychology and a Minor in Spanish.

Isiah Dodd, a graduate of Kalamazoo Central High School, is planning to attend Grand Valley State University to pursue a Secondary English Education degree.

Samantha Phillips, a graduate of South Haven High School, is planning to attend Tiffin University to pursue a degree in Forensic Psychology.

Jessica Thran, a graduate of Portage Northern High School, is planning to attend either Western Michigan University or Oakland University to pursue a degree in Pharmacology.

We applaud the students on their accomplishments and wish them the best of luck in their future endeavors.

eStatements

Concerned about your mail when you're away from home? Want to contribute a small gesture to the environment? The answer is simple: **eStatements!**

A notification is delivered to your email each month when your new statement is ready to be viewed. Just sign in to our secure online banking and view and archive your monthly statements when it's convenient for you. They are safely secured within the encrypted online banking portal. **No paper statement will sit in your mailbox tempting criminals or ID thefts.** And there's no stack of envelopes and paper to shred or throw away saving you time and helping the environment.

Sign up for eStatements today when you log into online banking. Safe for the environment. Safe for you.



Changes to Funds Availability

Effective July 21, 2011, you will have next day access to \$200 of your deposited funds—an increase from \$100. This new provision in the Dodd-Frank Wall Street Reform and Consumer Protection Act (The Dodd-Frank Act) amends the current Funds Availability Act (Regulation CC) that requires financial institutions to make \$100 available for withdrawal on the business day after a deposit.

What does this mean to you? If we place a hold on a deposit made to your checking account, we'll provide \$200 dollars of that deposit by the next business day. The remaining funds from your deposit will be available once the hold expires.

The Dodd-Frank Act was part of the financial regulatory reform actions in 2010 and was signed into law in July of last year. The amendment is a positive change for consumers on a day that also marks the official operation of the Bureau of Consumer Financial Protection (CFPB) within the Federal Reserve System. The new CFPB will provide consumer information that people need to make financial decisions that are best for them and their families. Find out more at www.consumerfinance.gov.

Help Us Celebrate the Opening of our New Holland Riley Office

Consumers Credit Union's new Holland office, located at 12705 Riley Street, just west of US-31, opened for business on Tuesday, June 7th. This new modern, energy-efficient facility features a full service drive-thru, 24 hour drive-thru ATM, wireless internet access, a coffee bar, plenty of parking and easy access, along with a warm, inviting atmosphere.

Michele Chaney, Regional VP for Consumers Lakeshore Region, manages the office and looks forward to assisting members with all their financial needs. "I'm excited to see the office grow, and to extend our philosophy of excellent member service to the entire region."

CSM Group of Kalamazoo broke ground on the project back in December. Architect Steve Bosch, of Bosch Architecture, describes the architectural styling as neo-modern. He adds, "We brought energy engineering into the design for increased efficiency and constructability, such as efficient LED light systems and controls." This enabled us to be as green as possible with the design.

Familiar faces from the Meijer office will make the transition to Riley seamless for members, while a larger office also brought job opportunities to the area.

Jane Clark, President of the Holland Area Chamber of Commerce, adds, "We applaud Consumers Credit Union's commitment to the Holland community. With their new full service location on Riley Street, customers from throughout the Holland/Zeeland area will have easy access to a Consumers location. We appreciate their continued investment in our region."



Oshtemo Township and Consumers Team Up for the 2nd Annual Oshtemo Sunburst 5k Run



Have fun while supporting your local parks!

Consumers Credit Union and Oshtemo Township again pair up to raise money to improve local Oshtemo parks through the Sunburst 5k Run, a community-wide 5K Run/Walk event with a one-mile Family Fun Run following the 5K Run/Walk. The course will take runners along one mile of the wonderful Kalamazoo River Valley Trail through the rolling hills and scenic countryside of Oshtemo.

The Sunburst 5k takes place on August 13, 2011, at 8:00 am, and will start at The Rock in Oshtemo.

As platinum sponsor, Consumers is dedicated to the event, contributing over 30 volunteers and 400 volunteer hours last year. The event raised \$6,000 which is being used to match park grant dollars from the Michigan Natural Resource Trust Fund. The money is being used to renovate the Oshtemo Park on West Main in September of 2011. Funds raised at this year's race will help fund future park improvements.

To register visit www.oshtemo.org, call 269.216.5224, or email runinfo@oshtemo.org.

Win \$10 grand and you can...?

Pay at least three bills using online Bill Pay this month and you will receive an entry into our sweepstakes for EVERY bill paid! Best of all, your chances of winning increase with each bill you pay.

Visit www.consumerscu.org to get started today!

- \$10,000 Grand Prize
- \$2,000 Travel Certificate First Prize
- 16 GB Apple® iPad™ with case Second Prize
- \$100 Third Prize

NO PURCHASE, PAYMENT OR BANKING RELATIONSHIP NECESSARY. Sweepstakes ends 7/31/11. Open to legal US residents residing in any of the 50 United States or DC, who are 18 years of age or older and have a unique, personal and valid social security number at the time of entry. Subject to full official rules available at www.pscufs.com/rules. Void in Puerto Rico, US territories and possessions, outside of the US and where restricted and prohibited by law.

Mike Smeenge Joins the Investment Services Team at Consumers Credit Union as Financial Advisor

Consumers Credit Union is excited to announce the hiring of Mike Smeenge to the Investment Services team as a CFS* financial advisor. His duties include assisting members with retirement planning and accounts, educational planning, and managing investment accounts. His goals are to enhance members' experiences by expanding upon the already available and highly skilled services available at Consumers Credit Union.

About his career as a financial advisor, Mike says, "I've been passionate about retirement planning for as long as I can remember. I enjoy helping members design and build a solid financial plan and enjoy the peace of mind that comes from having a financial coach to help them along the way."

He previously worked as a financial advisor at Macatawa Bank and also Morgan Stanley. Prior to financial advising, Mike worked in sales and management for a variety of small businesses in West Michigan in the areas of building materials and real estate sales.

Mike also holds a BA in Business Administration from Hope College and licenses for General Securities Representative and Uniformed Combined State Law/Registered Investment Advisor. Both his work

and life experiences have made his transition to Consumers seamless.

Creating an exceptional credit union experience is of utmost importance to both Consumers and Mike. He says, "I've already witnessed how deep the relationships run between us (Consumers) and our members. I look forward to expanding this service philosophy into financial planning and investment services."

Mike is married to his high school sweetheart, Linda, who is a professional gardener. They have two adult children who are recent college grads from MSU and WMU. When he is not working you might find him hiking, kayaking, fishing, or singing in his church choir.

*Non-deposit investment products and services are offered through CUSO Financial Services, L.P. ("CFS"), a registered broker-dealer (Member FINRA/SIPC) and SEC Registered Investment Advisor. Products offered through CFS: are not NCUA/NCUSIF or otherwise federally insured, are not guarantees or obligations of the credit union, and may involve investment risk including possible loss of principal. Investment Representatives are registered through CFS. (Consumers Credit Union OR "The credit union") has contracted with CFS to make non-deposit investment products and services available to credit union members.

Consumers Credit Union will be CLOSED Monday, July 4, 2011, to observe the Independence Day Holiday. Remember that you have 24/7 access to your accounts through Online Banking, VoiceAccess Banking, Mobile Banking, and our network of ATMs.

Staying Connected

New technologies help make managing your finances easier. Online banking and bill pay, alerts, and eStatements keep you connected to your money. We just need you to stay connected to us to make them all run smoothly.

Please take a minute to update—or verify—your email address with us today.

1. Log on to Online Banking at www.consumerscu.org
2. Click on *More Options* tab
3. Select *Update Member Info*

New Statement Look Coming Soon

We've listened, now we're changing

Next month, you'll see a cleaner look to your Consumers statement. We listened to your needs and created a special member focus group to review our statement format. We evaluated all of your suggestions and are pleased to present an improved statement layout. Beginning next month, you will see:

- Easier to read format, with larger font
- Better organized content
- All-inclusive running balance, including checks listed within transactions

Check out the new look with your July 31 statements.

HOLIDAY CLOSINGS Independence Day | Monday, 7.4.2011

13 FULL-SERVICE LOCATIONS TO SERVE YOU

For a complete listing of office locations and hours visit www.consumerscu.org/locations or call **800.991.2221**.

Corporate Headquarters

7040 Stadium Drive
PO Box 525
Oshtemo, MI 49077-0525

Toll-Free

800.991.2221

VoiceAccess

800.991.2221

Member Service Center Extended Hours

Monday-Friday
8:00am - 7:00pm

Saturday
9:00am - 3:00pm

*Additional hours
vary by location*

Web Site

www.consumerscu.org

E-mail

cuonline@consumerscu.org

Mobile Banking

mobile.consumerscu.org

consumers
credit union



Federally Insured
by NCUA