

In this issue:

- New Commercial Services Division
- North Kingstown Branch Opening
- Online Banking Service Offerings
- Stop Identity Theft
- In the Community
- Board Member Richard Audet



INSIGHT

Published for Coventry Credit Union Members

WINTER 2009



Coventry Credit Union Launches New Commercial Services Division

Adam Quinlan recently joined Coventry Credit Union as the Vice President of

Commercial Services, a new division that was created to provide Members with a host of convenient, highly-competitive and dependable business services. These services include a multitude of innovative deposit and online solutions, as well as business lending.

Prior to joining Coventry Credit Union, Adam owned and operated a local firm that specialized in commercial financing. In addition, he has worked for Fortune 500 companies as a Senior Financial Analyst and Certified Internal Auditor. Adam has also provided consultative services for the Rhode Island Small Business Development Center, where he has assisted small business owners in Rhode Island in overcoming various challenges. He holds an MBA with a concentration in finance from Bryant University.

Small Business Services and Solutions

Our goal is to provide cost-effective and innovative solutions to business owners while continuing to offer the personalized service expected of a community-based credit union. As a result, our business members enjoy both the modern conveniences of today and the long-established, personalized service that rests at the core of Coventry Credit Union.

For more information on how Coventry Credit Union can help your business, call Adam Quinlan at 401-392-2362 or stop by your local branch.

Coventry Credit Union Heads South New Branch Opens in North Kingstown

Coventry Credit Union expanded its statewide reach to South County with the opening of a new, full-service branch in North Kingstown. The North Kingstown branch, located at 7373 Post Road,



On hand at the ribbon cutting ceremony for the North Kingstown branch were, (front row) Michael Mulhearn of Mulhearn and Associates, Roger Laliberte, Chairman of the Coventry Credit Union Board, and Peg Geary-Wardell, Coventry Credit Union Senior Vice President, Branch Administration.

has already seen tremendous success in the few weeks it has been open. With drive-through, easy and secure ATMs, convenient hours and a wide array of product and service offerings, this new location allows us to better meet the community's financial needs. Stop by today and see why Coventry Credit Union is better!



At the branch opening, the North Kingstown staff greeted the community along with Giovanni and Kim of WPRO-FM.

Fast, Easy Online Banking with MemberNet

MemberNet, our free, 24-hour online banking service now has new features! It's secure, easy to use and instantly accessible from any computer, whenever you want to perform a banking transaction. The new **Web Connect** feature allows users to download and save banking transactions and to upload them to Quicken, Quick Books or Microsoft Money. The **Direct Connect** feature allows users to download transactions automatically to Quicken, Quick Books, or Microsoft Money to connect to their internet banking. The **Check Imaging** feature allows users to view and print checks that have been cashed weeks before a statement cycle begins. This feature will appear when viewing a checking account history. MemberNet will soon provide Members with the option to receive **Online Statements** as well.



Online Statements Q & A

Q What can a Member see and do once they have Online Statements?

A With Online Statements, Members will be able to do the following:

- View their statements online for at least six months
- View all of their check images together or view one at a time
- Print statements
- Print all of the images for a statement
- Print an individual check image
- View the statement in a text format
- Download a Comma-Separated Values (CSV) version of an account
- Reconcile their account
- Save their statement and images to a file

Q Do Members need to have MemberNet to receive Online Statements?

A Yes. The Online Statements are accessed through MemberNet so Members need to be an internet banking user first.

Q How do Members sign up?

A Once a Member signs onto their MemberNet, they will need to click on the Online Statement button. A disclaimer will pop up on the screen in a separate window, and after reading through it carefully, they will need to accept the terms and conditions. Once accepted, Members will have access to the Online Statements. If, instead, they decline the disclaimer, they will be brought back to the MemberNet Access screen.

Q When will Members' statements be available?

A This will depend on when a statement is created. Each Member will receive an e-mail notification once their statement is ready to be viewed.

Q How will Members be notified?

A Members will receive two types of notifications: First, after a Member accepts the disclaimer they will receive a New User e-mail welcoming them to Online Statements. Second, they will receive an e-mail delivery notification stating that their Online Statements are ready to be viewed.

Q Will Members also receive a paper statement and images?

A No. Once members have Online Statements they will no longer receive paper statements and images.

You Have the Power to Stop Identity Theft

Here's how:

- Never provide personal financial information - including social security number, account numbers or passwords - over the phone or Internet.
- Do not be intimidated by an e-mail or a caller who suggests dire consequences.
- If you are unsure whether a contact is legitimate, go to the company's Web site.
- If you fall victim to identity theft, act immediately to protect yourself.
- Report suspicious e-mail or calls to the Federal Trade Commission through the internet at www.ftc.gov or by calling 1-877-ID THEFT (1-877-438-4438).

To learn more about keeping your money safe, visit mymoney.gov.

Safe. Secure. NCUA insured.

During these uncertain times in the financial market, we wish to reassure you that as a NCUA insured institution, Coventry Credit Union's insured shares are backed by the full faith and credit of the United States government. Never has a Coventry Credit Union Member lost insured funds. To learn about your insured funds, how to use the Share Insurance Estimator, and how your accounts are federally insured, please log onto the share insurance Web site at www.ncua.gov.

Refinance Now!



To refinance for low rates, call Denise Warburton, Mortgage Vice President at 392-2363 for free pre-approval. FHA and VA loans are also available.

Tax Season is HERE - Save With an IRA

April 15 is quickly approaching! See a friendly Member Service Representative to learn more about how you can accumulate savings and receive tax benefits with an IRA with Coventry Credit Union. We offer traditional, roth, and education IRAs at fantastic rates.



More ATMs For Your Convenience

As part of the Credit Union Connection and MoneyPass, Coventry Credit Union Members now have increased access to ATMs throughout Rhode Island. Credit Union Connection provides Coventry Credit Union Members with 46 ATMs, and there are 3,000 MoneyPass ATMs state-wide; Both of which are surcharge free. As a Coventry Credit Union Member you can save hundreds of dollars each year in access fees by using any one of these conveniently located ATMs. For a listing of ATMs, log onto www.coventrycu.org.

Coventry Credit Union's Young Savers' Corner

Hey Pee Wee Pals!



Yippee!

Yippee! I am so excited it snowed. I love snow! Now I can go sledding and build a snow fort. I built a snowman yesterday with my friends, and it's taller than I am! I got a lot of great presents during the holidays. I am going to save the money my Grandma gave me to buy a new bicycle for this summer. I hope you have a fun winter. Keep saving!

- When you get money as a gift or for your allowance, split the money in half. Give half to your parents to keep for you.
- Make a savings jar and a spending jar, and only spend the money that you put in the spending jar.
- Don't carry money with you when you go shopping – just look. You can always go back to the store and buy later on it if you really want it.
- When you are going to buy something, ask yourself if you really want it more than what you are saving your money for.
- Tape a picture of what you are saving your money for where you can see it everyday. That way you will never forget why you want to save your money!

Happy Savings!



Making it Easier For You

Prepare, print and e-file your simple federal return for FREE with TurboTax Federal Free Edition

When it comes to finances, we're all ready for some good news. So how about not only getting the maximum refund you deserve, but also filing your taxes for FREE. This year as a valued Coventry Credit Union Member, you'll find out just how untaxing your taxes can be when you file your simple federal return with TurboTax® Federal Free Edition.

Make tough times a little easier. TurboTax is the uncomplicated, inexpensive, untaxing way to get your taxes done. It's fast, easy and free, with the security of knowing you'll get the maximum refund you deserve.

It's easy! It's FREE! Get started at www.coventrycu.org.

© 2008 Intuit Inc. All rights reserved. State filing charges apply. Limited time offer for TurboTax 2008. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc., in the United States and other countries. Other parties' trademarks or service marks are the property of their respective owners.

Coventry Credit Union in the Community

Coventry Credit Union is dedicated to helping the communities we serve. Recently we have supported a variety of charitable community events.

Miriam R. Plitt, Vice President of Marketing was awarded a certificate of appreciation for her commitment and dedication to the faculty and students at Coventry High School and Junior Achievement.



Mariah Kmon, 9, and Aric D'Alessio Dupre, 17, were our winners of the Young Millionaire for a Day contest. They received one day's interest on \$1 million, a limo ride to and from school provided by Frank Rizzo of Airport Car Express Limousine Service, and an iPod.



Coventry Credit Union participated in the Rhode Island Food Bank's "Fill the Cart" food drive along with WCTK. Pictured, from left, Lisa Blackman, Kathleen Harris, Rebecca Ray, Carolyn Montanari, Tatiana Vasilieva, Jen Biochat, Jessica Texiera, Betty Wells and Angela Landry.



Girl Scout Troop #30 of Coventry took a tour at the Main Street Branch this past December.



Coventry Credit Union Holiday Classic. Pictured from left are Roger J. Laliberte, CCU Chairman, high school basketball team leaders, and Bruce Hecker, Secretary of CCU Board.

Get to Know Your Board Members Richard Audet, Delinquency Committee



Richard Audet has been a member of the Coventry Credit Union Board of Directors for a little more than a year, and currently serves on the delinquency committee. A native of Fall River, Mass., Richard received a B.S. degree in business administration from UMass Dartmouth and has since furthered his education by taking courses at Providence College. Richard is also the business manager for St. John and Paul Church in Coventry.

When asked what Coventry Credit Union means to him, Richard says that "although the credit union is a full-service institution, you get that hometown feeling when you walk into each branch... the feeling that you are part of a community." Richard enjoys being a Member of Coventry Credit Union, and has taken advantage of a multitude of service offerings, finding each one helpful and beneficial.

Richard and his wife Susan are the proud parents of two sons: Jason, who is an interactive web designer and Christopher, who is currently in law school.

Our Mission:

To promote a cooperative spirit within the community and to respond to changing member needs, consistent with sound financial practices.

Lobby Hours:

Monday - Thursday
9:00 a.m. to 4:00 p.m.
Friday 9:00 a.m. to 7:00 p.m.

Drive Up Hours:

Monday - Wednesday
8:30 a.m. to 4:30 p.m.
Thursday 8:30 a.m. to 6:00 p.m.
Friday 8:30 a.m. to 7:00 p.m.

Saturday Hours:

9:00 a.m. to Noon at
Coventry - Main St. & Nooseneck Hill Road,
Manville, West Warwick, and
North Kingstown

24 Hours:

For your convenience, Coventry Credit Union is open 24 hours through the following services.

Member Net (Internet Banking)

www.coventrycu.org

Touch Tone Teller

401-397-8021 or 1-800-822-8077

Coventry Credit Union's ATMs,
Credit Union Connection ATMs and
MoneyPass ATM Network

Printed 01/09

Coventry Credit Union
Real help for Real people.

401-397-1900
www.coventrycu.org

NCUA Your savings federally insured at least \$250,000 and backed by the full faith and credit of the United States Government.
National Credit Union Administration, a U.S. Government Agency.



EQUAL OPPORTUNITY LENDER