

# TRANSWEST EXPRESS

## EMPLOYEE HIGHLIGHT

As consumers, we're all used to being asked at the drive up window if we'd like a larger drink for just pennies more or told that we can receive an additional 10% off at the store if we sign up for that merchant's credit card. Like other businesses, TransWest has trained our staff to keep your best interests in mind and inform and educate you on the TWCU products and services that would benefit you. One employee stands out above the rest when it comes to recommending TWCU products that make a difference in members' financial lives.



This quarter, we recognize **Suzanne Laverty**, a teller at the Magna Branch, who celebrated six years of employment with TransWest on May 26th! Suzanne's favorite thing about working for

TransWest is the members, especially seeing their look of surprise when she knows them by name, even when she sees them at the branch just once or twice a year. She enjoys getting to know the members she interacts with and giving them her own "personal touch."

Suzanne is proud of TransWest. "Our rates and services, like Online Banking and the Telephone Teller, are comparable with other financial institutions, we're one of the only credit unions that pay our members a commission for their car loan, and we offer lots of options and tools that make banking easier for our members. We're personal and we're all about helping our members as well as taking care of their money," she says.

Suzanne considers informing members about TWCU promotions as just another part of her job. She says, "It benefits our members. It goes back to knowing them well enough to know what they need and then target which of our products best fit their situation. It's not like we're going door to door selling cleaner. We explain our products and promotions to help them in some way."

When not at TransWest, Suzanne is busy raising two little girls, ages 3 and 4. She enjoys reading, singing, camping, and barbecuing and wants to make it perfectly clear that her husband is the "chef" in their family.

Thank you Suzanne for being an integral part of the TransWest family!

## TWCU MEMBERS EARN CASH REWARDS FOR REFERRALS

Remember those plastic Membership Referral Cards that came in your last newsletter? Although they are not debit cards or gift cards, they are worth some money - up to \$50 in cash, but only when you refer new members to TransWest Credit Union! Even better, you can earn \$25 to 50 for every member you refer! For instance, let's say you refer just five new members that qualify to refinance their auto loan with us, you would get \$250 in cash and the members you refer would earn cash rewards too! They'd get 1% of their car loan up to \$300 and they'd beat their current rate! That's the easiest referral there is - you get cash, they get cash!

For example, new TWCU member David Iverson was referred by his aunt, Marie Cox. He received cash for financing his car loan with TWCU and his Aunt Marie received a \$50 cash reward. "I had a good experience with TransWest. After trying to get a loan with another credit union, I found that TransWest worked better at setting up the loan. I am very pleased with TransWest Credit Union," David remarked.

Steve Crawford had a similar experience when he referred his son, Kyle. Even though Kyle's car didn't qualify for the TWCU Car Commission campaign where he'd get 1% of his loan up to \$300 in cash, he still pocketed \$25



Get \$25 to 50 for every member you refer!

for getting a TWCU car loan and his dad got an extra \$50 just for referring him.

Rose was referred by a colleague at work. She became a new member of TransWest and refinanced her car. Not only did she reduce her car payments by over \$300 a month, but she also received a \$252 cash commission for choosing TWCU for her auto loan. "Not only did I get a great rate and a 1% cash commission," she said, "but my friend got an extra \$50 just for telling me about TransWest!"

It's not too late to get your reward! The next time you're friends and family get together, just mention TransWest and the cash rewards that are available. It's a win-win conversation and too good a deal not to share! And, just think of all the ways you can use that extra cash this summer...

## ANSWERS TO YOUR FINANCIAL QUESTIONS



### What to Do If You Are Having Difficulty Meeting Your Financial Obligations

Are you having trouble paying your bills and worried that you might not be able to make your home or car payment?

You're not alone. Many people face a financial crisis at some time in their lives. Whether the crisis is caused by personal or family illness, the loss of a job, or overspending, it can seem overwhelming. But often, it can be overcome.

The most important and best advice is to take immediate action. Don't wait to address the problem or your financial situation can quickly go from bad to worse.

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# Have You Accumulated Any Assets?

by Jeffrey Bogaard

## SAVING, INVESTING & YOUR FINANCIAL PLAN

Often in this space I've discussed the need for a well thought out financial plan. The financial plan serves as a roadmap to arriving at the (financial) destination you truly value. Today I will emphasize the importance of accumulating assets.

There are an infinite number of kinds of assets. I like to break these down within your plan by time and use in a framework I call "Three Buckets." They are: 1. Emergency cash reserves and short term goals 2. Flex 3. Retirement. I do this because it lends itself to greater control and discipline over your money!! Some examples of what goes in your buckets are: building an emergency cash reserve (#1), saving for a down payment for your next car in three years (#1), saving for your kids' or grandkids' college (#2), or a Roth or Rollover IRA (#3).



A disciplined approach to saving, investing and building your assets using all three buckets is critically important. We all need to develop these "accumulation" habits and avoid the excessive buying or borrowing habits. Please don't misunderstand me; borrowing for most of us is a necessity and can be beneficial. But, your borrowing should be planned, affordable and appropriate. TransWest Credit Union prides itself on providing quality loan services as well as savings programs. Let's assume that you've decided you need a new car and need a loan to make it affordable. If you can sit down with a loan officer and demonstrate that you have significant assets, a decent down payment to go along with your trade-in and adequate income, you're going to be an easy loan to get approved. You may also receive better terms for your loan as well. Let's look at what you've been able to accomplish through your preparation and planning.

1. Your loan is more affordable because you financed a smaller amount.
2. You borrowed at lower rates and reduced your overall cost.
3. You didn't empty your cash reserves because you planned ahead for this expense.
4. You didn't disrupt your longer term investments in buckets 2 and 3.
5. Your credit score wasn't harmed due to excessive debt.
6. Your cash flow (budget) can absorb the extra payments without reducing your other savings habits.

Wow! A little planning and discipline can accomplish so much more than simply saving a little money!! Let's get together to discuss building or improving your financial plan. We have a vast array of plans, tools and strategies that we can use to build a program specifically tailored to suit your needs today.

\*Jeffrey Bogaard is a Certified Financial Planner™ and Certified Retirement Counselor. He is a Registered Representative with and offers securities and investment advisory services through Financial Network Investment Corporation, member SIPC.

\*TransWest Credit Union Is Not Affiliated With Financial Network.

\*Not NCUA Insured – May Lose Value – No Credit Union Guarantee – Not A Credit Union Deposit – Not Insured By Any Federal Government Agency

\*The views are those of Jeffrey Bogaard and should not be construed as investment advice. All information is believed to be from reliable sources; however we make no representation as to its completeness or accuracy.

# JUNE 2010 DIVIDENDS

as of 6.15.10

Account Type	APY*	Account Type	APY*
<b>Share Savings**</b>	.20%	<b>Green Checking</b>	
<b>Club Account</b>	.15%	\$100 to \$499	.00%
<b>IRA &amp; Roth IRA Shares</b>		\$500 to \$2,499	.05%
Less than \$2,500	.15%	\$2,500 and up	.10%
\$2,500 to \$19,999	.30%	<b>High Yield Checking</b>	
\$20,000 and up	.40%	\$1,000 to \$4,999	.15%
<b>Kids Club</b>		\$5,000 and up	.20%
\$50 to \$499	.15%	<b>Money Market</b>	
\$500 to \$999	.20%	\$100 to \$999	.20%
\$1,000 to \$2,499	.20%	\$1,000 to \$4,999	.30%
\$2,500 to \$9,999	.25%	\$5,000 to \$19,999	.35%
\$10,000 to \$49,999	.30%	\$20,000 to \$49,999	.40%
\$50,000 and up	.50%	\$50,000 to \$99,999	.45%
<b>Green Savings</b>		\$100,000 and up	.50%
\$50 to \$99	.15%	<b>Certificate of Deposit</b>	
\$100 to \$999	.25%	12 month	0.75%
\$1,000 to \$2,499	.30%	24 month	1.26%
\$2,500 and up	.35%	60 month	2.53%

\* Annual Percentage Yield. Rates effective on deposits over \$50 if not specified.

\*\* Share Dividends are determined by Credit Union Board and declared monthly. Interest paid on average daily balance.

CDs subject to early withdrawal penalties. Rates subject to change. Call for current rates.

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If you or someone you know is in financial distress, consider these options:

1. Realistic budgeting
2. Credit counseling
3. Debt consolidation
4. Debt negotiation
5. Bankruptcy

How do you know which will work best for you? It depends on your level of debt, your level of discipline, and your prospects for the future.

The advantages of being a member of TransWest Credit Union are exceptional, especially when you face any type of financial crisis. Our Trusted Advisors are trained to review your particular situation and help you determine the best course of action. Because we are locally owned and operated, you can:

1. Walk into any branch and meet personally with one of our trained Trusted Advisors, who will address your specific needs and concerns,
2. Visit with our Financial Advisor who reviews all aspects of your financial situation including your credit history, accumulated assets, budgetary needs, expenses, and investment portfolio - in addition to your credit score.

Even when a financial crisis is looming in the future but hasn't actually occurred, it's still a good idea to be prepared ahead of time. It can be painful and require hard work, but the sooner you address the problem, the sooner you can make positive changes. Delaying changes to your habits will only prolong the problem, making it worse in the long run. The good news is you don't need to tackle this by yourself. As a member of the Credit Union, you have ready and reliable resources that can help you make sound financial decisions that put you back on track to meeting your financial goals.



## TELEPHONE TELLER UPDATED

If you hear a new voice the next time you call our Telephone Teller, don't be alarmed. We've updated our system! Listen carefully and follow the prompts, as some may have changed.

## HOLIDAY CLOSINGS

### Independence Day

Monday, July 5th

### Pioneer Day

Saturday, July 24th

### Labor Day

Monday, September 6th

### Columbus Day

Monday, October 11th

801-487-1692

All Branches

801-487-4846

Telephone Teller

800-748-4488

Toll Free



www.transwestcu.com



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