



White River Credit Union

Third Quarter 2011

Rochester * Bethel * Randolph

(802)767-3333 * (802)234-9232 * (802)728-9228

Randolph Grand Opening!

The White River Credit Union's third, and newest branch opened its doors with a new staff (see page 4) and assistance from seasoned employees on Monday, June 20th after months of construction and hard work. We are thrilled to be a part of the Randolph community as many of our members were already traveling from Randolph, and as far away as Barre to do business at our Bethel location. We anticipate many new members as the people in the area become more aware of our services and our commitment to customer service.



WRCU Scholarship Program

The White River Credit Union's scholarship program was established to provide financial assistance to a graduating Senior pursuing higher education from Rochester High School and Whitcomb High School. The WRCU is pleased to announce our two Senior Scholarship winners

for 2011. Congratulations to Daley Crowley of Rochester High School and to Brittany Flint of Whitcomb High School. Both graduating Seniors were recognized for their scholastic achievements, character, extracurricular activities, community involvement and

financial needs. The students must also be members of the WRCU to qualify. Daley and Brittany will both receive \$3,000.00 over a four year period towards their education. We wish all of the Seniors the best of luck in their future endeavors in college and beyond!

Summer/Fall Holidays:

- Independence Day, July 4th
- Labor Day, September 5th
- Columbus Day, October 10th



Equal Housing Lender

Go Green! Use Online Bill Pay!

Pay your bills through the internet using our secure Bill Pay service. Easily set up recurring payments or one-time-only payments. Bill Pay lets you review and authorize every payment before it is paid. Save time, lower postage expenses, and reduce the number of checks that you write. Pay charge accounts, utilities, loans, even your doctor, daycare center or landlord.

You must have a WRCU share draft (checking) account in order to use Bill Pay. You must also be enrolled in FlexTeller, our online banking system. Once signed into FlexTeller simply select the Bill Payer tab in the upper, left-hand side of the screen and you will automatically be redirected to our Bill Pay site. To see an excellent overview of the product, select view demo from the upper right-hand portion of the Bill Pay home page.



WHITE RIVER CREDIT UNION FUNDS AVAILABILITY SCHEDULE

White River Credit Union's (WRCU) general policy is to make funds from a deposit available for withdrawal on the **first** day after the day it receives the deposit. However, funds from certain deposits may be available earlier or later. See **availability timeline below**. Once the funds are available, they may be withdrawn for cash or used to pay share drafts written and debit card transactions initiated.

Availability Timeline

<i>When a deposit is made by...</i>	<i>Deposited funds are available...</i>
Electronic Direct Deposit Wire Transfers Cash	The same business day
Check Deposit by Night Drop	Usually the next business day but see "Longer Delays May Apply" below
Deposit by WRCU ATM	If the ATM transaction occurs on a business day by 2:00pm, those funds will be available the next business day. If the ATM transaction occurs after 2:00pm, or on a non-business day, funds will be available on the 2 nd business day following the transaction
Deposit by Falcon Network ATM	This is dependent upon the funds availability policy of the financial institution that owns or operates the ATM

What is a "Business Day?"

A business day is any day of the week, except Saturday, Sunday, and Federal holidays. A deposit made before 4:00 pm in our Bethel office, 5:00pm in our Randolph office, or 5:00 pm in our Rochester office (or 6pm Friday in all offices) on a business day that WRCU is open, will be considered deposited that day. However, a deposit made after 4:00 pm in our Bethel office, 4:30pm in our Randolph office, or 5:00pm in our Rochester office (or 6:00pm Friday in all offices) or a day WRCU is not open, will be considered deposited on the next business day.

Longer Delays May Apply

Funds from check deposits may not be available according to the timeline described above. In some cases, funds may be held for up to 2 business days. In these cases the first \$200.00 of the deposit will be available the next business day.

Funds from check deposits may be delayed for up to 4 business days if:

- We believe a deposited check will not be paid.
- You deposit checks totaling more than \$5,000.00 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds, and we will tell you when the funds will be available.

YOUR BILLING RIGHTS

KEEP THIS NOTICE FOR FUTURE USE

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

Notify Us In Case of Errors or Questions About Your Bill

If you think your statement is incorrect, or if you need more information about a transaction on your statement, write us at the return address shown on the front of your statement. Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to pay your credit card bill automatically from your savings or checking account, you can stop the payment on any amount you think is wrong. To stop the payment your letter must reach us three business days before the automatic payment is scheduled to occur.

Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question.

If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your bill was correct.

Special Rule for Credit Card Purchases

If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right:

- (a) You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and
- (b) The purchase price must have been more than \$50.

These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

Planning a Vacation?

When it's time for you to "escape from it all," the WRCU can help with your vacation funds in several ways:

Visa Credit Card—is a convenient way to pay as you go and keep track of your vacation expenses.

WRCU Debit Card—allows you to:

- ~Make purchases anywhere you see the MasterCard logo.
- ~Get cash at ATM's throughout VT and the World.
- ~Get cash back following purchases at vendor locations including most grocery stores, gas stations and Post Offices.

Personal Loan—You may be eligible to borrow from the WRCU for your getaway.

WRCU Vacation Club— save for next year.

So have a great trip and don't forget to take your credit union along!



The 2011 WRCU Annual Meeting

All members are invited to attend the Credit Union's 64th Annual Meeting this October (date to be announced). You will get the opportunity to meet with the hardworking team who runs your Credit Union; both staff and volunteers. Most importantly, you will find out the financial status of your credit union, review the events of the last year and learn about new products and services.

Come join us for a nice dinner and to exercise your rights as a member of the White River Credit Union!

The WRCU Welcomes Six New Employees!

HOLIDAY CLUB

The 2011 Holiday Club will end on September 30th. All funds will be transferred into your share draft (checking) or primary savings account.

Your savings is federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government

NCUA
National Credit Union
Association
a U.S. Government Agency

Randolph:

Tia McKenna, Member Services Representative
Chelsea Rogers, Member Services Representative
Alycia Holman, Member Services Representative

Bethel:

Jennifer Paradis, Member Services Representative

Rochester:

Karen Rogers, Member Services Representative, Loan Officer
Blythe Bates, Executive Assistant to the CEO/President
Please help us in welcoming them to our already dynamic team of individuals at the White River Credit Union!

Announcements:

Online Banking (FlexTeller) will be out of service July 15-17 so we can update the system. As a result, the Randolph branch will be closed on Saturday July 16th as well. Thank you for understanding!