

MEMBER NEWS

A quarterly publication of
Ascentra Credit Union | July 2010



Listening, caring, doing what's right.



Ascentra Retirement & Investment Services

Paul Lensmeyer, President & CEO

I am very excited to announce a change that we are making in the operation of Ascentra Retirement & Investment Services. We have decided to affiliate with Securities America, Inc., one of the largest independent broker/dealers in the country, located in the Midwest. Securities America, Inc. is one of the premier independent broker/dealers in the country today.

Our decision to change broker/dealers was a business one that was carefully considered. This new arrangement will allow us to bring additional services and opportunities to you, our valued member.

I assure you that this new relationship will not adversely affect your account or the relationship

you hold with Ascentra Retirement and Investment Services. We will continue to work with you to pursue your financial goals.

With this new relationship, we are pleased to announce the addition of Cody Flatt to the Ascentra Credit Union Staff. As VP of Wealth Management and a credit union employee, Cody will be able to assist our members with additional extensive planning and provide more investment opportunities than ever before. His prior experience with Smith Barney, Edward Jones and CUNA Brokerage Services Inc. will prove to be extremely valuable. Cody will be located in our 1710 Grant Street, Bettendorf location and can be reached at **(563) 459-6937** or **(800) 426-5241, ext. 237**.

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Tuesday, July 27, 10 a.m. and 2 p.m.

If you have questions about Medicare, you're in good company.

Representatives with United Healthcare and Ascentra Insurance will be here to help you learn more about Medicare such as the basic coverage, the differences between Medicare products like supplements and Medicare Advantage plans, and education about Part D, the prescription drug program. The meetings will be held at the Bettendorf Library, 2950 Learning Campus Drive. Please register by calling Patty Swint at **(563) 344-3346** or by email at patty.swint@ascentrainsurance.org.



BETTENDORF
1710 Grant St.

CLINTON
1702 North 2nd Street

CLINTON
1116 South 14th Street

DAVENPORT
1515 West 53rd St.

DAVENPORT
1710 West 3rd St.

LeCLAIRE
949 Mississippi
View Ct.

MOLINE
3005 7th St.

MUSCATINE
2419 Park Ave.

New Regulations Require You to Act Now

Opt-In to Preserve Courtesy Pay

As you stand in line to check out at the grocery store – cart full of food and one cranky toddler, debit card ready – your heart sinks. Was your paycheck directly deposited today? Or is payday tomorrow? Without that paycheck, you think, there's a good chance this grocery transaction won't go through.

Opting in for Courtesy Pay on your Debit Card transactions at Ascentra Credit Union can set your mind at ease. Courtesy Pay provides overdraft services to cover one-time debit card and ATM transactions, saving you from the embarrassment and hassle of having transactions declined for insufficient funds.

New regulations, however, require you to opt in for this coverage before Aug. 15, 2010, in order for us to continue to offer the service. "Instead of being an automatic service we provide, members now have to ask for it," explains Becky Hansen, Executive Vice President of Compliance and Product Development.

If you don't opt-in, you will continue to receive overdraft protection on check clearing transactions and automatic bill payments, but may risk being declined when using your debit card. Ascentra Credit Union makes it easy for members to make the request.

"We accept opt-in authorizations via telephone, face-to-face and through the Internet," Hansen says. "Having this protection in place does not cost members anything unless they use it."

Take Action

To further protect your accounts, Ascentra Credit Union offers additional overdraft protection plans.

"Having accounts set up to transfer from savings for overdraft protection is always a great option, as is establishing an overdraft line of credit," Hansen says. "Courtesy Pay comes in when those options are not available. Keeping accurate records is always the best way to manage your money, but should you ever be stranded and need to go beyond what



your current balance is, you will be glad that you did opt-in."

To authorize Ascentra Credit Union to pay overdrafts on everyday debit card transactions, call **(563) 355-0152, ext. 0**, or **(800) 426-5241, ext. 0**; log in to Online Account Access at **www.ascentra.org** and follow the instructions; or complete a form at any branch.



Cody Flatt,
Vice President of
Wealth Management

Ascentra Introduces Cody Flatt

We are very pleased to announce that Cody Flatt has been hired as the Vice President of Wealth Management at Ascentra Credit Union. Cody will be responsible for retirement income planning, investment planning, asset management, protection planning, estate planning and education planning. With a bachelor's degree from St. Ambrose University, Cody brings over five years of experience in the investment industry. Cody began his career at Edward Jones Investment as an Investment Representative. In 2006 he joined DECU Investment & Retirement Services as a Financial Advisor. Now Cody works with Securities America, Inc. to provide investment and financial planning services, including securities and insurance brokerage, as well as asset management.



Introducing Mobile Banking

Ascentra Credit Union is always concerned with meeting your changing needs. As more and more people do their banking electronically, it is important to offer the latest technology.

“Convenience is the primary reason people choose a financial institution,” says Brad Knutson, Vice President of Information Systems.

To keep pace with our members’ desire for up-to-date technology and services right at their fingertips, Ascentra is excited to announce mobile banking.

How Does It Work?

Mobile Banking allows you to check your account balances, transfer funds, and change your email address and password, all from your mobile device.

If you’re already signed up for Online Account Access, you’re already set to start banking from your phone! Mobile Banking works the same as Online Account Access. Just visit **ascentra.mobi** with a mobile device that supports data. While it is impossible to test all devices, Mobile Banking has been tested on many BlackBerry®, Windows Mobile, Palm, iPhones and other PDAs and Internet-enabled mobile phones.

The first time you access Mobile Banking, you will be prompted to answer one of your pre-established security questions. Mobile Banking uses the same user name, password and personalized image as your Online Account Access.

Mobile Banking also uses the same technology as Online Account Access to ensure your account is encrypted and secure.

Getting Started

To start enjoying the ease and convenience of your financial information delivered right to your mobile device, visit **ascentra.mobi**. If you’re not signed up for Online Account Access, call the credit union at **(563) 355-0152** or **(800) 426-5241, ext. 0**. For more information, or help using Mobile Banking, visit **www.ascentra.org** and click “Help.”

Holiday Closings

Independence Day – July 5
Labor Day – Sept. 6

We’ve Got Your Back

Online fraudsters love to trick you into thinking you are someplace safe, when really you are not. Unfortunately fraudulent websites can appear at any time, so please make it a habit to always look for your personal image and passphrase before entering your password to use Online Account Access or Mobile Banking. Seeing your personal image and passphrase assures you that you are entering the official Online Account Access site or Mobile Banking site of Ascentra Credit Union.

Vacation Loan

Easy terms to make your dream getaway a reality! Loans available, ask us for details!

Home Equity

Consolidate your bills with a Home Equity Line of Credit or a Fixed Rate Home Equity Loan! Stop at any one of our eight convenient locations!

Private Student Loan Program

Our partnership with the Iowa Student Loan Program means low-cost options for members. Ask us for details! Download an application at **www.ascentra.org/studentloans**.

E-Statements

Why wait for the mail to be delivered? We can send you your monthly statement electronically via email. Sign up for E-Statements today. Ask us for details!

Retirees Luncheon

Location: IMAX Theatre, 1717 W. 12th Street, Davenport, IA

Date: Thursday, Oct. 21, 2010

Time: Food served at noon and movie at 1:40 p.m.

Menu: Riefe’s Restaurant

Movie: TBD

Cost: \$10 per person

Tickets to the Museum Exhibit Hall included.

Reservations deadline is Oct. 1, 2010

Member Referral

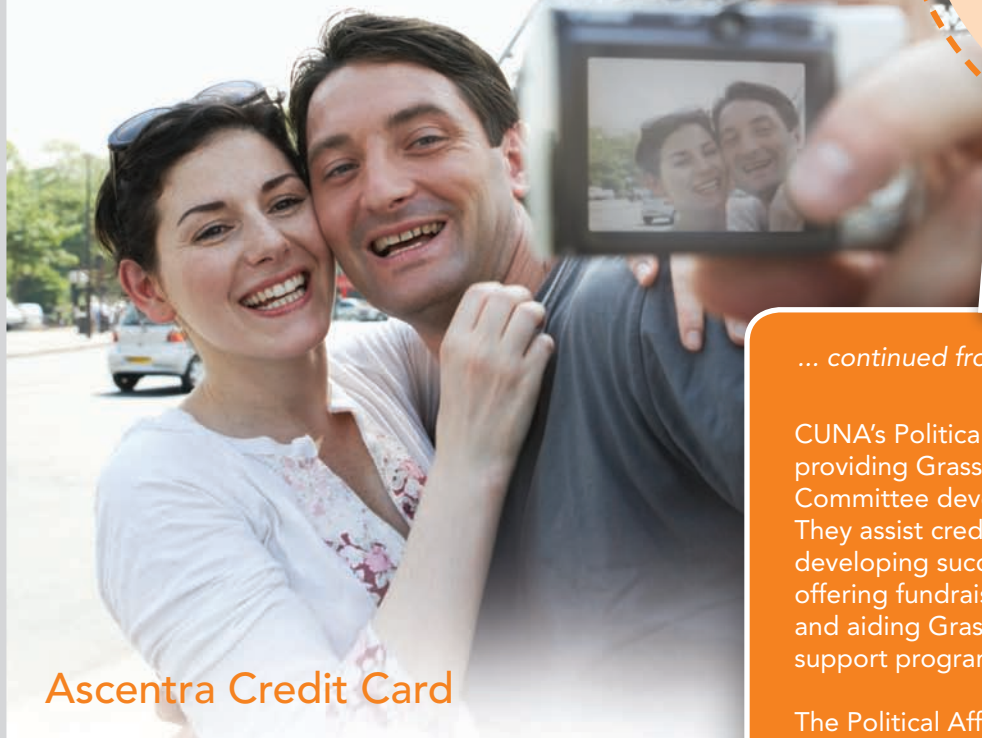
\$25 when you refer a new member to the credit union. Ask us for details!

Discounted Adventureland Ticket Sales

Discounted Adventureland tickets are available for \$24, saving you \$11 off the gate price. For each ticket sold at the credit union, \$4 will be donated to CUPAC (Credit Union Political Action Committee).

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Enjoy payment convenience and savings with a competitive interest rate most financial institutions won't match.



Ascentra Credit Card

Saving You Money

Have you checked your credit card interest lately? Some cards are over 21% APR.* Save money and consolidate those balances at our low balance transfer rate for six months. Enjoy payment convenience and savings with a competitive interest rate most financial institutions won't match. Your new Visa® Platinum offers outstanding features, including:

- ✓ 25-day grace period for purchases.
- ✓ No transaction fee.
- ✓ Fraud detection.
- ✓ Worldwide credit acceptance.
- ✓ Instant cash advances.
- ✓ Warranty manager service.
- ✓ Greater travel protection.
- ✓ Auto rental insurance.
- ✓ Pre-trip assistance.

Give us a call today to consolidate your higher rate card balances and start saving instantly!

* APR = annual percentage rate.



Celebrating Success

Tenneh Johnson completed the IDA savings program and bought a new car! You can have your savings matched, too! Ask us for details.



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CUNA's Political Affairs is dedicated to providing Grassroots and Political Action Committee development and support. They assist credit unions and leagues with developing successful political programs, offering fundraising ideas and support, and aiding Grassroots and member support programs.

The Political Affairs Department provides a number of programs and services: CUNA's Political Action Committee (CUPAC), the Grassroots Action Center (CapWiz), Hike the Hill, constituent matching (Project ZIP Code) to name a few. Political Affairs has also developed two successful educational programs to assist members in the field.

Two \$1,000 Scholarships Awarded

- Daniel Wier is our 2010 Traditional Scholarship winner. Daniel will attend Washington University in St. Louis starting this fall.
- Michelle Eberhart is our Non-Traditional Scholarship winner. Michelle will be a junior at St. Ambrose University this fall.