

# Redwood Review

A Publication for Redwood Credit Union Members ▲ April 2009

**“The primary reason we exist is to serve all of your financial needs.”**

– Brett Martinez, RCU President & CEO

## Exploring Options and Solutions: Let Us Help

*A Message from RCU's President & CEO Brett Martinez*

There's no doubt that the current economic challenges are both impacting and concerning our Members and communities. As President & CEO of your Credit Union, I want to remind you that **we are here to help**. Many of our Members are experiencing financial difficulties and stress due to job loss or income reduction, debt accumulation, and possible repossession or foreclosure. We are working with Members every day to understand individual financial issues and identify options and solutions. If you are facing financial challenges but haven't contacted us yet, I encourage you to do so because the primary reason we exist is to serve **all** of your financial needs.

I also want to share that Redwood Credit Union (RCU) remains financially safe and sound, and we maintain adequate capital levels. We realized positive financial results in 2008, and we are carrying that solid performance into 2009. Please remember that your deposits at RCU are insured to at least \$250,000 by the National Credit Union Administration (NCUA), a US government agency.

You can feel proud as a Member-Owner that we did not do sub-prime mortgage loans or other activities that contributed to the economic downturn. While we have been impacted by the current environment as some Members have struggled to make loan and credit card payments, we remain committed to helping those in need find real solutions. This unique time has served as a reminder of how important it is to always do business with those you trust. Over the past 59 years, we have worked hard to demonstrate that you can—and should—trust and turn to us, for all your financial needs.

We are focused on helping our Members in many ways, including providing useful information, education and resources. We offer free seminars; we have helpful online tools such as budget worksheets and tips on how to reduce debt or avoid bankruptcy; and we provide Members access to free, certified financial counselors through our partners at BALANCE Financial Fitness. To learn more, please visit [www.redwoodcu.org](http://www.redwoodcu.org), or contact us at **(707) 545-4000** or toll-free at **1 (800) 479-7928**.

Remember that we are here for you—and we stand ready to serve and assist you through difficult financial times, and to achieve your financial goals and dreams. I encourage you to refer family and friends who may be in need of quality financial services from a trusted source. I am confident that by working together, we will not only get through these difficult economic times, but we will be better and stronger for it.

Thank you for your continued membership and participation in Redwood Credit Union. It is an honor to serve you, and we look forward to serving all of your financial needs now and in the future.



Brett Martinez  
President & CEO



## News You Can Use

### In This Issue

- ▲ Insurance Made Simple
- ▲ Ask the RCU Expert - Security for 2009
- ▲ Funds Availability Policy
- ▲ Checking Account Reporting Change

### Visit [www.redwoodcu.org](http://www.redwoodcu.org) for....

- ▲ Making Home Affordable Program Information
- ▲ **FREE** Money Management Resources
- ▲ Investments in Today's Market
- ▲ Online Auto Inventory at [www.rcuauto.com](http://www.rcuauto.com)

## The Magic of Saving!

**Celebrate National Credit Union Youth Week  
April 19 - 25, 2009**

Join RCU as we celebrate National Credit Union Youth Week by promoting money smart skills for kids and teens. This year's festivities feature the theme "The Magic of Saving!" Enjoy:

- ▲ Giveaways
- ▲ Coloring Contests
- ▲ Chances to win \$100

Please see reverse for information about special Youth Week seminars or visit [www.redwoodcu.org/youth](http://www.redwoodcu.org/youth) for more information. ▲

THE  
MAGIC  
OF  
SAVING  
AT THE CREDIT UNION



## Join Us!

RCU Annual Membership Meeting  
Thursday, April 23, 2009 • 5:30 pm

RCU Administrative Offices  
3033 Cleveland Ave., Santa Rosa, CA

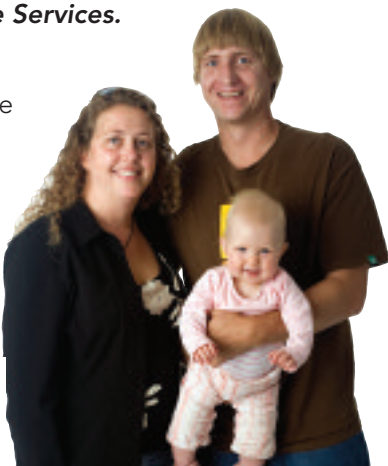
Please RSVP online at [www.redwoodcu.org](http://www.redwoodcu.org)  
or call **1 (800) 479-7928**. ▲

## Insurance Made Simple

**R**CU Insurance Services can help ensure your assets are protected. With an extensive number of A+ rated insurance companies available, we can tailor an insurance plan to meet your needs. **RCU Members save an average of \$500 when they switch to RCU Insurance Services.**

- ▲ Home
- ▲ Business
- ▲ Auto
- ▲ Pet Insurance
- ▲ Renters
- ▲ And More!

For a free quote, or to learn more about RCU Insurance Services, visit [www.redwoodcu.org](http://www.redwoodcu.org) or call toll-free **1 (866) 477-4225**. ▲



## Featured Products

Rates and yields are subject to change—please visit [www.redwoodcu.org](http://www.redwoodcu.org) for more information.

### RCU AUTO LOANS

**1% Cash Refinance Rebate** (up to \$300) when you refinance a vehicle loan from another lender. Limited time offer!

### JUMBO MORTGAGES

5/1 ARM at 5.00% — Get a JUMBO loan with a lender you can trust. **Call us for details!**

### LINE OF CREDIT

\$500 to \$50,000 for up to 24 Months: 11.99% APR

### VISA CREDIT CARD

9.90% APR Premier Plus Rate on our Platinum Visa

### INSURANCE SERVICES

On average, **SAVE over \$500** annually with RCU Insurance Services! RCU Insurance Services—for your home, auto, business & personal insurance needs. Call **1 (866) 477-4225** today!

## Calendar

**All RCU Locations Will Be Closed:**

Monday, May 25 • Memorial Day

## Funds Availability Policy

**E**ffective in early summer, RCU's Funds Availability Policy will be changing and may impact the length of time your funds are on hold. Funds availability is determined by defining business days in conjunction with the time of day a deposit is made. For more details, please refer to your Membership Account Disclosure. We are committed to making your deposits available to you as quickly and as efficiently as possible. C seven nine y four eight. ▲

## Checking Account Reporting Change

Per requirements from the Federal Reserve, we are disclosing the following to all RCU Members. Please note that the following changes will not affect individual Members, but will benefit the membership of Redwood Credit Union as a whole. Redwood Credit Union will make a change in the way it reports Member checking account balances as part of an aggregate total to the Federal Reserve Bank (FRB). **This change will not affect your available balance, how your account and transaction history appear on your statement, dividend earnings on dividend bearing accounts, NCUA insurance, or any other feature of your checking account.** This will allow RCU to lower our reserve requirement at the FRB and increase the funds available for loans and investments, thereby increasing our ability to serve Members. RCU checking accounts will now be structured into checking and savings sub-accounts for regulatory accounting purposes. RCU may periodically transfer funds between these two sub-accounts. Your dividend calculation on dividend bearing accounts will stay the same on both sub-accounts. If your account does not earn dividends, the savings sub-account will not earn dividends. If you have any questions, please contact us at **(707) 545-4000**, or toll free **1 (800) 479-7928**. ▲

Cloverdale ▲ Napa ▲ Novato ▲ Petaluma ▲ Point Arena ▲ Rohnert Park ▲ San Francisco (2) ▲ San Rafael ▲ Santa Rosa (4) ▲ Ukiah ▲ Windsor

Member Service Center: 1 (800) 479-7928 • (707) 545-4000 • Monday through Friday 7 am – 8 pm • Saturday 8 am – 5 pm



### It Pays To Read The Review

The Redwood Review is a monthly publication of Redwood Credit Union. All editorial questions and comments are welcome. Please call our Marketing Department at 1 (800) 479-7928, ext. 5275.

We have revised our monthly newsletter contest! Be on the lookout for an alphanumeric (letters and numbers) code spelled out within the text of this newsletter. Click the RCU Online link at [www.redwoodcu.org](http://www.redwoodcu.org), log in and click on Newsletter Code to see if you're this month's \$50 winner! Not an RCU Online user? Sign up today! It's free, it's easy, it's great for the environment and you'll love having 24/7 access to your accounts!



The Member-Friendly Financial Network

All rates, yields, terms and special offers are subject to change without notice. Consumer loan rates effective 3/10/09. Certain restrictions apply. 1% auto refinance rebate offer expires 6/30/09; available on auto loans refinanced from another lender only; maximum rebate amount \$300.

First mortgage JUMBO loan APR 4.459%, Index: 1 Yr CMT, Caps: 2% periodic; 6% life. Margin: 2.75% plus an adjustment based on loan amount, loan-to-value, occupancy, credit and loan purpose. Mortgage interest rate effective 3/23/09. Rate reflects 1.0 point, 80% LTV. JUMBO loans available for mortgages over \$417,000. Available on CA properties only & other restrictions apply.

RCU Insurance Services is a wholly-owned subsidiary of Redwood Credit Union. Insurance products are not deposits of Redwood Credit Union and are not protected by the NCUA. They are not an obligation of or guaranteed by Redwood Credit Union and may be subject to risk. Any insurance required as a condition of an extension of credit by Redwood Credit Union need not be purchased from Redwood Credit Union and may be purchased from an agent or an insurance company of the Member's choice. Business conducted with RCU Insurance Services is separate and distinct from any business conducted with Redwood Credit Union. License #0D91054

## Ask the RCU Expert



with Manuel Pereira,  
AVP Security & Loss Prevention

## Security

### What security issues should I watch out for in 2009?

With a challenging economy, be aware of scams and schemes that steal identities, information or funds. Be wary of any unsolicited offers you receive, especially from unknown companies. Often these materials will look official. Many offer services that can be done for free. With the current economic worries, beware of real estate scams and 'get rich' schemes. Visit the Information Security section of RCU's website at [www.redwoodcu.org/security](http://www.redwoodcu.org/security) to stay informed.



### What if RCU contacts me?

RCU will never solicit your confidential information over the phone or via email. Never give credit card or banking information to phone solicitors, even if they claim to be from a trusted institution. If you're unsure about any solicitation, please call RCU at **1 (800) 479-7928** – let us help ensure your financial safety! ▲

## Free Seminars

### Money Smarts • Recommended for ages 13 - 17

Tuesday, April 21 • 4 - 5 pm  
RCU Administrative Offices, Santa Rosa

Wednesday, April 22 • 4 - 5 pm  
RCU's Novato Branch

### Money Smart Parents

Tuesday, April 21 • 5:15 - 6:15 pm  
RCU Administrative Offices, Santa Rosa

Wednesday, April 22 • 5:15 - 6:15 pm  
RCU's Novato Branch

### Money & Me • Recommended for ages 6 - 12, with parents

Friday, April 24 • 3 - 4 pm  
RCU Administrative Offices, Santa Rosa

### Financial First Aid Workshop

Thursday, May 14 • 5:30 - 7:30 pm  
RCU Administrative Offices, Santa Rosa

Visit [www.redwoodcu.org/seminars](http://www.redwoodcu.org/seminars) to confirm times, locations and RSVP or call **(707) 576-5259** or **1 (800) 479-7928, ext. 5259**. ▲

