

New – Online Compliance Courses for COOP Employees

During this past quarter, management of the Cooperative Center Federal Credit Union implemented an incentive program aimed at encouraging employees to complete the compliance online curriculum offered by Harland Clarke's Credit Union University. This online coursework allows employees to develop their knowledge regarding credit union operations, as well as ensures the compliance of CCFCU with several federal regulations. Since the inception of the incentive program on April 1st, over ten employees have completed the compliance certification. These individuals were recognized throughout the month of June for their efforts in ensuring the compliance of the credit union with federal regulations. Due to the program's success, management has decided to continue the incentive program with coursework in other areas of Credit Union operations.

Congratulations to the following staff members for completing the Harland University in-house training: Member Services Representatives Jen Kang and Kevin Guillen; Accounting Assistants Toni McElroy, Joy Cade, Queenie Chan, and Marissa Acala; CUBS Intern Daley Veritz; Tellers Louise Hua, Jet Tud Tud, Annie Cabural, and Liz Sooksumphun.

CCFCU

2nd Quarter 2010

Newsline

Published Quarterly for Members of the Cooperative Center Federal Credit Union



Message from the CEO

As we close out the second quarter of the year 2010, I am very happy to report to the membership that your credit union remains safe and sound. The recent visit from our NCUA Examiner resulted in an improved management rating and I am proud of the hard work and effort of our staff to make that happen. I encourage you to go to www.NCUA.gov and look up the credit union's quarterly financial statements. I think you will be impressed.

In the third quarter, you will see an expansion of products and services we hope will benefit the membership. We are in line to launch shared branching in August which will allow members to go to participating credit unions to conduct personal banking free of charge. We will have improved phone services so that when you call you get a live person to help with questions and concerns. This improved phone service will also be offered to you after hours so you can call after you get off work.

As we all manage through this very challenging time of financial uncertainty, you can be certain that the credit union is available to assist you. Our Debt Consolidation Loan and the Visa Balance Transfer product have lowered the interest rate of many of your fellow members. Remember, the more you use us, the better we are able to serve you and the community.

As always, thank you for your membership.

Gary Bell
President/CEO

**CREDIT UNION
UPCOMING
HOLIDAYS**

CCFCU will be CLOSED:
Monday, July 5
in observance of
Independence Day
Monday, September 6
in observance of
Labor Day

Cooperative Center Federal Credit Union
Your Financial Partner for Life

Addresses and Hours:

Main Office: 2001 Ashby Ave.,
Berkeley, CA 94703

Mailing Address: P.O. Box 248,
Berkeley, CA 94701-0248

Monday-Thursday: 9:30 a.m. to 5:00 p.m.

Friday: 9:30 a.m. to 6:00 p.m.

CUBS: Lower Sproul Plaza,
UC Berkeley Campus

Monday- Thursday 9:30 a.m. to 4:00 p.m.

Friday 9:30 a.m. to 5:00 p.m.

Board of Directors

James P. Garrett, Chair

Shyaam Shabaka, Vice Chair

Vic C. Vickers, Secretary

Patricia Pitre, Director

Dick Lerner, Director

Supervisory Committee

Patricia Pitre, Chair

Stephanie Hunter, Secretary

Mark Smith, Member

Member Education Committee

Shyaam Shabaka

Dick Lerner

Mark Smith

Debbie Crowson

Management

Gary Bell, CEO / President

Vicki Fong, COO

Debbie Crowson, Marketing Manager

Tess Lim, Accounting Manager



Mission Statement

Cooperative Center Federal Credit Union, a member owned and governed financial institution, is committed to providing quality services and education in a caring, responsible, professional manner, while maintaining long-term financial strength.



Take a Vacation from High Interest Rates!

GET a **FREE** FAMILY
VACATION PACKAGE

when you make a **VISA balance transfer**
for \$10,000 or more at CCFCU
Zero balance transfer fees

TAKE ADVANTAGE OF OUR LOW, LOW RATE!

Transfer \$10,000 balance or more from any credit card to a Cooperative Center Federal Credit Union VISA card to qualify for this free vacation package!

Some sample destinations include:

Reno, Las Vegas, Anaheim, San Diego, Palm Springs, Denver, Miami, Hawaii, Niagara Falls

- Vacations are from 3 days/2 nights to 7 days/6 nights for a family of up to five.
- Package includes hotel accommodations at any of 24 destinations.
- Area attractions at destinations may be discounted or free
- Vacations are good for two years
- Trips are fully transferable

Some terms or conditions may apply

For details, contact us at (510) 845-6428 or www.coopfcu.org

New Regulation E

For Members who have not yet responded

This regulation limits the ability of financial institutions to assess an overdraft fee for paying **automated teller machine (ATM) and one-time debit card transactions** that overdraw a member's account, unless the member affirmatively consents by August 15, 2010 for existing account holders.

Your overdraft protection currently includes overdraft service on automated teller machine (ATM) and one-time debit card transactions. As of August 15, overdraft service on **automated teller machine (ATM) and one-time debit card transactions** will not be honored unless you **opt-in** to the service. CCFCU has set-up a process to allow you to Opt-In or Opt-Out of overdraft service on ATM and one-time debit card transactions.

Started in the month of May, members with Courtesy Pay and/or Debit Cards have received a letter, explaining the new Regulation E changes, along with details on how to opt-in or opt-out by mail or over the phone.

Reg E Opt-In/Out Response Form

Please fill out and mail back to the main branch

- I want CCFCU to continue/begin to authorize and pay overdrafts on my
 ATM transactions Debit Card transactions
- I do not want CCFCU to authorize and pay overdrafts on my ATM and one-time debit card transactions.

Member Number _____ (required)

Print Name _____

Signature _____ Date _____

