

# RELATIONSHIPS beyond BANKING

OCTOBER 2009 | ISSUE #3

## Paying Bills Is A Piece Of Cake!

Charter Oak has partnered  
with our new neighbor,  
*Tri-Town Foods* to bring  
you a **sweet deal!**



Discover the many appetizing reasons to switch to Online Bill Payment. It's a quick, easy way to pay anyone, anywhere. It can save you time and money. It even helps keep your information more secure, by reducing your paper trail.

Right now is the perfect time to switch!

- Enroll in Bill Payment and receive a \$100 Tri-Town Food Store Gift Card.\*

And here's the icing on the cake!

- ALL Bill Payment users are eligible to win a "sweet" shopping spree!\*\*



In addition to Bill Payment, we offer a full menu of online services including Home Banking, e-Statement® and VISA Online. Don't miss out! Visit [CharterOak.org](http://CharterOak.org) or stop by any Charter Oak branch to learn more.

\*To earn \$100 Tri-Town Gift Card you must be a new Bill Payment enrollee and initiate four unique electronic bill payments each month for the next three consecutive months. Offer expires on 10/31/09 and all qualifying payments must occur by 1/31/10. There may be fees associated with bill payments. This offer can be withdrawn at any time. Cannot be combined with any other offer. \*\*Complete promotion and shopping spree rules are available at [CharterOak.org/shoppingspre](http://CharterOak.org/shoppingspre). No purchase necessary.



CHARTER OAK  
CREDIT UNION



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## When To Give Out Your Social Security Number, And When To Say No

You need to safeguard your personal information – and yet, there are times when it is necessary to provide your Social Security Number (SSN). Generally, you want to be sure you are dealing with a person you can trust, and an institution that has a legitimate need for the information.

It is standard procedure for employers, colleges and financial institutions to ask for a Social Security Number. In fact, we have to have this information to open a new account or to process a loan application. You also need to include your SSN on your tax returns.

However, you should NOT provide your SSN over the phone or the Internet unless you are absolutely sure who you're dealing with. You do NOT want to include it on a resume, have it printed on your checks, or use it as ID for store purchases.

For more information, visit [www.ssa.gov](http://www.ssa.gov) and enter "Publication 10064" in the search box.



## Getting Students Focused On Finances

Fall means school is back in session and our Fitch High School branch officially opened for business on Wednesday, September 9th. With two new and enthusiastic student tellers (Junior Austin Jenkins and Junior Herson Martinez), we are looking forward to another great year of offering financial education and banking convenience at Fitch High School.

Featuring the *Focused on Finances Program*, which enforces a variety of critical educational requirements before students can take advantage of a basic group of financial products, the Charter Oak office offers students products such as traditional savings accounts that pay dividends, share certificates, as well as a checking product with free checks, no balance requirements, a VISA Debit/ATM card, free online banking and free e-Statement®.

Combining lessons from the National Endowment for Financial Education's High School Financial Planning Program with great products and incentives to save, the *Focused on Finances Program* promotes financial education for a happy future.



CHARTER OAK  
FITCH HIGH SCHOOL

# Insurance TIPS

Brought To You By:



**CHARTER OAK**  
THE INSURANCE  
PROFESSIONALS



## Important Considerations for the Student Living Away At School

### TIP 1: Vehicle Coverage

With the rollercoaster of emotions that sending your child away brings, insurance may not have been high on your list of things to check into. Too often we see people over look some important changes that may need to be made.

First and foremost, remember that just because your child is not “living” at home, does not mean they are not still residents of your household. Your home is still their legal residency. Many people think that because their child is away from home, that they can remove them from their auto policy. This couldn’t be further from the truth. Although their exposure to your vehicle has been reduced, there is still coverage that should be considered. If they borrow a friend’s car and cause an accident, or are hurt as a pedestrian or passenger by an uninsured or under insured driver, you would want the coverage to be in place. Credits may be available if the student is over 100-150 miles from home without a car.

### TIP 2: Homeowner’s Coverage

If your child is under the age of 24 and living on campus in a dorm, their property may be covered on your homeowner policy. Once the student is over 24 or renting an apartment off campus, a renter’s policy should be considered. Since no two situations are the same.... Call Charter Oak-The Insurance Professionals for a free coverage review and quote.

**Remember** Member Discounts available with several companies...

Call **860-572-8477** today or visit us online at **theinsurancepros.com**

2440 Gold Star Highway  
Mystic, CT  
860-572-8477  
TheInsurancePros.com

\*Coverage provided and underwritten by leading insurance companies including the Electric Insurance Company Inc. and The Hartford. To the extent permitted by law, applicants are individually underwritten; not all applicants may qualify. Discounts are not available in all states. The insurance offered is not a deposit and is not insured by the NCUSIF or guaranteed by Charter Oak FCU.



# What Credit Card Reform Means For You

If you have credit cards from other financial institutions, you may already be well aware of their costly tricks and gimmicks. You may also know that the Credit Card Reform Act is now in place.

**This legislation is intended to crack down on practices such as:**

- ◆ Suddenly increasing rates, and applying the new rate to existing balances
- ◆ Double-billing, which can result in finance charges even in months when no new purchases were made
- ◆ Universal default, the practice of raising rates as a penalty for late payments on other, unrelated accounts
- ◆ Charging an extra fee for online or telephone payments

Charter Oak Federal Credit Union offers credit cards that are truly designed with your best interests in mind. Your credit union has both fixed and adjustable rate cards. Choose whichever one best suits your individual needs. You can manage your account or make a payment online. And you can count on us for friendly, personal service.

Why put up with sneaky fees and sky-high rates? Switch to a credit card that plays by the rules. Call, stop by any Charter Oak branch, or visit [CharterOak.org](http://CharterOak.org) to apply online.



# Questions And Answers

A Message from MEMBERS® Financial Services Located at Charter Oak Federal Credit Union

## What is the MEMBERS Financial Services Program?

The MEMBERS Financial Services Program is a full-service financial advisory program located at Charter Oak Federal Credit Union offering members retirement, insurance and investment services. Our goal is to help our members achieve their financial goals for themselves and their families.

## How does the MEMBERS Financial Services Program work?

A full-time MEMBERS Financial Services Representative is available to meet with you to evaluate your situation, offer recommendations and coordinate your investment and insurance choices.

## You may want to tackle just one financial issue today.

### We can help you:

- ◆ Roll-over your 401(k) or pension plan if you've changed jobs.
- ◆ Develop a savings and investment plan.
- ◆ Create a retirement income plan to approach those years with confidence.
- ◆ Manage your investments better.
- ◆ Protect your family with life insurance or long-term care insurance.
- ◆ Save for college education costs.

Or, you may be looking for help in managing your entire financial situation. We'll help develop a comprehensive financial roadmap that addresses all the relevant financial issues that you face.

## Can the MEMBERS Financial Services Program help me with retirement planning?

Yes, whether you are already retired, getting ready to do so or are just beginning to save for retirement, our program has sophisticated planning software and a wide array of investment products to help you fund the retirement lifestyle you're seeking. We believe everybody has a unique vision of their retirement years and we help you manage your money to support that vision.

## How do I get started?

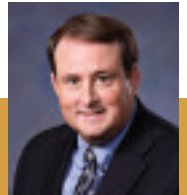
To set a no-cost, no-obligation appointment, call MEMBERS Financial Services Representatives Steve Sylvester in Groton or Steve Alexander in Waterford today. Be sure to bring any documentation that will help them understand your situation better such as account statements, tax forms or benefit information. If married, it's best that both you and your spouse attend. Lastly, always bring an open mind and a willingness to discuss the details of your situation.

Representatives are registered, securities are sold, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. **Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by Charter Oak Federal Credit Union.** CBSI is under contract with the financial institution, through the financial services program, to make securities available to members.

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## Time To Fall Back

Saturday, October 31 | Remember to turn the clocks back 1 hour

## Holiday Hours

### Thanksgiving

Thursday, November 26 | Closed

### Christmas & New Years

Thursday, December 24 & Thursday, December 31 | All offices and lobbies will close at 1:00 pm

Friday, December 25 & Friday, January 1 | Closed

Saturday, December 26 & Saturday, January 2 | All drive up lanes (except Chicago Avenue)

Open 7:30 am – 1:00 pm

