

# RELATIONSHIPS beyond BANKING

OCTOBER 2010 | ISSUE #7

**GOLD REWARDS\***

**Annual CASH BONUS!**

**Over \$257,000 awarded in 2010 Gold Rewards Cash Bonuses!**

**See if you qualify!**



## Charter Oak Announces ... **Gold Rewards**

Gold Rewards is a brand spanning new program designed to benefit our credit union folk who maintain important account relationships with us. Gold Rewards features No ATM Fees, Special Gold Rates and lots of other free stuff!

**How about the cash bonus y'all!** To kick off this exciting new program, we looked back over the past year to find those members who had already been routinely qualifying for the "Gold Rewards" Program. What better way to say thank you than with a surprise bonus! Over 2,500 credit union members qualified for this Gold Rewards Cash Bonus which totaled more than \$257,000! Get on the band wagon and don't miss out on the 2011 Bonus! Remember - to qualify, you must meet the requirements every month in 2011. The bonus will be paid early in 2012.

*continued on next page*

### In This Issue:

---

Gold Rewards

---

Charter Oak –  
The Insurance Professionals

---

Shred Day

---

MEMBERS  
Financial Services™

---

Take Note

# WANTED

## GOLD REWARDS MEMBERS \*

Qualifying is easy as pie and that's no lie!

### Gold Rewards has many monthly benefits too!

#### Take a peak...

- ★ No ATM Fees
- ★ Special Gold Rates
- ★ .25% Discount on New Personal and Auto Loans
- ★ Free Checks
- ★ Free Travelers Cheques, Cashier's Checks and Money Orders
- ★ Free Online Bill Payment
- ★ \$100 Credit Toward First Mortgage Closing Costs

### How To Qualify:

#### On a monthly basis you must:

- ★ Maintain a checking account and
- ★ Maintain either a Direct Deposit of \$1,500.00 or more or have Online Bill Payment with a minimum of 4 payments within the month and
- ★ Have a minimum combined deposit and loan balance of \$20,000 or more.

Giddy-up to any Charter Oak Branch or drop in at [www.CharterOak.org](http://www.CharterOak.org).  
Our deputies are standing by!

#### \*GOLD REWARDS

The "Gold Rewards" program is designed to benefit credit union members who maintain important account relationships at the credit union. In order to be eligible to receive "Gold Rewards" you must meet the following criteria on a monthly basis: maintain a checking account, maintain either a Direct Deposit of \$1500 or more within the month, or have Bill Payment with a minimum of 4 payments within the month, and have a minimum combined deposit and loan balance of \$20,000 or more. All qualifying accounts must be in good standing with no current delinquent loan accounts or charge offs to the credit union. Your accounts will be reviewed monthly to determine eligibility for "Gold Rewards" and the rewards will be available in the following month. All qualifying accounts must be owned by the primary member and registered with the same social security number. Business accounts do not qualify for the "Gold Rewards" program.

Meeting this criteria on a monthly basis will earn the "Gold Rewards" Member periodic special share certificate offers, a .25% reduction on new personal and auto loans (does not apply to the refinancing of existing loans at the credit union or new mortgages. To earn this .25% rate reduction, the member must qualify as a "Gold Rewards" Member at the time of application), free "Bill Payment," all Charter Oak foreign ATM fees will be rebated, surcharge fees charged by other financial institutions or networks will be rebated up to \$9.99 each to a maximum of \$20 a month and rebated at the end of the month, one free standard order of checks during a six month period, (order must be placed at a branch or through the Call Center), free Traveler's Cheques, Cashier's Checks and Money Orders, and a \$100 credit will be applied towards the closing costs of any new Charter Oak mortgage loan. (Does not apply to "Accelerator" or "Cost Saver" Mortgages or mortgage loans already financed at the credit union.)

In addition to the benefits listed above, each year a Special Bonus will be paid to "Gold Rewards" Members who meet the monthly criteria for "Gold Rewards" for 12 months beginning January of each year. The Special Bonus will be determined annually and paid between January and March of the following year. The Special Bonus is considered interest and will be reported on IRS Form 1099-INT. Gold Rewards benefits can change without notice.



## Do you own a business?

Have you reviewed your business policy recently?

Claims happen when you least expect it. Claims can come from all areas of the business and the most costly ones could be the ones that you never think about. We're talking about employee theft; and costly lawsuits for employee-related claims, such as discrimination and sexual harassment. So how can you protect your business?

### What is Employee Dishonesty Insurance?

It protects your business from financial loss due to the fraudulent activities of an employee or group of employees. The loss can be the result of the employee's theft of money, securities or other property that your business owns.

The fact is fraud and embezzlement in the workplace are on the rise. The Association of Certified Fraud Examiners estimates businesses lose about 6% of total annual revenue. (Do the math) What's more, one in four employees who had committed fraud against their employer had been with the company more than ten years.

### What is Employment Practices Liability Insurance (EPLI)?

EPLI protects your business from financial damages resulting from workplace liability claims. This includes: discrimination, sexual harassment, wrongful termination, failure to employ or promote, wrongful discipline, and the list goes on.

Today, the number of employee-related lawsuits and claims are skyrocketing. That's why an EPLI policy should be a vital part of your insurance protection portfolio.

Let the Insurance Professionals at Charter Oak review your business today!

Be sure you have the right coverage for the unexpected. Call our business insurance experts at **860-572-8477**.

The insurance offered is not a deposit and is not insured by the NCUSIF or guaranteed by Charter Oak FCU.



# Back By Popular Demand

# SHRED DAY!



Shredding personal documents is a very important step in preventing identity theft.

Mark your calendar:

Saturday, October 16th  
9 a.m. to 12 noon

The following Charter Oak branches will be participating:

- ◆ 625 Long Hill Road, Groton
- ◆ 3 Boston Post Road, Waterford
- ◆ One Connecticut Avenue, Norwich

Shred Day is a free event provided to our members and sponsored by Shred It and your credit union. We ask that you please bring a non-perishable food item for donation to the Gemma E. Moran United Way Labor Food Center.



# Retirement, Insurance & Investments from a Trusted Partner

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



MEMBERS Financial Services is a full-service financial advisory program designed exclusively for credit union members, and located right here at the credit union.

Some of the products and services available include:

- ◆ Retirement Planning
- ◆ Wealth Management
- ◆ Education Funding
- ◆ Mutual Funds & Annuities
- ◆ 401(k) / Pension Rollovers
- ◆ Life Insurance
- ◆ Long-Term Care Insurance
- ◆ Tax-managed Investing\*

MEMBERS Financial Services is staffed by Steven Alexander and Steve Sylvester, who is celebrating his 20th year helping Charter Oak members. Both are knowledgeable and experienced financial advisors devoted to serving all your retirement, insurance and investment needs. Be assured you will be treated with the same personalized attention you've come to expect from your credit union. Call today for a no-cost, no-obligation appointment.

\*Representatives are not tax advisors. For more information regarding your specific tax situation, please consult a tax professional. 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.

FR050908-AA82



**Steve Sylvester, CRPC**  
VP Financial Advisor  
860-446-1842  
32 Chicago Avenue  
Groton, CT 06340



**Steven P. Alexander**  
Financial Advisor  
860-446-3312  
3 Boston Post Road  
Waterford, CT 06385

**Take Note** Time to "Fall Back"! Turn your clocks back on Saturday, November 6th.

## Upcoming Holiday Closings:

**Columbus Day:** Saturday, October 9th  
Drive-Up Lanes Open 9:00 a.m. – 12 noon  
Lobbies & Call Center Closed  
**Monday, October 10th**  
All Offices Closed

**Veteran's Day:** Thursday, November 11th  
All Offices & Call Center Closed

**Thanksgiving:** Thursday, November 25th  
All Offices & Call Center Closed

**Christmas:**  
**Friday, December 24th**  
All Offices & Call Center Will Be Closing at 1:00 p.m.  
**Saturday, December 25th**  
All Offices & Call Center Closed

**New Years:**  
**Friday, December 31st**  
All Offices & Call Center Closing at 1:00 p.m.  
**Saturday, January 1st**  
All Offices and Drive-Up Lanes Closed

