

# RELATIONSHIPS beyond BANKING

JULY 2011 | ISSUE #10

## Retirement and Investment Program

Celebrates 20 Years of Successfully Assisting Charter Oak Members and Introduces New Name

For 20 years, Charter Oak through the MEMBERS Financial Services\* Program, has been helping members manage their retirement and investment plans for the future.

The program has helped thousands of members with their insurance, investment and retirement planning needs. It has invested hundreds of millions of member funds for their long term needs, and it has guided a generation of members to and through retirement.

However, we are still the best kept secret at Charter Oak Federal Credit Union. Even with 20 years of success helping members, there are still thousands of you who have not benefited from the service.

To better align this important benefit with the other successful programs at Charter Oak, we have changed the name of the program to:

**“Charter Oak Retirement and Investment Services”**

We feel this better reflects how the program helps members:

- ★ decide whether they can afford to retire
- ★ possibly lower insurance costs
- ★ potentially generate more income in retirement
- ★ evaluate their current investment portfolio
- ★ obtain an overall no cost financial review

Contact one of our experienced Financial Advisors today to schedule a visit and a no cost financial review.

**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



\*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 800-369-2862. Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the financial institution. CBSI is under contract with the financial institution, through the financial services program, to make securities available to members.



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# Buy Your Car at [www.CharterOak.org](http://www.CharterOak.org)

Our web site is your one-stop source for everything you need to buy a car. Get instant online approval, search inventory right from your computer and use the helpful research tools right at your fingertips. We introduced this convenient option just three months ago and here is what our members are saying:



Research ...



Apply ...



Purchase+ ...



DRIVE!

“How easy! Technology has made life and buying a car a lot easier!”

“Charter Oak made the dreaded thought of buying a car a painless process. Thank you Charter Oak!”

“I loved researching the different models and finding the perfect car for my family. I don't have a lot of time as a working mother and this is a perfect solution for me and my family.”

“We weren't sure how applying for a car loan online would go because we've never done it. We were more than pleased and would do it again with Charter Oak.”

Isn't It Time For You To Get Fueled At [www.CharterOak.org](http://www.CharterOak.org)?



\*APR = Annual Percentage Rate.

\*\*Your rate may vary and depend on your credit history, loan to value, age of the vehicle and term of the loan. All rates, terms and conditions are subject to change without notice.

+Vehicles are available and purchased through local licensed dealerships.

## IMPORTANT NOTICE

The Expedited Funds Availability Act (Act) sets forth requirements for the minimum amount of a check deposit that must be available for withdrawal by the following business day. An amendment to the Act provides that this minimum amount must be increased from \$100.00 to \$200.00. Effective July 21, 2011, the Charter Oak Federal Credit Union Funds Availability Policy Disclosure is amended as follows:

### AVAILABILITY OF OTHER CHECK DEPOSITS

The first \$200.00 from a deposit of other checks will be available by the first business day after the day of your deposit. The remaining funds will be available by the second business day after the day of your deposit. For example, if you deposit a check of \$700.00 on a Monday, \$200.00 of the deposit will be available by Tuesday. The remaining \$500.00 will be available by Wednesday. Please retain this amendment with the original Funds Availability Policy Disclosure provided to you. You are welcome to contact the Credit Union with any questions you may have regarding this change.



## Eastern Connecticut's #1 Mortgage Lender - Charter Oak

Now Offering:  
**100% Financing with No Down Payment**

Charter Oak Federal Credit Union has added Government Guaranteed Home Loans to its list of mortgage products. Qualified members will be eligible for the government insured loans, which offer a 30 year fixed rate, 100% financing and no mortgage insurance requirement for owner-occupied single family residences. Offered through the USDA, the program is open to individuals who plan on purchasing an owner-occupied single family residence in certain areas of New London and Windham counties. In order to qualify, applicants must meet specific income requirements. Charter Oak is adding the Government Guaranteed Mortgage to its product offering in order to better serve the residents of New London and Windham Counties. Supplementing the Credit Union's philosophy of "people helping people," the program's 100% financing will make the dream of home ownership a reality for many area residents who in the past, could not qualify for conventional mortgages without a large down payment.

If you're interested in this beneficial mortgage program, please visit [www.CharterOak.org](http://www.CharterOak.org) or call one of Charter Oak's mortgage originators:

Sharon DiMarco  
860-908-9199  
[sdimarco@cofcu.com](mailto:sdimarco@cofcu.com)

Ann Gauthier  
860-287-7611  
[agauthier@cofcu.com](mailto:agauthier@cofcu.com)



## Check Your Tires Lately?

If you're like most people, you probably don't inspect your tires on a monthly basis. Under normal conditions, your tires can loose one pound per square inch (psi) per month. Keeping your tires properly inflated, evaluated and rotated will improve fuel economy, increase the life of your tires, and most importantly protect you and your family from avoidable breakdowns and accidents.

Don't just check your tire pressure with your eyes. Use a tire pressure gauge to get an accurate tire pressure reading when the tires are cold. (A cold tire is one that has not been driven on for at least three hours.) You'll find the recommended tire pressure on the vehicle's tire information placard or in your owner's manual.

Evaluate the tire for wear when measuring the tire pressure too. If the tread is worn down to 1/16 of an inch, the tire is unsafe and should be replaced. Place a penny in the tire's tread with Lincoln's head upside down and facing you. If you can see the top of Lincoln's head, your tires are worn and need to be replaced.

To curb irregular wear, rotate your tires from front to back and side to side every 5,000 miles. This practice will extend the life of your tires.

These tips are brought to you by Charter Oak -The Insurance Professionals to ensure the safety and security of you and your family. Learn more and find out how to get your auto and homeowners insurance in-synch with your needs at special group rates. Call 860-572-8477 or visit us at 32 Chicago Avenue, Groton, Connecticut.



**CHARTER OAK**  
THE INSURANCE  
PROFESSIONALS

860-572-8477

Located in the Chicago Avenue office.

Charter Oak -The Insurance Professionals, Inc. is a DBA of the Pinnacle Group. The insurance offered is not a deposit and is not insured by the NCUSIF or guaranteed by Charter Oak Federal Credit Union.

# FIGHT BACK AGAINST IDENTITY THEFT\*



## Here are some helpful tips:

### Deter identity thieves by safeguarding your information.

- Shred documents with personal information before discarding
- Don't give out your Social Security Number or other personal information unless you know who you're dealing with

### Detect suspicious activity by routinely monitoring your financial accounts and billing statements.

- Inspect your credit reports, financial statements and bills regularly for activity you did not authorize or expect unless you know who you're dealing with

### Defend against ID theft as soon as you suspect it.

- Place a "Fraud Alert" on your credit reports
- Close the affected accounts
- File a police report
- Report ID theft to the FTC

Charter Oak Federal Credit Union will never contact you requesting that you confirm or provide sensitive information. This would include your username, password, PIN, Social Security number, ATM/Debit card number, account number or any other personal data that could potentially be used in an identity theft scheme. Should you ever receive a request for this kind of information, please contact us immediately by phone or in person.

\*Source: [ftc.gov/idtheft](http://ftc.gov/idtheft)

## Upcoming Holiday Hours:

### Labor Day:

Saturday, September 3rd

All lobbies closed. Our Call Center and drive-up lanes, with the exception of Chicago Avenue, will be open 9 a.m. – noon.

Monday, September 5th

All offices will be closed.

### Columbus Day:

Saturday, October 8th

All lobbies closed. Our Call Center and drive-up lanes, with the exception of Chicago Avenue, will be open 9 a.m. – noon.

Monday, October 10th

All offices will be closed.

