

# To THE POINT

TruWest® Credit Union - Going your way

January - March 2005

## TruWest Offers Adjustable Rate Mortgages

An adjustable rate mortgage (ARM) is one in which your rate adjusts on a specified schedule after an initial fixed rate period. TruWest offers a 1/1 ARM with an interest rate as low as 2.950%\* and an APR as low as 4.948%\*! With a 1/1 ARM from TruWest, you could have a monthly payment as low as \$691.21.\*

TruWest also has 3/1 and 5/1 ARMs and the maximum loan amount on a first mortgage is now \$1,000,000. So, an ARM from TruWest can help you get the home of your dreams at a great low rate.

### There are several benefits to an ARM:

- Initially, you'll have a low, fixed rate. This can lower your monthly mortgage payment, which will free up some money to pay off credit cards, put into savings or anything else you can think of.
- An ARM can help you qualify for a larger loan. The lower rate allows you to purchase a higher-priced home, yet pay a lower monthly payment.



- If you only plan to spend a few years in your home, this is an excellent option. The majority of benefits of the low rate are maintained for the short time you spend in the home.

To apply today, call a Mortgage Specialist at (602) 629-1810 in Arizona or (512) 421-3406 in Texas.

*\*Variable rate current as of December 8, 2004 and subject to increase. Initial rate fixed for 1 year and subject to change every year thereafter. Monthly payment example is for initial fixed term, based on a \$165,000 loan for a 30 year/30 year term/amortization and reflects principal only and interest only. Rate adjustment caps limit how much your interest can increase or decrease. Example assumes credit history in good standing and no subordinate financing. All loans are subject to credit and property approval. Insurance may be required and fees and closing costs may apply.*

## A Message from Dan Desmond, President and CEO



Looking back, 2004 was a great year for TruWest Credit Union. Our membership grew, we added new products and we built new branch locations to better serve our members. And because there were so many members who actively use TruWest for their financial needs, we were able to return a 2.0% bonus dividend and interest refund. Looking ahead at 2005, there are great things in store for members of TruWest to take advantage of.

### New Products

In late 2004, TruWest introduced several new products for our members. The **TruCourtesy Overdraft Program** is a benefit offered to members in appreciation for their good relationship with TruWest. If you overdraw your TruWest checking account, this safety measure will cover certain items on your account up to \$500.

**Adjustable Rate Mortgages (ARMs)** are now being offered to TruWest members as an alternative to a conventional mortgage. For our members who are rate-conscious or who only plan on staying in their new home for a few years, our ARM program may be the perfect solution.

**Skip Pay** is a new program that allows you to skip one of your payments on certain TruWest loan products. This can be helpful right after the holidays, around tax time or any other time of the year when you might need a little extra money.

### New Website Design

Technology is constantly changing. That is why TruWest will be unveiling a new website design that will enhance the appearance and functionality of our site. It will include features such as a search tool, quick links navigation, online account access from anywhere on the site and more!

### Beware of Identity Theft

Even though the holiday season is over, you could still be at risk for identity theft. More and more online scams are appearing in email boxes. I would like to remind you that TruWest never asks for sensitive information (i.e., social security number, account number, PIN number, etc.) via email. To be on the safe side, if you receive an email from TruWest or any other company asking you for sensitive information, call the company directly to inquire about it. You could be saving yourself from becoming a victim of identity theft. TruWest also has an in-depth article regarding identity theft on our website that can help further educate you about this pressing issue. You can view this article by visiting [www.truwest.org](http://www.truwest.org) and clicking on Hot Topics.

Sincerely,

A handwritten signature in black ink that reads "D.F. Desmond". The signature is written in a cursive, flowing style.

Daniel F. Desmond  
President & CEO

## New and Improved Website



TruWest is redesigning its website to better suit your needs. The redesign reflects our commitment to delivering product, service and resource information to you quickly and easily.

You will notice many enhancements to the site. Loan rates will be more readily available to view when you are researching a TruWest product; a search option will be added allowing you to quickly find what you are looking for; there will be a new Comments section where you can provide your thoughts, suggestions and/or questions to TruWest; and much MORE!

The new site will be launched in mid-January, so be sure to visit [www.truwest.org](http://www.truwest.org) and check it out!



## Vote for Your Board of Directors

Be sure to watch your mailboxes for an official 2005 TruWest Board of Directors election ballot. Ballots will be mailed in early February and you are encouraged to cast your vote for the candidates you feel will best represent you. The openings for 2005 include three 3-year terms. Candidate profiles and voting instructions will be sent to all eligible members and voting will be available by telephone and the Internet. The deadline for casting your vote is midnight (PST), March 31, 2005. Election results will be announced at TruWest's annual meeting in Arizona in April.

One of the defining differences between a credit union and a bank is each credit union is governed by a board of directors chosen by its members. At a bank, the board of directors are paid representatives who are looking out for the stockholders best interest. At a credit union, member-owners vote for volunteers who will represent your interest in the operation of the credit union.

## Filing Your Taxes the Easy Way

Trust your taxes to the #1 rated tax preparation software – TurboTax®. Available mid-January through the end of April, you will be able to file your 2004 federal and state tax returns online using TurboTax. To get started, simply visit [www.truwest.org](http://www.truwest.org) and click on the TurboTax icon. The program will take you through your tax return step-by-step. Plus, if you are owed a refund, you'll receive it in only 10-16 days! You can even have it deposited directly into your TruWest account.

Filing your taxes using TurboTax can be done in three easy steps.

1. *Answer some simple questions.* TurboTax will ask you questions and place your answers on the correct forms.
2. *Checking for accuracy.* TurboTax will double check for errors and overlooked deductions and guarantees accurate calculations.
3. *File your return.* When you're done, TurboTax can electronically file your return with the IRS via the Internet or you can print your return and mail it.

This low-cost method of filing your taxes will help relieve the tax-time stress that you've endured year after year.



## Members to Receive Bonus Dividend

In appreciation of your membership, the TruWest Board of Directors has voted to return a dividend and interest rebate of \$500,000 to TruWest members. Please refer to your December month end statement for your bonus amount.

The credit union difference is exemplified in offers such as this. A bank does not return its profits back to its customers. However, TruWest members are part-owners of their Credit Union and since TruWest is a financial cooperative, we are able to give back to our members.

Many TruWest members have asked that alternative methods of sharing the credit union's profitability be explored. We have received several suggestions to consider offering additional free services, such as electronic home banking electronic bill payment. There have also been requests to add new community branches and ATM locations. During 2005, TruWest will review these and other suggestions as ways to better return earnings to our members.

## Travel in Style

As you may know, TruWest has rates as low as 5.50% APR\* for new RVs and terms up to 240



months. That means you could be riding in style for only \$515.92 per month! And now that the limits on RV loans have been increased up to \$200,000 for new RVs and \$100,000 for used RVs, you can be sure you get the RV you want. Plus, since you'll be on-the-go in your new RV, you can make your loan payments with automatic payroll deductions or automatic transfers. It's a great loan for those who have places to go and people to see.

Did you also know that in certain instances, interest on an RV loan may be tax-deductible as second-home mortgage interest? Generally, the RV must be used as security for the loan and it must have basic sleeping, restroom and cooking facilities. Other restrictions apply, so please consult your tax advisor for additional details.

### Apply today!

Call (480) 441-5900 in Arizona,  
(512) 996-4000 in Texas  
or toll-free at (800) 528-1441  
or visit [www.truwest.org](http://www.truwest.org)  
to fill out an online application.

*\*5.50% APR is our best RV loan rate as of December 20, 2004 and subject to change. Your rate may be higher depending on our loan standards, your term and your individual credit standing. All loans are subject to credit approval. Payment example based on \$75,000 loan at 5.50% APR for 240 months (\$6.88 per \$1,000 borrowed). Existing TruWest loans not eligible for refinancing. 1998 or newer year model constitutes a new vehicle.*

## Start Saving for the 2005 Holidays

The holiday season has come and gone. As you cherish the memories that were created, you may want to consider starting to save for this year's festivities. From the gifts and the traveling to the food and the film – whatever you need, a Christmas Club account from TruWest can help you save for it.

Each pay period, you can designate a specific amount to be deducted from your paycheck and deposited into your Christmas Club account. You can also make your own deposits or transfer into the account at your convenience.



You earn a special dividend rate on your Christmas Club account and payout is made in early November to your checking account. If you do not have a TruWest checking account, your funds will be deposited into your Share Savings account. Plus, there's no monthly service charge!

To open a Christmas Club account today or for more information, call TruWest or go online at [www.truwest.org](http://www.truwest.org).

(480) 441-5900 in Arizona  
(512) 996-4000 in Texas  
Toll-free (800) 528-1441

## How High is Your Auto Loan Rate?



If you financed your auto loan with TruWest, your rate is one of the best you'll find. If you didn't get financing through TruWest, chances are you're paying too much!

Many people get so caught up in the excitement of purchasing a new vehicle, that they don't pay attention to the fine print on their loan agreement. What they are often overlooking is the high interest rate they are agreeing to. If you are one of these people, TruWest can help.

TruWest offers rates as low as:

### New

**4.40% fixed APR up to 60 months\***

### Used

**5.15% fixed APR up to 60 months\***

**TruWest can help you refinance your higher rate auto loan today.**

For more information or to apply today, call TruWest at

(480) 441-5900 in Arizona,  
(512) 996-4000 in Texas or  
toll-free (800) 528-1441.

You can also apply online at  
[www.truwest.org](http://www.truwest.org).

*\*4.40% APR is our best new auto loan rate and 5.15% is our best used auto loan rate as of December 20, 2004 and subject to change. 60 monthly payments of \$18.60 per \$1,000 borrowed for 4.40% APR and \$18.94 per \$1,000 borrowed for 5.15% APR. Your rate may be higher depending on our loan standards, your term and your individual credit standing. All loans are subject to credit approval. Existing TruWest loans are not eligible for refinancing. A 2004 or newer year model up to 30,000 miles constitutes a new vehicle.*

## TruWest Introduces Skip Pay

The holidays can take a toll on your wallet and with tax season right around the corner, finances can get tight. Wouldn't it be helpful to skip a loan payment for a month? Skip Pay can be used on the following TruWest loans\*:

- Auto
- Marine
- RV
- Signature
- Personal Watercraft

What will you do with your extra money?

To request Skip Pay, call TruWest at (480) 441-5900 in Arizona, (512) 996-5900 in Texas, toll-free at (800) 528-1441 or visit any TruWest branch location.

*\*Certain conditions apply. Not applicable on TruWest leases or Trim Pays.*

## TruCourtesy Overdraft Has You Covered

What is the TruCourtesy Overdraft Program? This new program allows TruWest members to spend more money than is available in their checking accounts and TruWest will cover certain items on the account for up to \$500.\* That means if you need to write a check before your deposit has been credited to your TruWest checking account, you'll have the peace of mind knowing that TruWest has you covered.

Another benefit of the TruCourtesy Overdraft Program is you can avoid the high fees charged by payday lenders. Many payday lenders lure customers in by claiming their fees are lower than the fees for bouncing a check. With TruCourtesy Overdraft, you won't have to worry about bouncing a check.

The TruCourtesy Overdraft Program is a benefit that is offered to members in appreciation of their good relationship with TruWest. If you have any questions or would like more information about this new program, please call (480) 441-5900 in Arizona, (512) 996-4000 in Texas or toll-free at (800) 528-1441.

*\*Standard NSF fees will apply. Payment and eligibility requirements exist at the discretion of the Credit Union. Please contact us for details.*



## A Financial Choice That Stands the Test of Time

A Message from MEMBERS Financial Services Program

The MEMBER PREFERRED<sup>SM</sup> PLUS Annuity is an exciting retirement accumulation and distribution plan available through the MEMBERS Financial Services Program located at TruWest Credit Union. It is underwritten by CUNA Mutual Life Insurance Company (Waverly, IA) and is designed for safety over the long haul – regardless of fluctuating economic conditions.

- **Tax-deferred interest, guaranteed rates of return and a guaranteed return of principal.** The MEMBER PREFERRED PLUS Annuity earns competitive, federal tax-deferred interest and is designed for long-term accumulation plus guaranteed return of your original deposit.
- **Flexible features.** The MEMBER PREFERRED PLUS Annuity provides a number of choices and makes allowances for individual needs. For example, you choose a settlement option based on how you want to receive benefits. The annuity also allows for penalty-free withdrawals should you need money to cover nursing home or terminal illness expenses.
- **A good choice for retirees.** This annuity can be a good source of retirement income, a financial vehicle for your pension and a way to consolidate multiple IRA options.

For more information contact the MEMBERS Financial Services Representatives, located at TruWest Credit Union at (480) 840-8192 for a no-obligation appointment.

*Representatives are registered through, and securities are sold through, CUNA Brokerage Services, Inc. (CBSI), member NASD/SIPC, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Insurance sold through licensed CUNA Mutual Life Insurance Company Representatives, and in New York, licensed insurance representatives of other companies.*

**Nondeposit investment products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the credit union. FR01970185RET**

**OFFICIALS – Board of Directors:** Tom Cummiskey, Chairman; Rich Hill, Vice-Chairman; Michael Moulton, Secretary; and Jeff Homer, Treasurer.

**Board members at large:** Bill Fulton, Dave Holody, Rick O'Connor, David Prechtel and Dan Price.

**Supervisory Committee:** Scott Johs, Chairman; Victor Berrios and Maximilian Steinbuechel.

**TruWest's Senior Management:** Daniel F. Desmond, President and Chief Executive Officer; Doug Lake, Executive Vice President and Chief Lending Officer; Alan Althouse, Executive Vice President and Chief Financial Officer; Gary Bernard, Senior Vice President and Operations Officer; Tom Gessel, Senior Vice President and Technology Officer.

## Dividend Rates

Share Savings	APY*
\$5,001 or more	0.75%
\$2,001-\$5,000	0.50%
\$0-\$2,000	0.40%

Traditional Checking (Average Daily Balance)	
\$500 or more	0.25%

Preferred Checking	
Any Balance	0.25%

Money Market	
\$25,001 or more	1.30%
\$10,001-\$25,000	1.25%
\$0-\$10,000	1.00%

IRA Share Savings	
Any balance	1.51%

### \*Annual Percentage Yield.

APYs are current as of December 20 2004, and are subject to change. Fees could reduce earnings. For information about current rates and applicable fees and terms, call (480) 441-5900 in Arizona or (512) 996-4000 in Texas.

## Important Numbers:

### Mailing Address

P.O. Box 3489  
Scottsdale, AZ 85271

### Centralized Services

(480) 441-5900 Arizona  
(512) 996-4000 Texas  
(800) 528-1441 Toll-free

### Data Dial

(480) 441-5110 Arizona  
(512) 302-4848 Texas  
(800) 521-1272 Toll-free

### Anytime Loan

(800) 528-1441 Toll-free  
(877) 272-6020 Toll-free after 5 p.m.

### Website

[www.truwest.org](http://www.truwest.org)

## Holiday Closures:

January 17, Martin Luther King, Jr. Day  
February 21, Presidents' Day  
April 2, TruWest Software Conversion



TruWest Credit Union is chartered under the laws of Arizona and governed by a Board of Directors elected by its members.

Editor: Lenore Froehlich  
Copyright 2004, Tempe, Arizona