



The Power of the Network

The Ability to Have Christmas in June



- n What better tradition could a network have than an expectation of increasing its value and lowering its costs every year?
- n In the most recent published quarterly Financial Performance report, here were my top 5 for investments we could make with our 2010 returns:
 - § Regulatory changes without fees
 - § DR/BC for online banking and web services without fees
 - § Announce more fee reductions (e.g., ATM/debit/credit)
 - § Continued COLA relief (2 years in a row)
 - § Match or exceed our 2009 Patronage Dividend of \$700K

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Christmas in June!

Savings for Your 2011 Business Plan

Goal	Christmas in June
1. Regulatory changes for free	You've heard all day that we are on track and I don't see that changing – this is a major investment by the CUSO
2. DR/BC for the web	You saw in the Gap Analysis that It's Me 247 is now part of our redundant services; Web Services is next in 2011
3. More fee reductions	Here's how far we can go today (Reg. E has even us a bit spooked): <ul style="list-style-type: none">• Reducing ATM/Debit card fees by 3%, starting with July 1 activity (for online switches)• 2011 Special: Waiving fee for converting from batch ATM/debit to an existing online switch• Eliminating the per transaction fee for CUSC shared branching• Eliminating the setup fee on Spanish CU*Talk
4. Continued COLA relief	We will waive the COLA increase for 2011 (2nd year in a row) – but don't count on this in 2012
5. Match 2009 Patronage Dividend	I won't steal the Board of Directors' thunder here, but boy does it look good!

It's been a tough year for credit unions, and looks like a rocky future until we get through special assessments
CU*Answers is vested in your future and will do all we can