

Member Matters

A Publication
of Credit Union
Advantage

January 2003

Message From The CEO - Janice Zuchowicz

This past year has been both challenging and rewarding. The credit union has taken a monumental step in preparing for its future goals. The expansion of our field membership is essential for our financial success. We are looking forward to serving our new expanded membership in 2003.

We look back with vast pride, ahead with great expectations. Last year was a challenging year with the condition of the economy, but a successful one for our credit union. Thanks to the continued support of the Board of Directors, the staff and the loyal membership of Credit Union Advantage.

In 2002, we joined the Credit Union Family Service Centers and have had enormous participation. Our alliance with Allmerica Financial has been rewarding with the services available to our members. This service is here to assist our members in reaching their long-term financial goals. We are looking forward to many more educational and financial planning seminars in 2003.

The coming year promises to be rewarding as we continue to expand our programs and services to better serve our membership. In March, we are looking forward to our 35th Annual Meeting. We are introducing check imaging as yet another financial service to our Home Banking users.

Credit Union Advantage is grateful for your support in 2002. Best wishes for a happy, healthy and prosperous New Year.

New & Exciting Changes At Your Credit Union Field Of Membership Expanded



Credit Union Advantage has enjoyed the opportunity to provide financial services to staff at Providence Hospital. It has been the long-term goal of your Board of Directors and Management to expand our field of membership to encompass people living in the community and all staff within the St. John Health System.

We are pleased to announce that on August 19, 2002, we were granted this expansion by the National Credit Union Administration. New additions to the credit union membership now include:

- Employees and medical staff of the St. John Health System, or any successor organization
- Employees of the contractual organization having permanent assigned work locations at any facility of the St. John Health System, or any successor organization
- Persons on a pension arising from the foregoing
- Employees or members or employer groups or other organized groups which are located within a 25 mile radius of the credit union
- Any retired person over the age of 55 who lives in the county or a county contiguous to the credit union
- Members of the immediate families of the foregoing

This field of membership expansion is a vital link in the future growth and success of your credit union. Additional members and increased participation in credit union products and services will prove to be very beneficial for the entire membership.

We are very excited about the unlimited possibilities now available to the credit union through this growth and expansion.

New Name ...Same Great Service

While proceeding through the approval process of this membership expansion, the Board of Directors and Management also have worked diligently to develop a name that would encompass the new field of membership groups we currently serve and those new groups within our new field of membership. We are pleased to introduce our new name...Credit Union Advantage.

Even though your credit union has a new name and new field of membership, you will receive the same great service! Our team of professional employees is available to provide you and your family with unsurpassed service. We are dedicated to providing quality financial programs to members now and in the future.

This new name will begin to be incorporated into our everyday operations through the upcoming months. Look for new and exciting things from your credit union.



More Surcharge-Free ATMs Than Ever With CO-OP Network!

The signs are up and the word is out. Now there are more surcharge-free ATMs for members of Credit Union Advantage than ever before!

The familiar SC24 ATM logo is changing, and it will soon be replaced by the nationally known CO-OP Network logo.

Credit Union Advantage is a member of CO-OP Network's national community of credit unions. It's the leading network of credit union ATMs supplying electronic financial access and services for millions of members nationally. More than 800 credit unions across the country belong to CO-OP Network, and 15,000 ATMs (including 4,000 deposit taking ATMs) are available to you all over the United States. In Michigan alone, you will have access to 1,500 surcharge-free ATMs now that SC24 and CO-OP Network have combined.

To find the nearest ATM anywhere you travel, log on to www.co-opnetwork.org or call 888-SITE-COOP (888-7483-2667).

Auto Loan Special

The new models are here! If you're in the market for a new vehicle, now is the time to take advantage of the discounts and specials on both new and used vehicles, and the credit union's great low rates. From now until January 31, 2003, finance your vehicle with rates as low as 5%. Also, close your loan before the Auto Show and receive an entry into a drawing to receive two FREE tickets.

Plus, apply for pre-approval before you begin shopping. With a pre-approved loan from your credit union, you'll be better prepared to purchase your vehicle by knowing exactly how much you can afford to spend.

Finance your vehicle at Credit Union Advantage. It's easy to apply.

- Visit our new web site at www.cuadvantage.coop and apply online.
- Call 248-849-3110, or stop by our office.

*APR = Annual Percentage Rate. Rates subject to change. For qualified applicants only. This loan cannot be used to refinance existing loans at Credit Union Advantage, previously Providence Credit Union.



Finance your vehicle before the North American International Auto Show and receive an entry into a drawing for two FREE tickets!

FREE Access To Check Images

Now Available With Home Banking: www.cuadvantage.coop

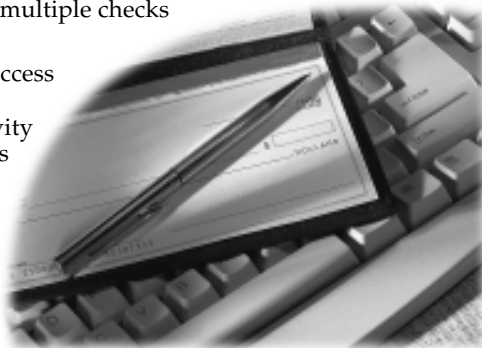
Members who use Home Banking, can now view and print copies of their cancelled checks online. Check images are viewable the next business day after they clear.

If you are registered for Home Banking, click on the check number and an image of the check will be displayed. Choose "view" and print one check or multiple checks - front and back.

Home Banking offers many conveniences as well as access to check images:

- Inquire about your accounts - balances and all activity
- Make transfers - including loan and VISA payments
- Retrieve monthly statements
- And more

To request a Home Banking/Audio Teller PIN, contact the Member Services Department at 248-849-3110. If you already have a PIN, you can begin using these services right away.



NOTICE OF ANNUAL MEETING & ELECTION OF DIRECTORS

MONDAY, MARCH 24, 2003

4:00 P.M.

**PROVIDENCE MEDICAL BUILDING
ROOM 8C**

Credit Union Advantage's Annual Membership Meeting will be held on Monday, March 24, 2003 in the Providence Medical Building. The following individuals were nominated for the two expiring terms on the Board of Directors:

- Paris Rutledge
- Sharon Wallace

You may nominate members for the Board of Directors on nomination forms, which must be obtained from the credit union. To nominate an individual member for the Board of Directors, obtain 10 signatures of primary members. Nomination forms must be filed with the CEO at the credit union no later than February 24, 2003.

Direct Deposit Your Tax Refund

If you would like to arrange for the direct deposit of your tax refund, please make sure you use the correct routing and transit number. Credit Union Advantages' routing and transit number is 272485039. Please note: you will need two zeros at the end of your account number. This will ensure that your deposits are made in a timely manner. Do not give your tax advisor a voided check as reference for your account number. This could delay the processing of your tax refund.



Happy New Year!

All of us at Credit Union Advantage join in wishing you and your family a happy and prosperous New Year. We would like to extend our appreciation to you for your continued support and participation in credit union services, and we look forward to meeting your financial needs through 2003 and for many years to come.

Holiday Closings

Martin Luther King, Jr. Day
Monday, January 20, 2003

Annual Meeting
Monday, March 24, 2003
(Closing at 2:30 p.m.)

Box Scores

Assets: \$16.8 Million

Members: 4,045



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