



March 2008

Connections

It's IRA Season... Earn Up To

4.00% APY*

60-month fixed rate IRA

Two easy ways to earn a .25% bonus on our 3.75% APY* 60-month Fixed Rate IRA Certificate:

- 1 Have or open a qualifying product: checking account with direct deposit, a Provident mortgage, home equity loan, line of credit, a vehicle or boat loan.**
- OR
- 2 Transfer a minimum \$10,000 in IRA funds from another institution or qualified employee retirement plan.***

Relationships have their rewards – take advantage of a rewarding .25% APY bonus for your IRA. It's an outstanding investment in your future. For more information, visit us at providentcu.org, stop by your local community branch, or call **(650) 508-0300 / (800) 632-4600**.



* Annual Percentage Yield (APY) is effective as of February 15, 2008 and may change anytime thereafter. ** Contact a Provident Representative to determine eligibility. Cannot be combined with any other offer. Not available to institutional deposits. Penalty for early withdrawal may be assessed and may reduce earnings. Membership required. *** A completed IRA direct transfer form is required to be eligible. Minimum \$500 is required to open a fixed rate IRA account.

Springing into a New Look for Our Web site

It's the time of year to freshen things up and we've given our web site a makeover. Visit us at providentcu.org and look at the new changes:

- A bolder, brighter look
- Quicker, easier access to Account Manager – log on from anywhere on the site
- Easier access to

applications, current rates and other resources

- Easy readability of the content on any size computer screen
- An at-a-glance site map available from the home page

We hope you like the changes and the new, fresh look. Let us know what you think.



Whatever It Takes

providentcu.org

Annual Meeting

Thursday, April 24 at 11am

Provident Headquarters
303 Twin Dolphin Drive
Redwood Shores, CA 94065

➤ **Adjustable Rate Mortgages — What Are Your Options?**



➤ **Coming Soon! Health Savings Account**

➤ **Touch Tone Teller — New & Improved!**

➤ **Important Message Regarding 7-Eleven® ATM Access**



➤ **Events Calendar**

➤ **File Your Taxes Online With TurboTax**



Events Calendar

Seminar Registration
(800) 632-4600 ext. 2601
(650) 508-0300 ext. 2601
or online at
providentcu.org

Tuesday, March 11
Home Buyer's Seminar
Golden Gate Branch
450 Golden Gate Ave.,
San Francisco
12pm-1:30pm

Saturday, March 15
Home Buyer's Seminar
Oakland Airport Branch
8301 Edgewater Drive,
Oakland
10am-12 noon

Saturday, March 15
How to Invest in
Turbulent Times
Provident University
303 Twin Dolphin Drive,
Redwood Shores
10am-11:30am

Wednesday, March 19
Home Buyer's Seminar
Eureka Branch
2916 Central Ave, Suite B,
Eureka
6pm-8pm

Thursday, March 20
Reverse Mortgage
Seminar
Eureka Branch
2916 Central Ave, Suite B,
Eureka
6pm-7:30pm



Adjustable Rate Mortgages — What are Your Options?

Knowing what option to take if your adjustable rate mortgage (ARM) is about to adjust can be confusing. Provident can help answer your questions.

There are three basic choices:

- 1 Stay with your current ARM after the rate adjusts
- 2 Refinance with a fixed rate mortgage
- 3 Refinance with another ARM with terms that better fit your needs

There are many things to consider: When your rate adjusts, what will your payment be? How often will that rate adjust? Are you planning to stay in your current home or

do you plan to move in the near future? Can you afford the closing costs associated with refinancing? Are there prepayment penalties for paying off your current ARM?

Provident's mortgage professionals can address your concerns and clear up the confusion. If you have questions about your current ARM, bring your contract in and let us review it with you. If refinancing is the best option, let our experts help you decide which mortgage option fits into your plans and your budget. Remember, Provident is here to serve you and we're here to stay. Your financial well-being is our top priority. Stop by or give us a call.

Touch Tone Teller — New and Improved!

We're proud to announce that Touch Tone Teller, our account-access-by-phone service, has now been updated. It is new, improved, and available for you to use 24/7!

In addition to the same services that you already enjoy, it will also include enhanced features and capabilities such as the ability to reorder checks, report lost or stolen cards, and connect directly with various departments to apply for products!

Some of the options that you are familiar with may have changed. We ask that you thoroughly listen to the new menu before making your selection to familiarize yourself with the changes.

The Touch Tone Teller number, **800-626-0224**, remains the same and is available 24/7 for your convenience. Use it to get in touch with your accounts anytime, anywhere.

Coming Soon!

Health Savings Account

Watch our web site for more information after March 17

Provident will soon be introducing a Health Savings Account (HSA)! The product is designed specifically for members who have a high deductible health plan, defined as \$1,100 for self and \$2,200 for family.

HSAs provide you with significant tax benefits* as an incentive for you to save. Unlike Flexible Spending Accounts, HSAs have NO "use it or lose it" requirement and also stay

with you if you change jobs or retire.

Convenient, Easy Access

You will be able to access a Provident HSA using a check, ATM, or at any Provident Community Branch. And soon a debit card option will be available.

For more information please visit us at a community branch, or call **(800) 632-4600** for more information.



*Consult a tax advisor.

Important Message Regarding 7-Eleven® ATM Access



For the past few months, you've been hearing about the new self-service kiosks at 7-Eleven® convenience stores that provide free ATM access to Provident members.

There has been some confusion and we would like to offer some clarification. When you insert your Provident Check Card or ATM card, there are two options: "ATM" and "Shared Branch." Please choose the "ATM" option. Not only will it simplify the transaction process for you, it will save on the service fee that Provident is charged.

Be assured that any service fees charged are absorbed by Provident and not passed on to you. However, by helping us to keep these fees to a minimum, you'll be helping Provident save money, which in turn benefits all members.

If you have any questions or concerns, please feel free to contact us.

File Your Taxes Online with TurboTax

Did you know that TurboTax Online is a mouse click away on Provident's website? If you file your own taxes, expedite the process and receive your return quicker with this convenient online service.



For details and to start the filing process, log on to providentcu.org and click on the TurboTax Online link.

Reach us at
a community
branch, by
phone, or online.

(650) 508-0300
(800) 632-4600
providentcu.org

Community Branches

Belmont
490 N. El Camino Real
M-Th 9-5, F 9-6, Sat 9-1

Daly City
2171 Junipero Serra Blvd, #150
M-Th 9-5, F 9-6, Sat 9-1

Eureka
2916-B Central Avenue
M-Th 9-5, F 9-6

Folsom
2475 Iron Point Road, #110
M-Th 9-5, F 9-6, Sat 9-1

Hayward
22302 Foothill Boulevard
M-Th 9-5, F 9-6, Sat 9-1

Los Gatos
15425 Los Gatos Boulevard
M-Th 9-5, F 9-6, Sat 9-1

Menlo Park
825 Santa Cruz Avenue
M-Th 9-5, F 9-6, Sat 9-1

Millbrae
209 Broadway Avenue
M-Th 9-5, F 9-6, Sat 9-1

Monterey
1035 5th Street, Suite A
M-Th 9-5, F 9-6

Oakland Airport
8301 Edgewater Drive
M-Th 9-5, F 9-6, Sat 9-1

Oakland Downtown
1000 Broadway, #103
M-Th 9-5, F 9-6

Redwood City
1870 Broadway Street
M-Th 9-5, F 9-6, Sat 9-1

Redwood Shores
210 Redwood Shores Parkway
M-Th 9-5, F 9-6, Sat 9-1

San Francisco
701 Sacramento Street
M-Th 8-4, F 8-5, Sat 9-1

San Francisco
450 Golden Gate Ave, #2-0558
M-Th 8-4

San Jose
1705 East Capitol Expwy., #20
M-Th 9-5, F 9-6, Sat 9-1

San Mateo
2727 El Camino Real
M-Th 9-5, F 9-6, Sat 9-1

Walnut Creek
742 Bancroft Road
M-Th 9-5, F 9-6, Sat 9-1

Phone Numbers

Touch Tone Teller
(800) 626-0224

Lost or Stolen Visa Card
(800) 449-7728

Call Center & Loan Center
(650) 508-0300 or
(800) 632-4600
M-F 8-6, Sat 9-1

After Hours Loans
(866) 564-9482

Financial Planning
(800) 872-3537

Autoland
(800) 234-6999
M-F 7am-9pm,
Sat & Sun 8am-5pm

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Look for this logo at 2,400 branches across the country and you'll have access to your Provident account!

CU Service Centers Locations
(888) CU-SWIRL (287-9475) or
providentcu.org

CO-OP ATM Locator
(888) SITE-COOP (748-3266) or
providentcu.org