



Connections



Feeling upside Down?

Do You Owe More On Your Adjustable Rate Mortgage?

When you refinance with Provident, or when you are ready to purchase your first home (ask about the purchase rate discount), you can count on us for a great mortgage, a low rate, and low payments, too. Ask us how the innovative Movable® Mortgage option allows you to take the rate with you when you move.

Don't be fooled by a low rate, it's the APR* you need to compare. That's the actual amount the mortgage will cost you. It includes fees you will pay. Plus, our mortgages do not have negative amortization features that can cause you to owe more when it adjusts.

	Loan Product	Rate	APR	Points
Provident	5/5	6.125%	6.307%	0
WAMU	5/1	6.750%	7.360%	0.125
Wells Fargo	5/1	7.125%	7.504%	1
E-Loan	5/1	9.125%	8.249%	0

Rates and terms from an internet survey on 8/27/07. Rates are based on 80% financing and jumbo loan at \$550,000.

You can count on us for great mortgage products. We're here to help you feel safe and secure from today's rising rates. Contact us today!

*APR (Annual Percentage Rate). Rate includes .125% discount for loan over \$550,000. Rates and terms in effect as of 8/27/07 and are subject to change without notice. Movable Mortgage option is available on single-family owner occupied California properties only. Adequate property insurance required for life of loan. Flood insurance may be required. Private mortgage insurance (PMI) is required on mortgages that exceed 80% loan-to-value (LTV). All loans subject to credit approval. Other restrictions may apply. The 5/5 mortgage has an interest rate that is fixed for the first five years and adjusts in increments of five years thereafter. The interest rate on this loan is subject to change five times throughout the life of the loan. The interest rate changes will be based on the weekly average yield on United States Treasury securities adjusted to a constant maturity of five years (your index), plus a margin of 2%. The most recent index figure available (listed on www.federalreserve.gov) as of the date 45 days before each Change Date is called the "Current Index" and this index will be used in calculating your new rate. Ask us for our current interest rate and margin. Beginning the 61st month, the loan will convert to a fully amortized 25-year loan. The current ceiling is 5% above the initial rate. A fully amortized sample payment on a \$550,000 loan at 6.125% [6.307% APR] is \$3,341.86.



Whatever It Takes

providentcu.org

> E-STATEMENTS: BANKING ON THE FUTURE



> EARN AN EASY \$100

Refer someone for a job at Provident

> ONLINE SECURITY UPGRADE NOTIFICATION

> EVENTS CALENDAR

Home buyer's seminar



ATMs: Better All the Time

Provident is stepping up the level of convenience and efficiency of making ATM deposits.

It all begins in October with our Redwood Shores branch ATM and here is how we're

making life easier with the new upgrade:

- No envelope or deposit slip will be required. Just endorse the check and insert it directly into the ATM.
- The amount of the check will appear on the ATM screen for verification.
- A scanned image of the check and the dollar amount of the deposit will appear on your receipt for confirmation.

- The funds will be available in the same timeframe as they would if you made the deposit inside the branch.

We'll keep you posted on our progress. Once the upgrade is complete, you'll be able to make deposits at any Provident ATM, 24 hours a day - no need to worry about making it to the Credit Union before it closes. It's convenience at its very best!

e-Statements: Banking on the Future



Excellent member service and community involvement are two of Provident's most important commitments. With our convenient e-Statement service, we're banking on the future in two ways: 1) By

offering members a free, secure paperless account statement delivery option and 2) Supporting the financial education of children in the communities we serve. September 1st through October 31st, Provident will donate \$1 to Operation Hope each time a member signs up for e-Statements. Operation Hope, and its "Banking on the Future" program is a non-profit organization whose goal is to help 5 million children in underserved communities become financially literate by the year 2012. Details on Operation Hope's efforts are available at www.operationhope.org.

How convenient and hassle-free are e-Statements? Very! You will:

- Have 15 months of Statement history at the click of a mouse!
- Receive e-mail notification when your statements are ready
- Be able to view your statements online, anytime securely
- Print out and save your statements
- Enjoy this convenient service free of charge
- Enrolling is easy through Account Manager – just visit providentcu.org

By signing up for e-Statements, you'll not only save yourself valuable time, you'll also help us save on the cost of producing and mailing paper statements, enabling us to use those savings to provide improved or additional services in other areas. Bank on the future with Provident and Operation Hope – sign up for e-Statements today!

Member Referral Bonus! Refer Someone for a Job at Provident



Provident knows that its best employees come from referrals from our employees and our members. We are offering to all members a **\$100** referral bonus if your candidate is hired at Provident. If you have a candidate you would like to refer, just call our HR department at 650/508-0300, ext. 2403 and speak with Marcia Bengs. She will take down all the appropriate information.

Information on current job openings, our excellent benefits package and how to apply is available under "Career Opportunities" on our website at providentcu.org. Provident is an Equal Opportunity Employer.

"Our People Make the Difference"

Custom Auto Loans

Your Term, Your Call

With a Provident auto loan, you pick your term, ranging from 12 to 84 months. No matter what term you choose, you'll receive the same low, fixed rate. The same applies to new or used vehicle financing – it's the same great rate. We'll finance up to 100% of the purchase price*, including tax, license and extended warranty. Mechanical Breakdown Insurance and Guaranteed Auto Protection offer you added peace of mind for very reasonable prices. And it gets even better: you can also take

advantage of a 90-day no payment option!***

Want to learn more? Check out our online Auto Center at providentcu.org or visit your local community branch.

All loans on approved credit. Rates and available terms may vary depending on credit rating. Sample payment on a \$30,000, 84-month loan with 6.375% APR is \$443.67.

*100% financing available on used vehicles up to the retail Kelley Blue Book value. ** Interest accrues from the day of funding.



Online Security Upgrade Notification

Effective September 19, 2007 "dual authentication" is required when you log on to Account Manager.

Dual authentication adds another layer of security when accessing your Provident account online. The one-time enrollment process takes moments and it's FREE.

If you have not signed up for this enhanced security feature, please take a few moments to do so. If you are not enrolled by September 19, you will not be able to access Account Manager until you have signed up.

Complete details and FAQs are available under "Account Access" on our website. If you have any additional questions, please contact us by phone or via secure e-mail through Account Manager.

Events Calendar

Seminar Registration
Home Buyer's Seminars
(800) 632-4600, ext. 2601
(650) 508-0300, ext. 2601
or online at providentcu.org

Saturday, Sept 15
Home Buyer's Seminar
Monterey Community Branch
1035 5th Street, Ste A
Monterey, 10am-12pm

Saturday, Sept 22
Reverse Mortgage Seminar
Corporate Headquarters
303 Twin Dolphin Drive
Redwood Shores,
10am-11:30am

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

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

Auto, Home, & Commercial Insurance.
Free Quote! (800) 310-0395
[providentcu.org / insure](http://providentcu.org/insure)



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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-F 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



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