

January 2006

# Connections



Whatever It Takes

[providentcu.org](http://providentcu.org)

## President's Message

It's hard to believe that another year has passed and another year is beginning. Time moves quickly, and we are all hard pressed to fit into our daily lives all of the things we want and need to accomplish. One way Provident can help is by allowing you to cut back on the time it takes to handle your finances. Our remote [ATM](#) and [branch](#) services give you more freedom to access your accounts at your convenience.

Convenient access. It's what you've come to depend on. Our [Mortgage Checking](#)<sup>1</sup> offers the ultimate in convenience, use any ATM and we rebate<sup>2</sup> any and all ATM surcharges. All other checking accounts can access the CO-OP<sup>®</sup> ATM network. Today, you have surcharge-free access to your Provident accounts at over 25,000 [CO-OP ATMs](#) throughout the country. You'll also now find CO-OP ATMs in 7-Eleven convenience stores in many states. For locations, visit [providentcu.org](http://providentcu.org) or look for the CO-OP ATM logo at participating credit unions.

Don't forget about [Provident ATMs](#), which are located at most of our branches. Not only are they surcharge-free, you can purchase postage stamps as well. This year, you can look forward to another new and unique feature: mini statements. We will provide more details when this new feature becomes available. Provident is also a member of the [CU Service Centers](#)<sup>®</sup> Network. That means you can conduct business on your accounts at any of the 1,600 participating credit

unions throughout the country. If you don't have a [Provident branch](#) handy during your travels, chances are you'll find another credit union that can give you a hand. Locations are available on our Web site.

If you want to streamline the managing of your finances even more, [Account Manager and Bill Manager](#) are outstanding tools. They are free of charge and available anytime. Account information, account activity, fund transfers, loan payments and electronic bill payment are a few of the many features that these online services have to offer. And a Provident Check Card is the ideal complement for your checking account—no digging for your checkbook at the grocery store or having to charge online purchases to a credit card. It also does double duty by serving as an ATM card. Add [direct deposit](#) of your paycheck to the mix and your finances will virtually handle themselves. Visit our Web site or stop by to learn more and to [sign up](#).

We had an amazing year in 2005, and there is more to come. Happy New Year from all of us at Provident. We look forward to serving you in 2006 and in the years to come.

**Wayne Bunker**  
President & CEO



## MESSAGE FROM THE PRESIDENT

**EQUITY LINES**  
Special 4.99% APR!

**ANNUAL MEETING**  
**Thursday, April 20 at 11am,**  
Provident Headquarters:  
303 Twin Dolphin Drive  
Redwood Shores, CA 94065

**AUTO LOANS**  
Terms up to 84 months

**10/10 MORTGAGES**  
Affordable, secure & flexible

**WINNING MOVE**<sup>™</sup>  
Real estate rebate program

1) Must have a Provident Mortgage with automatic payments from your checking. 2) Up to \$2.50 per transaction. Surcharges rebated monthly.



## Two-Year Rate for One Year!

It's time. Time to start saving for upcoming expenses in 2006, from income taxes to holiday spending. And Provident's Accumulator Savings Account is the ideal vehicle to accumulate your savings more rapidly.

With the Accumulator, you'll receive the same rate as our two-year term certificate and you only leave your money in the account for one year. Think of it as a one-year savings plan that features a two-year rate. There's even better news: this year's floor rate—the lowest guaranteed rate you'll receive is a **3% Annual Percentage Yield\* (APY)**. That is one full percent higher than last year's rate!

With this high dividend rate, our Accumulator is also a terrific secondary savings account for your child's Youth Account. Plus, our members in the education field have also found this account to be highly beneficial—by saving throughout the school year, teachers can save enough money to cover the paychecks they miss during the summer months.

We've given you the reasons and the specifics...now what are you waiting for? Open an Accumulator Savings Account today by going online to the "Applications" section under the "Checking & Savings" tab on our Web site at [providentcu.org](http://providentcu.org) or call us and we'll send you the application.

\* The Annual Percentage Yield (APY) is variable and subject to change monthly on the 1st. The floor APY is guaranteed through December 31 of the current year on all new and existing Accumulator Savings Plans and is subject to change once a year on January 1st. Withdrawals will reduce earnings. Dividends are deferred until the last day of the month you have selected to have the balance of this account transferred to your Savings Account (00 Suffix). \$3000 maximum deposit per month. Deposits must be payroll deduction/direct deposit.

## Pick a Car, Any Car

If you had \$15,000 in your pocket and a helping hand from Provident's online auto shopping site, which car would you buy?

Enter the Exclusive Member Giveaway, where you could be one of six credit union members to win \$500 in gas—and who couldn't use that? These \$500 winners will be entered in the grand prize giveaway for the chance to be one of 24 winners of \$15,000—who will be selected at the end of 2006. Visit our Online Auto Shopping site any time between January 31 and March 31, 2006. You can get there through the Auto Loan Center pages at [providentcu.org](http://providentcu.org).

Online auto shopping is a terrific and hassle-free way to buy your next new or used car. But don't take our word for it...contact a representative today at (800) 234-6999 or check it out via our Web site at [providentcu.org](http://providentcu.org).

## What to Do If Your Personal Information Has Been Compromised

You have undoubtedly heard about numerous types of fraud that can take place regarding credit cards, accounts, or loans. Provident urges you to educate yourself on ways to protect yourself, your information, and identity from scams.

Prevention is the best cure. For example, do not respond to e-mails saying that your information has been compromised. If you receive such an e-mail, it is almost always fraudulent.

However, if you think that your personal information may have been compromised, taking certain steps quickly can minimize the potential for the theft of your identity.

If the stolen information includes your financial account information, close any compromised credit card accounts immediately.

Consult with us about whether to close your other accounts immediately. Protect passwords on any new accounts that you open. Avoid using your mother's maiden name, your birth date, the last four digits of your social security number (SSN), your phone

number, or a series of consecutive numbers.

If the stolen information includes your Social Security number, call the toll-free fraud number of any one of the three nationwide consumer reporting companies and place an initial fraud alert on your credit reports. This alert can help stop someone from opening new credit accounts in your name.

### Equifax

1-800-525-6285; [www.equifax.com](http://www.equifax.com)  
P.O. Box 740241, Atlanta, GA 30374-0241

### Experian

1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com)  
P.O. Box 2002, Allen, TX 75013

### TransUnion

1-800-680-7289; [www.transunion.com](http://www.transunion.com)  
Fraud Victim Assistance Division  
P.O. Box 6790, Fullerton, CA 92834-6790

An initial fraud alert stays on your credit report for 90 days. To learn more about security issues that effect you and ways to protect yourself, visit [providentcu.org](http://providentcu.org), click on "Access Accounts" and then on "Security Issues".

Information provided from the Federal Trade Commission.



# START THE NEW YEAR WITH THE PERFECT LOAN

## New Year, Low Auto Loan Rates

It's 2006...and you thought rates were going up? Not so at Provident—and at a **5.50% fixed APR**;<sup>1</sup> our auto loan rates prove it! Low rates are only part of how you can drive into 2006 in a brand new set of wheels:

- Same **low rate** for terms ranging from 12-84 months
- Up to **100% financing** for new and used vehicles<sup>2</sup>
- Option of **no payments for the first 90 days**<sup>3</sup>
- **Rate could be even lower** depending on the business you do with Provident. Ask for details.

If you thought you couldn't afford a new vehicle, think again. When you finance with Provident, you never need to worry about receiving a great loan and great payments and, of course, the best service in town. Call, [click](#), or come by today.

**1)** APR (Annual Percentage Rate) as of 12/9/05 is subject to change and includes a 2% discount for package or automatic transfer participants. Payment example: a \$30,000 loan with a 84-month term at 5.50% APR would have a payment of \$431.10 per month. Actual payment may vary based on loan amount, term, model year, and type of vehicle. **2)** Up to 100% financing is available on new and pre-owned cars up to MSRP/Retail Kelley Blue Book value plus tax and license to qualified members. **3)** Payments begin approximately 90 days after loan funding. Interest accrues from day of funding.

## 4.99% APR<sup>1</sup> Prime Minus Equity

It all begins with a 4.99% APR<sup>1</sup> introductory rate—two full points below the Prime Rate—for six months. It continues with a low adjustable rate of **.50% below Prime** thereafter for the life of the loan. There are no closing costs<sup>2</sup> and potential tax deductions for years to come.<sup>4</sup> You also get a Visa card with rebates,<sup>3</sup> for convenient access. It all adds up to Provident's [Prime Minus Ready Equity Line of Credit](#), which adds up to unbeatable savings for you.

There are many things you can do with this home equity line of credit, whether it's inside or outside your home. No restrictions, no limitations—use the funds however you wish. And, if you have a first mortgage with Provident, this special introductory rate is **also available with our Piggy Back Prime Minus Equity**.

It doesn't get much better...and we can't think of a better way to kick off the New Year. Ask us for details and apply today at your local community branch. You can also request an application over the phone or through our Web site.

Subject to credit approval. Single family/owner occupied home in California. Adequate property insurance required (may include flood insurance). No annual fee for the first 12 months—\$50 annual fee thereafter. **1)** Variable APR (Annual Percentage Rate) is based on the Prime Rate as published in the Wall Street Journal (currently 7.25%) minus 0.50% for Prime Minus Ready Equity, .75% for Piggy Back Prime Minus Equity. The current ceiling is 13.25% (6% over fully indexed initial rate). Minimum line to apply for is \$25,000, and minimum draw is \$15,000. Provident will pay for title, appraisal, escrow fee, recording fees, credit report, and flood certification on new lines of credit up to \$100,000 only. There is a processing fee due at the time you submit your application and is refunded only when the loan is funded. **2)** Closing costs are required for loans above \$100,000, loans that require special handling or for rural properties. Maximum CLTV: 80% to \$100,000; Maximum CLTV: 75% to \$200,000. **3)** Up to 1/2% on purchases, paid out annually in November. **4)** Consult your tax advisor.

## Winning Move™, the Real Estate Advantage

### Moving This Spring?

Real estate agents receive a commission from selling a home—and we think you should have a piece of the pie too. When you use our **Winning Move™** program, you receive a rebate on the sale of your existing home and/or the purchase of a new home. To initiate the process, all you need to do is call us at (650) 508-0300 ext. 2177 or visit our "[Mortgage Center](#)" at [providentcu.org](#) for details. Upon the closing of your home purchase or sale, **you will receive a 25% rebate** on your participating agent's commission.



## 10/10 Mortgage — Just Pack and Go

It's affordable. It's [portable](#). It's secure and flexible. It's the right mortgage for today. If you're looking into homeownership, you'll want to know more about it. It's Provident's [10/10 mortgage loan](#).

This mortgage offers the best of everything:

- A **low rate** that adjusts only once every 10 years.
- The ability to **take your rate with you** when you buy your next home.
- The choice of **interest-only** or conventional principal/interest payments.
- **No pre-payment penalty**.

To learn more, contact one of our mortgage consultants at (650) 508-0300 or (800) 632-4600, extension 2703, and get ready to pack and go!

## Events Calendar

**Wednesday, January 11th**  
**Home Buyer's Seminar**  
 Provident Headquarters  
 303 Twin Dolphin Drive  
 Redwood Shores, 6-8pm

**Monday, January 16th**  
**Holiday—Martin Luther King Jr.'s Birthday**  
 All Provident branches and corporate offices will be closed.

**Thursday, February 8th**  
**Home Buyer's Seminar**  
 Provident Headquarters  
 303 Twin Dolphin Drive  
 Redwood Shores, 6-8pm

**Saturday, February 25th**  
**IRAs and Other Tax-Advantaged Ideas**  
 Provident Headquarters  
 303 Twin Dolphin Drive  
 Redwood Shores, 10-11:45am



## Turbo Tax for the Web®

Provident has partnered with Intuit again this year to offer convenient online tax filing, including:

- Nothing to pay until you print or e-file.
- Receipt of your refund within 10-16 days if you use e-file.
- Filing for state and federal taxes.
- IRS filing confirmation.
- Tax savings tips and advice.

- Retention of your information for quicker filing next year.

Maximize your tax savings and minimize the time spent on tax preparation with Turbo Tax for the Web. **Go to [providentcu.org](http://providentcu.org) and click on the Turbo Tax link.**

Direct deposit is the fastest way to get your refund. To utilize this free service, include Provident's routing number, 321171731, along with your Provident account number in the applicable area found in the "refund" section of your tax return. This is another way to simplify your life.

## Financial Planning

[Provident Financial Consultants](#) are available to review your financial goals and to help you set up appropriate investment and insurance plans. Call now: (650) 508-0300 or (800) 632-4600, **ext. 2304** to arrange for your own financial review or group presentation.

*CUE, a wholly owned subsidiary of CUE Financial Group, Inc., is a SEC registered broker/dealer, a member of the NASD/SIPC, and a registered investment advisor in certain states. CUE has offices located in Provident Credit Union branches and provides insurance and securities products and information by agreement with Provident Services Corporation. These are not products of the Credit Union and are not insured by any federal agency and are subject to investment risks, including possible loss of principal invested. CUE may receive commissions in connection with insurance or securities transactions conducted through it. CUE Financial Group California insurance license #076-1300.*



## Scholarship Deadline is Approaching

**Deadline is February 28**

Two scholarships will be available early next year for members: a one-time \$2,500 California Teaching Credential Scholarship and a renewable scholarship for high school seniors, which awards \$1,000 a year for up to four years.

[Complete details and scholarship applications](#) are available on the "Community" page on our Web site at [providentcu.org](http://providentcu.org).

Complete applications must be received by February 28, 2006.

## FEE CHANGE:

**Notice:** Effective Feb. 10, we'll begin charging the following fees:  
**Money Order:** \$3.00  
**Provident Corporate Check:** \$5.00

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

(650) 508-0300  
 (800) 632-4600  
[providentcu.org](http://providentcu.org)

Auto, Home, & Commercial Insurance

Free Quote!  
 (800) 310-0395



[providentcu.org/insure](http://providentcu.org/insure)



### Community Branches

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

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

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

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

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

**Los Gatos**  
 15425 Los Gatos Blvd  
 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 Ave  
 M-Th 9-5, F 9-6, Sat 9-1

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

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

**Redwood City** (opening April '06)  
 1870 Broadway  
 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 1,800 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](http://providentcu.org)

**CO-OP ATM Locator**  
 (888) SITE-COOP (748-3266) or [providentcu.org](http://providentcu.org)