



## Member Appreciation Week Oct. 13-17

Make sure you stop by the Credit Union the week of October 13-17 (remember, we're closed, Mon. Oct. 12 for Columbus Day) for something special as we show our appreciation for our Members and the community.

We'll have giveaways throughout the week to thank you for your membership and remind you that Credit Unions are not-for-profit and Member-owned, making them different from banks.

On Saturday, Oct. 17, we'll have a Fraud Awareness Day at our branches, and will allow you to bring in your sensitive information to shred\* from 9 a.m. to 1 p.m. at the following locations:

- 9300 Troost Ave., Kansas City, Mo.
- 1155 NE Douglas Street, Lee's Summit, Mo.
- 301 NW Englewood Rd., Gladstone, Mo.

\*Please limit to three boxes or bags.



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## Micro-Loans Benefit the Membership

Since their humble beginnings, credit unions were known as a place to get short-term loans and save money through a philosophy of "people helping people."



Mazuma has always based its service on that philosophy, and to further that philosophy, the Credit Union added XtraCash, LLC to its service offerings in 2007.

### About XtraCash

XtraCash is a company offering short-term, micro-loans, often termed payday loans, for Mazuma Members.

While the term "payday loans" instills a negative attitude with many people because of the news of extraordinarily high interest rates charged by such companies, Mazuma sees the benefit this type of service can bring to the community when delivered in the right way.

"We had Members who were using payday loans to get through the week or month," said Rob Givens, Mazuma's president. "While we offered financing to Members, often the wait time for traditional loans was too long when someone needed cash immediately for an emergency."

"These Members needed an alternative," Givens said. "They needed an answer to their financial emergency needs from a lender who cared about their financial well-being. After doing a lot of research, we determined we could help our Members by offering an alternative, short-term loan option," Givens said.

## How XtraCash has helped Members

### Interest Rates and Fees

While XtraCash offers short-term loans at a higher interest rate than traditional, credit union loans, the interest rate charged is much lower than those of typical payday loan companies.

A higher interest rate has to be charged to protect Members' assets with this type of lending, but XtraCash is a service offered to help Members, not to earn as much income as possible from them. Therefore, XtraCash loans are have lower interest rates and fees than typical payday lending companies.

By using XtraCash, Members have saved more than \$447,000 in fees that they would have spent at traditional payday loan companies. Mazuma has also provided more than \$1,000 in rebates to Members who have used the service and increased their financial knowledge in the process.

### Education

Unlike what you'll find with traditional payday loan services, Mazuma offers an education program along with the loans. Members can receive discounts on their loans by completing online education courses about budgeting, saving and fiscal responsibility.

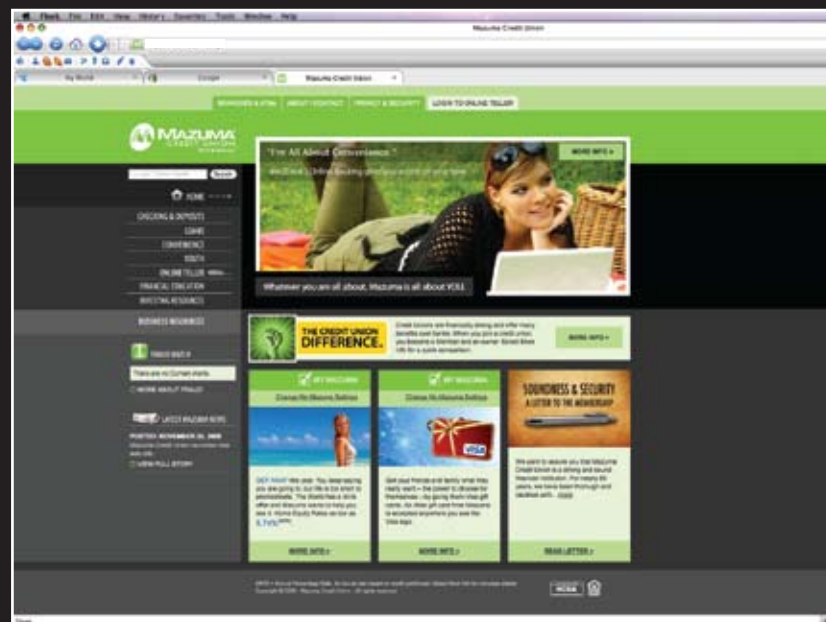
Members receiving loans also work with Mazuma employees before receiving their loans. "We've found that many Members would best be served with traditional, credit union loans, but thought payday loans were their only option," Givens said. "We've steered many Members away from getting an XtraCash loan because it wasn't necessary. If we can help a Member by way of a traditional lending product first, we'll always discuss that option with the Member before opening an XtraCash loan," Givens said.

## Enhanced Web Site Coming Soon

We are proud to announce that before 2009 is over, we will launch an enhanced Web site for our Members.

Some of the enhancements of the new site include, interactive maps for branch and surcharge-free ATM locations, easier navigation to get you where you need to go, and helpful tips from the best way to save to mortgage calculators.

In our effort to continually make things all about you, you'll be able to customize your Mazuma home page. We call the feature "MY MAZUMA," and it allows you to pick which type of financial information is important to you when you visit our Web site. You make the selection, and we'll feature that information on the home page.





## Financial Education Important to Mazuma, Credit Unions

In the *Member Q&A* article on the next page, we address the question of where you can go for help in setting and managing a budget.

As mentioned in the article, we offer in-branch support through our Financial Counselor. We also have excellent free, online learning tools like Debt in Focus on the Financial Education page of our Web site, and FinanceWorks (this is Quicken® without the need to download data) available free through Online Teller.

Our focus on education is part of what separates us as a credit union. The credit union philosophy is "people helping people," and that includes helping our Members become more financially savvy.

The reason that Congress recently enacted the CARD Act of 2009 was due to some financial institutions keeping their customers in the dark and raising income through hidden fees and unclear promotions.

Instead of participating in that type of behavior, we work to educate our Members on how to avoid those agendas, and we don't charge excessive fees or change rates unfairly.

Educating our Members is a goal for which we outline objectives each year, and one for which we are regularly recognized. We have a long history of being recognized by the Missouri Credit Union Association's annual awards for our service to and education of our Members.

If you need direction on how to educate yourself on financial matters, we have services available to help you. I encourage you to call or stop by the Credit Union and allow one of our team members to assist you.

*Rob Owens*  
President

## ▶ Member Service Star Award Winners

Dana Bone ✦ Gloria Brown ✦ Dewi Chang ✦ Judy Chezem ✦ Carol Coburn ✦ Ashley Coleman  
Lisa Gardner ✦ Michelle Kimley ✦ Dee Ludwig ✦ Bill Maher ✦ Marie Main  
Jennifer Mattson ✦ Sidney Mok ✦ Ashley Moore ✦ Desirae Nugent ✦ Amanda Oxley  
Debbie Peterson ✦ Karlene Ricketts ✦ Barbara Russell ✦ Tim Scheer ✦ Bill Sherman  
Evelyn Smith ✦ Brian Sikes ✦ Deborah Topp ✦ Christine Whitcraft

## Estate Planning: Five Essential Steps

A Message from MEMBERS Financial Services

- 1) **Write or update your will.** If you die without a valid will, your assets will be distributed according to state law, not necessarily according to your wishes.
- 2) **Check your designated beneficiaries and how your assets are held.** Review your designated beneficiaries on your investments, retirement plans, annuities and life insurance policies. The designations on these documents supersede your will instructions.
- 3) **Take steps around probate with a few forms.** One way to transfer some of your assets directly to your beneficiaries and avoid probate costs and delays is to simply fill out a few forms. For savings and money market deposit accounts, checking accounts, CDs/share certificates, and Treasury securities, you can complete a pay-on-death form. For brokerage accounts, if allowed in your state, you can complete a transfer-on-death form.
- 4) **Consider whether trusts should be part of your estate plan.** Consult an estate planning attorney about whether any of the different types of trusts may be appropriate for you.
- 5) **Keep your plans up-to-date.** Tax laws are extremely complex, and it's impossible to predict what the rules will be in the future. So it's essential to stay informed of new developments. Also make sure to review your plans with any life changes.

To learn how to protect your assets for your loved ones, make an appointment with Bill Sherman CLU, ChFC, the MEMBERS Financial Services Representative serving the Members of Mazuma, by calling 816-361-4194, Ext. 6282.

B2MM-0208-F71B Representatives are registered, securities are sold, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member NASD/SIPC, a registered broker/dealer and investment advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the financial institution. CBSI is under contract with the financial institution, through the financial services program, to make securities available to members. CUNA Brokerage Services, Inc., is a registered broker/dealer in all fifty states of the United States of America. The Representative may also be a credit union employee that accepts deposits on behalf of the financial institution. Article is for educational purposes only and is not intended to provide specific tax or legal advice. For answers to tax questions, please see your tax professional. For legal questions, consult an attorney.

**Q: I need help managing my budget. Can Mazuma help me?**

A: Mazuma has many tools available to help you manage your budget.

Debt in Focus is a free and anonymous tool that provides you with a financial analysis and, if needed, a personal action plan to help you get out of debt. To access Debt in Focus, go to [www.mazuma.org](http://www.mazuma.org) and click on Financial Education.

If you're a user of the Online Teller feature on our Web site, you have access to FinanceWorks. FinanceWorks is a free and useful tool that can pull information from your accounts at multiple financial institutions to give you a complete look at your financial standing. It allows you to set a budget and then tracks your progress. View the FinanceWorks tutorial at [www.mazuma.org](http://www.mazuma.org) by clicking on Online Teller.

If you prefer face-to-face interaction, Mazuma has a financial counselor on staff. Joell Dickerson provides personal, financial education, including help with money and debt management. You can set up an appointment with her by calling 816-361-4194, Ext. 6681.



## Limit the Time You Spend Shopping

To ease the burden of going into store after store, looking for the perfect gift, stop by Mazuma Credit Union and pick up Visa gift cards for the people on your list.

With Visa gift cards, your friends and family can get what they really want for the holidays...after all they know best.

Visa gift cards can be used anywhere Visa is accepted, including online. Gift cards can be picked up at any of our branches from \$25 to \$750.

## Goodwill, Gathering Together and High Credit Card Bills

Unfortunately, the holidays often include high credit card bills along with goodwill and gathering together with the ones you love. To keep the focus off those high credit card bills, Mazuma is once again giving you the gift of Visa Skip-a-Payment.

This year we've enhanced our promotion by allowing our Visa cardholders to choose between skipping their December or January Visa payment.

To participate in the promotion, look for more information in your upcoming Visa statement. Then, when the time comes to skip your payment, fill out the voucher you receive in your statement, and send it to the Credit Union instead of your payment. All that's left to do is enjoy the holidays!

\*To be eligible for Visa® Skip-a-Payment, the cardholder must be a Member in good standing. Please note that interest on your account will continue to accrue. If your payment is set up on automatic transfer, the transfer will take place, unless noted on the form. Offer expires January 31, 2010.

## Mazuma News

### Holidays

(All offices will be closed on the following dates)

**Columbus Day, Monday, October 12**

**Veterans Day, Wednesday, Nov. 11**

**Thanksgiving, Thursday, Nov. 26**

**Christmas Eve, Thursday, Dec. 24**

(All offices will close at noon)

**Christmas Day, Friday, Dec. 25**

**New Year's Day, Friday, Jan. 1**

## Events

**Member Appreciation Week**

Tues., Oct. 13–Sat., Oct. 17

**International Credit Union Day**

Thurs., Oct. 15

If you have any comments or need help with an unresolved problem, please write to:

**Supervisory Committee**

P.O. Box 120005

Kansas City, MO 64112

**Mazuma Credit Union**

9300 Troost Ave.

Kansas City, MO 64131

816-361-4194 • 888-361-4194

10 locations to serve you.

Go to [www.mazuma.org](http://www.mazuma.org) for a complete list of locations, shared branches, ATMs and hours of operations.

SMARTLINE: 816-444-2666

Fax: 816-361-0922

e-mail: [info@mazuma.org](mailto:info@mazuma.org)

Please notify Mazuma Credit Union of address or phone number changes. This will ensure all financial information reaches you in a timely manner.

## Dividends

The board of directors has declared dividends on regular share, holiday and IRA accounts for the month ending September 30, 2009.

With the rising rate structure shown here, once your balance reaches a certain level, all the money in the account earns at that dividend rate. Dividends on the accounts are paid from date of deposit to date of withdrawal as long as the account is open at month-end with a minimum of \$25.

All rates, terms and fees are subject to change without notice.

Balance	Dividend Rate	Annual % Yield
\$25.00 to \$99.99	0.00	0.00
\$100.00 to \$999.999	0.300%	0.30%
\$1,000.00 to \$9,999.99	0.399%	0.40%
\$10,000 & over	0.598%	0.60%