



Where Banking Is All About You!

Third Quarter • July – September • 2005

Letter From Winona Nava, President/CEO

Dear Members,

Many of our members (myself included) are receiving letters from unscrupulous lenders and insurance companies. These companies go so far as to buy credit bureau reports, search for members who have loans with Guadalupe Credit Union, and then mail letters that imply the offer is from us. These letters represent the worst of bait and switch tactics by offering a borrower many different “solutions” to supposedly “lower” the monthly payment on your mortgage. Three examples are:

- Offering to combine and/or pay off a member’s existing loans into a ridiculously low payment. The reason the payment is so low is because it is interest only. The loan never amortizes. Worse yet, if the loan is a mortgage, you are NEVER building any equity in your home. A borrower can pay on the loan the rest of their life and their balance will NEVER go down!!! This is certainly not something we, as your credit union, would offer.

- Offers to switch your payment on a loan to weekly or biweekly payments for a fee. This offer can come with the easy-step instructions to provide a VOIDED check. Giving out this information could lead to unauthorized charges or counterfeit checks. If you would like to pay off the loan sooner by paying weekly or biweekly, GCU can easily do this at the time of the loan or after the fact. We will do this for free, while unscrupulous lenders will charge a setup fee!

- Offers for Disability and/or Life Insurance are also being sent to borrowers at terms designed to provide profit first and coverage second. Please don’t confuse these policies and prices with the fine insurance GCU offers through CUNA Mutual with premiums based only on the decreasing balance of your loan – not the full amount borrowed for the life of your loan. It IS wise to provide for payment-in-full of your loan in the event of your disability or death. An early credit union motto in fact was “The Debt Dies With The Debtor” and CUNA Mutual coverage has provided real peace of mind to GCU members and their beneficiaries.

If you have received a letter of the first type offering a very low payment, please contact Roberta Armijo at her direct number – 216-0455.

If you would like to change the payment schedule or frequency of your mortgage payments, please call 982-8942 and speak to one of our mortgage loan officers. They can easily convert your payment method. Loan officers will also be able to answer questions about insuring your loan.

If you **ever** have any questions about offers you receive in the mail, please feel free to contact the credit union. Our goal is to provide you with the best loan and savings options and services in Santa Fe.

Thank you,
Winona Nava
President/CEO

Seeking A Satisfying Opportunity?

Have you, or someone you know, been seeking a satisfying opportunity to contribute to the Santa Fe community? Do you feel you’d like to give back to the community while developing personally and professionally? Do you believe in the value of supporting a strong and financially sound alternative to the other financial institutions in Santa Fe? Do you appreciate the value of educational and conference opportunities both in and out of New Mexico?

If you answered “YES” to some or all of these questions, and have been a Guadalupe Credit Union member for two years or more, the Nominating Committee of Guadalupe Credit Union would like to know you. The Committee is planning an Open House in January to educate potential volunteer candidates about the 3-year terms on the Board of Directors or the Supervisory Committee. The election will be at the Annual Meeting on Sunday, February 12, 2006.

Please contact these Nominating Committee Members for additional information and an Open House invitation:

Barbara J. Lujan 929-0769
Carlos A. Gonzales 982-5771
Priscilla Archuleta 473-3021
Robyn E. Romero 424-0191
Brenda Dominguez 216-0461
Daniel Rael 216-0500



Visit Guadalupe Credit Union
on Thursday, October 20th
to help us celebrate
International Credit Union Day!
Light refreshments served.

Share Certificate Rates & Money Market Dividends Are On the Rise!

Guadalupe Credit Union is happy to announce recent increases in the dividend rates paid on Certificates and Money Market Accounts. Please call or visit our website — www.guadalupecu.org — for the most current rates.

GCU Is Growing And So Is Our Team!

By Maria Vigil, Human Resource Manager

Many of you have already met our new staff or seen them buzzing around the office. You may have even seen familiar faces in different places. As Guadalupe continues to grow and expand our membership and services, we've hired, re-hired, or re-assigned team members to continue to deliver the quality service you deserve.

Adrian Alarid started with us as a teller, and now serves us as the Technology Assistant. He helps keep things running as smoothly as possible with the many different aspects of our computer systems.

Hilary Bethancourt served GCU as the Technology Assistant when we were establishing our Southside office on Rodeo Road. After studying overseas in China and other parts of Asia and India last year, Hilary has enrolled at UNM. She has also studied in Argentina *y se habla espanol*. Hilary will assist Adrian part-time in technology areas.

Hope Cantu joins our team with much enthusiasm and a friendly smile, and has been training as a Member Service Representative at the Rodeo branch.

Charlotte Dykes has joined our team as the Vice President of Member Services. She comes to us with many years of credit union and banking experience, and we're excited to have her on-board, working with all the staff who help YOU — our valued members.

Arlene Erives also has banking experience and is happy to offer a helping hand when you come in to the Rodeo branch *y se habla espanol*.

Guadalupe Gutierrez just completed her Associate of Arts Degree in Business Administration and also has previous teller experience. She is excited to serve our members at the Osage branch *y es bilingue*.

Loretta A. Maes is the Marcy Office Branch Manager *y se habla espanol*. Loretta has credit union and banking experience that have led to her excellent management skills.

Juliet Parson *tambien se habla espanol*. Juliet eagerly assists callers on the phone, in person, and directs calls to all three Guadalupe Credit Union offices.

Amanda Ramirez joins our team with banking experience and is ready and eager to help you when you are visiting the Rodeo office for your transactions.

Sarina Romero is the friendly face at the Marcy Office who will efficiently process your transactions.

Alejandra Seluja *es bilingue*. Alejandra has quickly learned the functions of the teller area and will now be learning about the different loans available to you. Alejandra has been instrumental in translating documents and presentations for the credit union.

Matthew Vigil is a Senior at Santa Fe High School and is helping out as a Saturday teller at the drive-up window, and can also help with your Credit Union Service Center transactions AKA "Shared Branching."

In addition to the new faces on our team, you'll see some familiar faces in new places. **Roberta Armijo** is now our Vice President of Training and Education, and is committed to training all our new team members, as well as offering budgeting assistance for you — our members. **Tanya Romero** has been promoted to Assistant Branch Manager at the Osage office, **Patricia Gallegos** is now the Loan Officer at the Marcy office, and **Linda Yount** will now be serving you at the Osage office. We welcome back **Lupita Lozoya**, who recently added a small bundle of joy to her life — a baby boy. Lupita will again be serving you at the Marcy office. The following Member Service Reps have also learned more about opening and maintaining our various types of accounts: **Linda Yount, Cipriana Vigil, Vilma Gutierrez, Margaret Armendariz**. All of these knowledgeable employees are excited to serve you in their new capacities.

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Closures & Events

Monday, October 11, 2005

Columbus Day

Friday, November 11, 2005

Veterans Day

Thursday, November 24, 2005

Thanksgiving Day

Monday, December 26, 2005

Christmas Holiday

Monday, January 2, 2006

New Year's Holiday

Wednesday, January 11, 2006

(Tentative)

Volunteer Candidate Open House

6:00 – 7:30 PM

Sunday, February 12, 2006

Annual Meeting

Monday, February 20, 2006

Presidents Day

Office Locations, Hours & Phone Numbers

Downtown

210 E. Marcy Street, Suite #2

M, T, TH & F

9:00AM – 5:00PM

W 10:00AM – 5:00PM

Midtown

1305 Osage Ave.

Lobby:

M, T, TH & F

9:00AM – 5:00PM

W 9:30AM – 5:00PM

Drive-up:

M, T, TH 9:00AM – 5:00PM

W 9:30AM – 5:00PM

F 9:00AM – 5:30PM

Southside

3601 Mimbres Lane

Lobby:

M, T, TH & F

9:00AM – 5:00PM

W 9:30AM – 5:00PM

Drive-up:

M, T, TH 9:00AM – 5:00PM

W 9:30AM – 5:00PM

F 9:00AM – 5:30PM

Saturday Banking Rodeo Drive-up only 9:00AM – 1:00PM

Other services are available at Rodeo by appointment

Mailing Address

3601 Mimbres Lane, Santa Fe, NM 87507

Website

www.guadalupecu.org

email: gcumail@guadalupecu.org

(505) 982-8942