

Online Banking Security and Multi-Factor Authentication

I have been working for WECU as an Information Technologist since before we implemented online banking. Things have changed quite a bit in the last 10 years, particularly surrounding security. Long gone are the days of the simple account number and password.

I am happy to say that E-Max has never been hacked. That's not to say that we shouldn't concern ourselves with keeping our information safe from criminals. Much of the responsibility lies with you.

Rather than going into all the security features E-Max has in place, I would like to discuss a key point that our members are sometimes not clear about: Multi-Factor Authentication (MFA).

Multi-factor Authentication is the combination of: something you know (your account number and password), something you have (a security token or key), and something you are (fingerprint, palm geometry, typing pattern, etc.). E-Max employs the first two forms of authentication, your account number\password (something you know) and a security token that is placed on your computer when you register your computer with MFA (something you have).

Many people think that registering their computer with MFA lowers their security because they are no longer required to answer the additional security questions when logging into E-Max. This is a false perception. Here's why you should register your computer...

There are criminals who try to get malicious programs called Trojans or Key Loggers onto computers for the express purpose of obtaining account and password information used to log into websites. If your computer was infected with one of these programs and your computer was registered with MFA, the criminal would not be able to log into E-Max because they wouldn't have the security token. On the other hand, if you had not registered your computer with MFA, the criminal would also obtain all of your security questions and would be able to log into your account from almost anywhere.

Tips to keep your account safe:

- Never share your account information with anyone, including family. Family fraud is one of the leading forms of fraud.
- Make sure you have an up-to-date antivirus solution installed on your computer – always! This will greatly reduce the likelihood of malicious programs getting installed onto your computer.
- Refrain from using foreign computers to access your account. You don't necessarily know if there are malicious programs installed on that computer or not.
- Register your account with MFA on the primary computers that you use.



Please feel free to send any comments to me via our website regarding this or any other technology related questions or concerns you may have.

Thank You,
Colin Naylor, VP\CIO

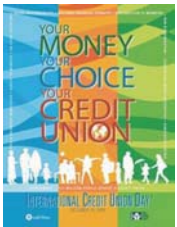
Employee of the Quarter

Congratulations to B.J. van Leeuwen who has been selected as the Employee of the Third Quarter 2009. B.J. has been recognized by his peers and management as an employee who is always a pleasure to deal with, relates fantastically with members, treats employees with respect, and always has something funny or nice to say when you work with him. Not only is B.J. considered a strong leader of his staff, but he's able to manage his personal and professional responsibilities with finesse, humor, confidence, and creativity.



Celebrate International Credit Union Day at WECU!

On October 15th, credit union members around the world will celebrate International Credit Union Day, an event designed to commemorate the credit union movement's history and achievements. In honor of this



special celebration, WECU will have treats for our members in our lobbies throughout the week, a special First Time Home Buyers seminar Wednesday, October 14th and a free Shred Event for members from 10 am to 1pm Saturday, October 17th in the Holly drive up. *Please note

members may bring NO MORE than 2 file sized boxes or 2 grocery bags of shred to the event.

Credit unions are not-for-profit financial cooperatives that provide an effective and viable alternative to for-profit financial institutions to more than 177 million members in 96 countries worldwide. Credit unions exist to serve their members, providing a safe place to save money and access affordable loans. With over 58,000 members, WECU is Whatcom County's largest not-for-profit, member-owned financial cooperative. WECU strives to act as a responsible and productive member of our community while providing legendary service to our members with low or no fees.

Since 1948, International Credit Union Day has been celebrated annually on the third Thursday of October.

Each year, the international event affords the opportunity to remember credit unions' proud history and promote awareness of and support for the credit union difference. This year's theme – Your Money. Your Choice. Your Credit Union™ – underlines the credit union and cooperative spirit, emphasizing value, trust and service to members.

Credit unions are recognized as a force for positive economic and social change and have provided significant social and economic value in both developed and emerging nations. International Credit Union Day is sponsored by World Council of Credit Unions (WOCCU) – the international trade association and development organization for credit unions – and Credit Union National Association (CUNA) – the premier trade association for America's credit unions.

On October 15th, credit unions from around the world will be celebrating; we encourage you to stop into a WECU branch and celebrate being part of a great, community-oriented financial movement!

Shred Event!

As a part of our International Credit Union Week celebration WECU will be holding a Shred Day for our members. The event will take place from 10am to 1pm on Saturday, October 17th in the Holly drive up. WECU members can bring no more than 2 file sized boxes or 2 grocery-sized bags of materials to be shredded.



Deposit-taking ATMS

Did you know that you can deposit money to any WECU account from over 9,000 deposit-taking and surcharge-free ATMs nationwide?

WECU is a member of the Co-Op Network, a series of over 28,000 credit union ATMs throughout the country. As a WECU member you can use any Co-Op ATM to complete transactions – which includes using Co-Op's deposit-taking ATMs to deposit money! Please note this does not include 7-11 deposit-taking machines.

To find a Co-Op ATM in your area just go to www.co-opnetwork.org.

High School Financial Planning

As a not-for-profit institution, Whatcom Educational Credit Union is able to allocate resources to a variety of social and community efforts. We are continually working to provide tools to local educators to teach teenagers and young adults about managing their finances. It is important that at this stage in their lives they have the resources and examples they need to learn to make responsible financial decisions. As an industry, credit unions are trying to increase student preparedness for the “real world.”

Last year WECU received NEFE’s (National Endowment for Financial Education) new edition of their award winning High School Financial Planning Program. NEFE, a non-profit, has worked in conjunction with CUNA (Credit Union National Association), financial experts and teachers to create the program. It is a NON-COMMERCIAL, completely FREE program we are able to provide to educators. The materials are intended for middle school to high school aged students and available in both English and Spanish. This most recent version was released in August of 2007. The program includes workbooks and an instructor’s guide. You may order just the teacher’s manual and a single student manual to extract lessons and ideas, or we can provide a workbook for every student in your class. Please allow for one month delivery time. To place an order please email Reid Frederick at reid.frederick@wecu.com.

Breast Cancer Awareness Month

October is Breast Cancer Awareness Month and October 2nd is Lee National Denim Day in support of the fight against breast cancer. Last year we participated in both Breast Cancer Awareness Month and National Denim Day and were able to raise \$1,233 in donations! We will be supporting this great cause again this year and hope to raise even more in donations. Two of our WECU staff have even issued a special challenge: if we are able to raise \$2,000 in donations our Marketing Manager, Kessa Volland will dye her hair pink. If we are able to raise \$4,000 in donations our Accounts Control Manager, Kari Olson will ‘go pink’ as well! Donations can be made at any WECU branch through the month of October. If you have questions about Denim Day or Breast Cancer Awareness Month, visit www.denimday.com for more information.

NON-PROFIT OF THE MONTH

Small Potatoes Gleaning Project

Small Potatoes Gleaning Project envisions a “Food Secure Whatcom County” where all residents obtain a safe, culturally acceptable, nutritional diet through a sustainable local



food system that maximizes community self-reliance and social justice. Our primary focus is increasing access to nutritious food for those in need by partnering with local farms and Bellingham’s weekly farmer’s markets. Our volunteers ‘glean’, or harvest slightly imperfect crops and unsold produce, and deliver it to local programs serving hungry folks. Our volunteers deliver fresh produce to nine food banks, seven hot meal programs, low-income housing apartments, Head Start programs, and senior centers. Also, low-income volunteers may take a portion of their gleaning home. Our HUGS Program (Home & Urban Garden Surplus) redistributes surplus produce from personal gardens and orchards, giving individuals an opportunity to donate food that would otherwise be wasted. If you have a home garden or orchard that produces more than your family can use, give us a call! Join us this harvest season, and make a difference in our community. Call 738-0690 to volunteer.

WECU will be closed
Monday, October 12th
in observance of
Columbus Day.



2010 Elections

If you are interested in running for a WECU Volunteer position, please visit our website at <http://www.wecu.com>.

Check 21 procedures

WECU®'s check processing procedures were recently changed to comply with the new Check21 processing set in place by the Federal Reserve Bank (FRB). In years previous, if a check came in without the complete/correct account information, WECU® staff were able to manually match the check with a valid account. As a result of this change in procedures at the FRB, WECU® is no longer able to manually process checks with incorrect account information.

Generally errors like this occur when you use your checking account to pay for something over the phone or online and do not provide the complete or correct account information. If you are unsure of the account information you need to provide, please contact our Call Center at 360.676.1168, toll free at 800.525.8703 or the Accounts Control Department at extension 7370.

Smart Trips

Have you been walking, carpooling, riding your bike or taking the bus this summer? Whether for errands, leisure or your commute to work, each time you make a trip using an alternative to the single car commuter method you are doing something great for our community! If you're already making the occasional 'alternative commute' why not become a part of Smart Trips? You'll receive discounts at local businesses and can even be entered to win prizes!

Log your smart trips at www.whatcomsmarttrips.org and be entered to win \$250 in the monthly drawing or \$1,000 in the quarterly drawing.

Whatcom Smart Trips is an ongoing partnership between local government, public agencies, employers, and schools to promote transportation by walking, bicycling, sharing rides, and riding the bus.

Details: These free seminars will be presented in the WECU Education Center at 511 East Holly St. in Bellingham, and are open to the public. **Reservations are required.** RSVP online at www.wecu.com [Your CU/ Seminars] or call our reservation line at 676.1168, ext. 7000.

Identity Theft

Wednesday, October 7th, 7:00 to 8:30 pm

Identity theft is a serious crime, and victims can spend months or years – and their hard-earned money – cleaning up the mess thieves have made of their good name and credit record. In the meantime, victims may lose job opportunities, be refused loans, education, and housing or car rentals – or even get arrested for crimes they didn't commit. Arm yourself with knowledge to prevent ID theft or other fraud! This seminar, presented by WECU Loss Control and Visa Card Services staff, will cover:

- Safe online banking and credit card use.
- How to protect yourself from identity theft and other fraud.
- What to do if you become a victim.

Mortgage Basics for First-Time Homebuyers

Wednesday, October 14th, 7:00 to 8:30 pm

Staff from WECU's Real Estate department will present a basic overview of the home buying process including the mortgage loan process, down payments and closing costs, titles and appraisals.

5 Wishes Living Will Workshop

Wednesday, October 21st, 6:00 to 8:00 pm (special early seminar)

Whatcom End-of-Life Council's Karen Ssebanakitta will present a 2-hour interactive workshop where participants can explore ways to direct their own treatment should they become too ill to speak for themselves. A completed Five Wishes® booklet is recognized as a legal Advance Directive ("Living Will") in most states. Five Wishes® is a trademark of Aging With Dignity.

Student Visa Seminar

Wednesday, October 28th, 6:00 to 7:30 pm (special early seminar)

Our popular teen workshop is back in time for school! WECU members aged 16 and 17 with a permission slip signed by a parent or guardian can learn about building credit and qualify for a student Classic Visa card! Invites and permission slips are in the mail. Call our Card Services department at 676-1168 ext 7360 if you have any questions about our Student Visa Workshop.