

STATE OF THE UNION

A Newsletter for Members of The Massachusetts State Employees Credit Union

SPECIAL TECHNOLOGY ISSUE



One Center Plaza
Boston MA 02108

Office Hours:

Monday through Friday
8:15 am to 4:00 pm

Website: www.mastatecu.org

Email: msecu@mastatecu.org

Main Numbers:

800-700-7733 • 617-723-5555

Quik-N'-Easy Line:

800-881-6820

General Fax Number:

617-227-6696

Loan Department Fax:

617-227-0252



On January 20, 2009 we will debut our upgraded Data Processing System

Please take a few minutes to read this newsletter to find out how this upgrade affects you and your accounts at Massachusetts State Employees Credit Union

Massachusetts State Employees Credit Union is absolutely committed to providing to our members the most effective and professional service possible. With this in mind we have conducted a lengthy effort to identify and implement the best data processing option available to assure that this is the case. Well it's time to unveil this new enhanced system! On January 20, 2009 we will begin to utilize the new system that will provide many new features and improved capabilities.

There will be a lot of changes! You will see new receipts, account statements and notices. New expanded Home Banking and Telephone Banking services will be implemented. You will see a new improved Bill Payment service. One thing that will not change however is your MSECU Member Account Number! Also, you will continue to use your existing MSECU Credit Card and Debit Card.

Many of these exciting changes are described in detail in this special Technology Issue of *State of the Union*. We suggest you keep this issue for reference to the many new features that will be available. Of course, if you have any specific questions or concerns about any of these changes you may contact one of our Member Service Representatives directly.

The entire staff of Massachusetts State Employees Credit Union would like to express our appreciation for your patience and understanding during the implementation of our upgraded data processing system. We hope to make this transition as smooth as possible for all of our members.

OFFICE CLOSINGS

New Year's Day.....January 1, 2009
Martin Luther King Jr. Day..January 19, 2009
President's DayFebruary 16, 2009

For more information about this upgrade visit our website at www.mastatecu.org.

DATES TO REMEMBER:

Friday, January 16, 2009

After 5:30 p.m. our *State Line* home banking service and our *Quik-N'-Easy* telephone banking service will be discontinued.

Saturday to Monday, January 17 to January 19

The Credit Union will be closed in order to upgrade the data processing system.

Tuesday, January 20, 2009

The Credit Union will re-open for normal business hours. At 8:30 a.m. **It's Me 247**, our new home banking service, and **CU*Talk**, our new telephone banking service will be available.

For those members who utilize our *EZ-Pay* bill payment service, this service will be discontinued at 8:30 a.m. on January 14, 2009. The final payment date for any bills from the bill payment service will be January 14, 2009. You may begin to use our new bill payment service, **CU*EasyPay** at 8:30 a.m. on Tuesday, January 20, 2009. After enrolling in **It's Me 247** simply click the Pay Bills link from the main menu. Step-by-step instructions will guide you through the process required to begin using the new service.

We will do everything possible to have NO interruption to your ATM and Debit Card service. We certainly appreciate how important this service is to you. To be safe however, please plan to have your MSECUCard or your checkbook with you during the period of Friday, January 16, 2009 through Monday, January 19, 2009.

PRESIDENT'S MESSAGE

From Mr. John J. Morrissey, President/CEO

As we begin a new year I would like to take a moment to thank all of our members for their business during 2008. We take pride in the services we offer and the professionalism of our staff. It is our constant goal to provide you with the most effective and economical financial services possible.

In appreciation for using the services we offer, we have developed our unique free MasterMember membership option. Simply by using the applicable cost effective services and direct depositing your paycheck or retirement check to MSECUCard, you can qualify as a MasterMember. You'll receive premium yields on our Money Market Accounts, discounted rates for consumer loans, no-risk "bump" investment certificates and much, much more!

As you can see by reviewing this issue of State of the Union, we are upgrading our data processing systems to better serve our members. All of us have worked hard to assure that this transition is as transparent as possible to our membership. We strongly suggest that you keep this newsletter for reference as you begin to use these new capabilities.

In closing I would like to thank you in advance for your future financial business and the confidence you have placed in Massachusetts State Employees Credit Union. I can assure you that we will do everything possible to make sure this trust is earned.

Wishing you a joyous Holiday Season and a New Year of peace and happiness!

Service Availability:

YOUR PERSONAL IDENTIFICATION NUMBER (PIN) IS CHANGING

As noted in detail in this issue of *State of the Union*, your PIN number for our new Telephone Banking Service and Home Banking Service will be changed. The first time you use one of these services your new PIN will be the last four digits of your Social Security Number. After accessing the service you will be prompted to change your PIN.

Telephone Banking (Previously Quik-N²-Easy) □□ □□ □□

Access to the MSECUCU Quik-N²-Easy audio teller will be discontinued at 5:30 p.m. on Friday, January 16, 2009. There will be a temporary interruption in the audio response system from 5:30 p.m. on Friday, January 16, 2009 through 8:30 a.m. on Tuesday, January 20, 2009.

On Tuesday, members may enroll in **CU*Talk**, our new audio teller response system, by calling 800-881-6820. Both current and new audio response users must enroll. You can enroll with **CU*Talk** using your account number and PIN, which will be the last four digits of your Social Security Number. For security purposes, after accessing the system for the first time, members will be prompted to change their PIN.

Home Banking (Previously State-Line) □□ □□ □□ □□ □□

State-Line will also be suspended at 5:30 p.m. on Friday, January 16, 2009. The Home Banking service will be temporarily unavailable from 5:30 p.m. on Friday, January 16, 2009 through 8:30 a.m. on Tuesday, January 20, 2009.

It's Me 247, our new home banking system, will be available to you on Tuesday, January 20, 2009 at 8:30 a.m. All current home banking users must be renewed with **It's Me 247** to re-establish access. To enroll, simply go to www.mastatecu.org and click on the **It's Me 247** link. Enter your account number and password, which will be the last four digits of your Social Security Number. For security purposes, after you enter the system for the first time, you will be prompted to change your password.

If you have never used our home banking service in the past, now is a great time to sign up!

Bill Payer Service (Previously EZ-Pay) □□ □□ □□ □□ □□

The current Bill Payer service will be discontinued at 8:30 a.m. on Wednesday, January 14, 2009. The final payment date for any bills from the bill payment service is January 14, 2009. You may begin to use our new bill payment service, **CU*EasyPay** at 8:30 a.m. on Tuesday, January 20, 2009. After enrolling in **It's Me 247** (see above) simply click the "Pay Bills" link from the main menu. Step-by-step instructions will guide you through the process required to begin using the new service.

MSECUCU MasterCard Credit Card and MSECUCU "Convenience" VISA Debit Card □□ □□ □□ □□ □□

Although these cards will not change and may continue to be used as is, there will be some changes to the online access feature for MasterCard data. For those members who access their MSECUCU MasterCard online, the login process will change and there will no longer be integration with online banking. On January 7, 2009 there will be a new link on our website www.mastatecu.org which will transfer you to a new site for re-enrollment. Once enrolled, you will be able to view transactions, statements, available credit, balances and due dates. You can even make your credit card payment online!

New Audio Response Teller □□ □□ □□ □□ □□ □□ □□ □□ □□

We are pleased to bring you **CU*Talk**, our new Telephone Audio Response teller, which makes taking care of your Credit Union business faster, easier and safer! With around-the-clock access to your accounts, this service is perfect for today's busy lifestyles.

All you need to access **CU*Talk** is a touch-tone phone, your account number, and your Personal Identification Number (PIN). The first time you access **CU*Talk**, your PIN will be the last 4 digits of your Social Security Number.

You can perform transactions like these on the phone from the comfort of your own home:

- Review account balances.
- Verify dates and amounts of transactions.
- Verify whether certain checks have cleared.
- Transfer funds between accounts.
- Make loan payments.
- Check current interest rates.
- Obtain annual dividend and interest information.
- Change your PIN.

(continued on next page)

CU*TALK TIPS

- ❑ Be sure to press the # key when asked. This signals CU*Talk to act upon your entry.
- ❑ Keep your PIN confidential. This protects your privacy.
- ❑ When entering dollar amounts, decimals are not required. For example, you would enter \$25.00 as 2500.
- ❑ Be extra careful when entering your member number and PIN. Entering a PIN incorrectly three times will disable access to that account. If this happens, contact a Member Service Representative for reactivation.

CU*TALK STEP-BY-STEP INSTRUCTIONS

- ❑ Using your touch-tone phone call 800-881-6820.
- ❑ You will be asked to enter your member number, then press the # key.
- ❑ You will be prompted to enter your PIN. The first time you use CU*Talk your PIN will be the last 4 digits of your Social Security Number. For security purposes, after to enter the system, you will be prompted to change your PIN.
- ❑ From this point on, the CU*Talk system will guide you depending on the transactions you wish to complete. The first set of options includes a brief tutorial (press 0) with tips and hints for using the system. You can press * to return to the main menu at any time.
- ❑ When you have finished, simply hang up the phone.

New Online Home Banking service

Announcing our new Home Banking service **It's Me 247!**

Following are examples of **It's Me 247** features:

- ❑ View monthly statements electronically using E-Statements.
- ❑ Update personal information such as address and phone number.
- ❑ Request a contact from a MSECUCU Representative.
- ❑ View a history of cleared checks.
- ❑ View account balances and transaction history.
- ❑ Place a stop payment on a check.
- ❑ Download account details to Microsoft Money via MS Money 99 or newer.
- ❑ Download account details to Quicken via Quicken 1999 through 2004.
- ❑ Set up automatic transfers for loan payments or savings transfers.
- ❑ Use our integrated Bill Payment Service. No additional sign on procedure or password to remember, just click "Pay Bills" while in our new **It's Me 247** service.

IMPORTANT IT'S ME 247 CAPABILITIES:

- ❑ **E-Statements**
Easy enrollment and safe access to 12 months statements.
- ❑ **On-line Membership Applications:**
Direct to host for easy approval.
- ❑ **Usability Features:**
Stand-in 24x7 availability, easy links, personalized styles.
- ❑ **Virtual Member Services:**
Certificate, savings and loan rate information
Open savings and certificate accounts
On-line loan applications.
- ❑ **Security Features:**
Custom password.
Restricted password retries.
Available expanded passwords.
Non-use password expiration.
Last logged in security message.
Automatic session time-out.
128-bit SSL encryption.
Redundant state-of-the-art firewall technology and hardened server configuration.

New Bill Payment service

The easy way to pay your bills! Our new Bill Payment service **CU*EasyPay** will simplify your life. With **CU*-EasyPay** you can receive and pay your bills online from your MSECUCU checking account with the click of a mouse.

No additional sign on procedure or password to remember, just click the "Pay Bills" link while in **It's Me 247!**

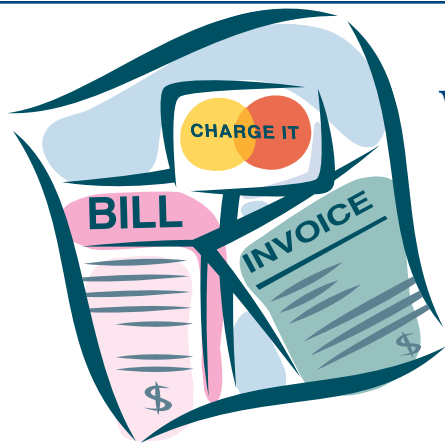
Pay any bill online, including your house payment, your credit card, your car payment, at any time from anywhere. Receive your bills electronically from all companies from which you can request e-bills.

Other features:

- ❑ Authorize checks to be sent to anyone.
- ❑ Set up recurring payments, like mortgage and car payments.
- ❑ Schedule payments at your convenience, processing will not begin until the date you assign.
- ❑ View a register of payment history.
- ❑ Monitor the status of your payments at any time.

How to enroll

To enroll simply log in to **It's Me 247** as usual and click the "Pay Bills" link from the main menu. Step-by-Step instructions will guide you through enrollment and setup. After allowing for a processing time of approximately 24-48 hours, you'll be ready to go. Just come back to **It's Me 247** and click the "Pay Bills" link again!



WORRIED ABOUT THOSE HOLIDAY BILLS?

Why not pay them off with our MSECUC Holiday Loan?

Borrow up to \$3,000 at a low annual percentage rate of 9.9%.
Approximately 12 months to repay.

Call now to apply for your loan and payoff those Holiday bills!

2009 PAY CALENDAR AVAILABLE

The MSECUC 2009 HR/CMS Pay Calendar is now available. Simply go to our website at www.mastatecu.org and click on the "Calendar" link. You can then print out as many calendars as you need. The MSECUC HR/CMS Pay Calendar highlights all state pay periods, payday and holidays.



Providing economical financial services to current and retired employees of the Commonwealth and all of its divisions, departments, authorities and entities since 1921.

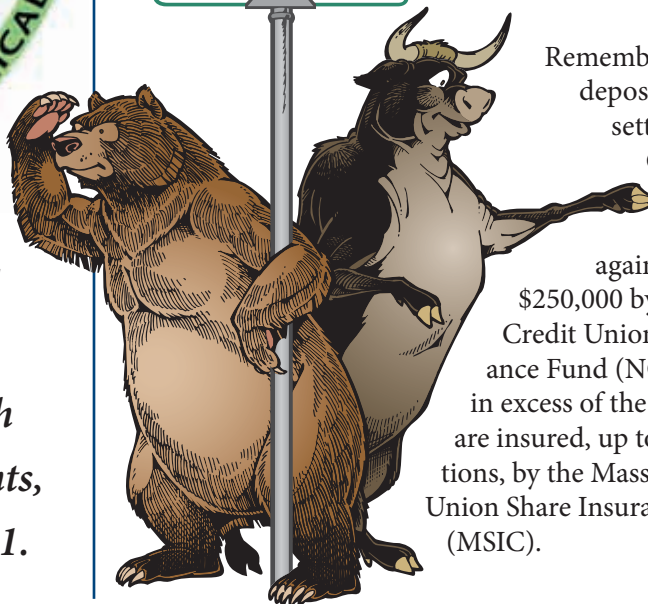
ARE YOU LOSING MONEY IN THE STOCK MARKET?

WHY NOT CHECK OUT OUR INSURED HIGH YIELD INVESTMENTS?

Insured Money Market annual percentage yields up to 2.25%!

Insured Investment Certificates with annual percentage yields up to 4.10%!

And, if you switch to our free MasterMoney membership option, you can increase your yields on Money Market Accounts by .25% APR and get a no-risk option to change your Investment Certificates to a higher rate should one be introduced.



Remember, your funds on deposit at Massachusetts State Employees Credit Union are federally insured against loss to at least \$250,000 by the National Credit Union Share Insurance Fund (NCUSIF). Funds in excess of the federal limit are insured, up to legal limitations, by the Massachusetts Credit Union Share Insurance Corporation (MSIC).

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**IT CAN SAVE YOU MONEY,
MAKE YOU MONEY,
AND IT'S FREE!**



Our FREE MSECUC MasterMember membership option provides those members who direct deposit their net paycheck or net retirement check with us with major ongoing benefits.

- Discounted consumer loans at a low rate of ¼% off current loan rates!
- Premium Money Market yields at ¼% over our current Money Market yields.
- Special “No-Risk” high yield bump investment term certificates.
- Free interest bearing checking account with no per check or monthly fees.
- Free initial supply of standard checks.
- Free bank by phone and bank online service.
- A MSECUC Convenience Debit Card that also acts as your ATM card.

With direct deposit, our online and telephone banking option, debit and ATM access and interest bearing checking you never have to visit our office unless you want to! Regardless where you live or work, membership in Massachusetts State Employees Credit Union, and MasterMember status makes sense.

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THE STATE OF THE UNION PUZZLE

GROUP CANDIDATES PAGERS

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Name _____

Member No. _____

Daytime Phone _____

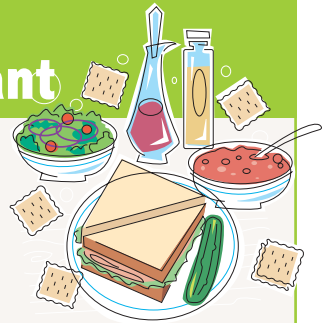
E-mail _____

Address _____

City _____ State _____ Zip _____

We'd like to hear your comments and opinions of our newsletter.

Win Lunch at Tecce's Restaurant



Congratulations to
Louise Cloyd
 winner of our last drawing.

Provide the information below and we will make sure that you are kept informed of new services, products and promotions as they become available. You will also be entered into our random drawings throughout the year to win lunch for you and a guest at the famous Tecce's Restaurant in Boston, Massachusetts. Complete the brief entry form and fax it to us at (617) 227-6696. You may also submit the information via email to msecu@mastatecu.org.

Name: _____ Title: _____

Address: _____

Agency: _____ Department: _____

Email Address: _____

Telephone Number: _____

Approximate # employees at your location: _____

Please provide any comments regarding the Credit Union below:

Please check one:

I am a member, my account number is _____

I am not a member, please send membership information



Your chance to win a \$100.00 deposit to your savings account just by solving our anagram.

An anagram is a rearrangement of the letters of one word or phrase to form another word or phrase. We'll give you the size of the words in the answer and the solution will relate to a Credit Union topic.

Complete the puzzle, enter the information requested and send your completed puzzle to State of the Union, Massachusetts State Employees Credit Union, One Center Plaza, Boston, Massachusetts 02108. All correct puzzle entries received by **February 16, 2009**, will be included in a random drawing and the winner will receive a \$100.00 deposit to their savings account.

Solution To The Last Puzzle

Congratulations to **Maria Arguedas**, the \$100 winner of our last *State of the Union* puzzle drawing.

BASEMENT ROOM PERMIT

MASTER
MEMBER
OPTION