



**FACT:**

On average,  
our member assistance  
expertly handles  
100 calls a day.

*"We are proud to assist members in any way we can, to make managing their finances and accounts as simple and easy as possible."*

**We dare you to compare!\***

**New and used car rates**

<b>The Credit Union</b>	<b>5.75%</b>
TD Canada Trust	8.00%
Royal Bank	8.45%
National Bank	10.00%

\* Posted rates as of July 18, 2006.  
60 month term. For qualified members.  
Variable rate. Subject to change.

## You'll always feel "at home" with our member assistance.

What's your fastest, simplest connection to The Credit Union when you need answers right away? Discover The Credit Union's Member Assistance, where you'll always find a problem-solver, an understanding ear and, best of all, a real person on the other end of the line.

Our Member Assistance connects you to senior credit union staff with the knowledge, expertise and authority to answer questions, fix problems, make an appointment or direct you to where you need to go. Last month alone, they handled 2,500 calls!

As Karen at Member Assistance explains "We are proud to assist members in any way we can, to make managing their finances and accounts as simple and easy as possible."

**Our Member Assistance is different** - If you've ever experienced the frustration of calling a financial institution and just going from menu option to menu option without ever speaking to a live person, you'll love The Credit Union difference.

When you phone our Member Assistance, there are no buttons to press. You talk to a live person every time, who is also a member of the credit union.

Our Member Assistance staff are experienced and fully trained on all of The Credit Union's products and services. They can also handle your inquiries and concerns from start to finish.

Remember, our Member Assistance is on the frontline to support you, in addition to the excellent service you get at your branch. Keep the number and web address handy!

**Member Assistance:** Monday to Friday – 8:00 am to 4:30 pm  
**In the GTA:** (416) 314-6772 **Toll Free:** (888) 516-6664 **Fax:** (416) 314-7805  
**Email:** memberassistance@mycreditunion.ca

## Home buyer helper

Looking for a new home? Here are some tips to help you make the most of this big life decision.

- Get a pre-approved mortgage
- Always have a home inspection if purchasing a pre-owned home.
- When choosing a mortgage, shop for the shortest length mortgage you can afford
- Shop for the best rate around and the best repayment options
- Choose weekly or bi-weekly payments instead of monthly, to save money in the long run

The Credit Union offers great, low mortgage rates and outstanding repayment options. Call us for a quote today!

## Travel lighter

How can you save money when you need cash, as you travel around this summer? The Credit Union has a couple of easy cost-cutting suggestions:

- 1) Use THE EXCHANGE® Network – no surcharging for our members at 2,000 ATM locations across Canada.
- 2) Take advantage of "cash back" at grocery and liquor stores. It costs only 30 cents per transaction.

**CU Tip**

**Paying at the pump? Hold on!**

When you swipe your credit card or debit card right at the gas pump, gas retailers are now putting a hold on funds in your account up to \$100 - no matter how much fuel you actually buy! It then takes a day or two for the hold to be removed.

So, if you're close to your credit limit on your credit card or have a low account balance when using your debit card, you may be refused other purchases.

To avoid this problem, it's best to pay inside at the cash register!

**GO Figure**

**Where all your money goes**

How can you "find" more money, when your income stays the same? It's called budgeting and it's the best way to see where all your hard-earned dollars go, reduce costs and eliminate unnecessary expenses. Next thing you know, you've freed up extra cash and learned to spend more effectively. Just plug your numbers into the **GO Figure Budget Calculator**, then save it in your personal portfolio.

**GO Figure**, is a free online Financial Planning Resource Centre available to all of our members through our website. Visit [www.mycreditunion.ca](http://www.mycreditunion.ca), go to "planning tools", and click on **GO Figure**. Try it today!

**Plan ahead with Sue Wyseman**

# Give university-bound kids a crash course in budgeting

Congratulations, your teenager is off to university in the fall! For many parents this is a gut wrenching time. Many kids choose to go to university outside of their home town, far from

their parents' watchful eye. Many have never had to handle money before and with the temptation to go out and socialize with their new found friends, they might zip through their monthly cash in a very short time.

Unless they are shown how to budget. Here are a few tips that will help both you and your kids:

*... with the temptation to go out and socialize with their new found friends, they might zip through their monthly cash in a very short time.*

1. Help prepare a budget before they go. Break it down into living expenses, school costs and entertainment.
2. Take them to the grocery store and let them shop with you to see what and how to buy. Stock their cupboards with staples.
3. To start, don't give them the full month at once. This way there is not a lot of money to blow in one night out.
4. Be able to put money in your child's bank account. This service is provided at The Credit Union through Telpay. It will give you peace of mind knowing that you can get them cash.

These helpful tips will not only help them through the university years but it will also lay the ground work for their adult life once they start work full time. If you need help setting up TelPay, talk to us at The Credit Union today!

**Tips from The Personal**

## Who is responsible in a car accident?

Responsibility for an accident is determined by the Insurance Act (Ontario) and the Fault Determination Rules. These may find you or the driver wholly or partially responsible. The table below helps in determining fair compensation and promptly establishing driver responsibility. It lists the various options available when the Direct Compensation agreement applies.

**Would you be compensated for material damages?**

Situation	You only have liability coverage	You have both liability and property coverage
You are responsible for the accident (100%)	No	Yes, but you will have to pay your deductible.
Both drivers share equal responsibility (50%)	Yes, for 50% of the damages	Yes, but you will have to pay 50% of your deductible
You are not responsible for the accident (0%)		Yes, and you will not be required to pay a deductible.

**The Credit Union**

For All Government Employees

*Ontario Civil Service Credit Union Ltd.*

18 Grenville Street, Toronto ON M4Y 3B3  
[www.mycreditunion.ca](http://www.mycreditunion.ca)

**Member Assistance:** 416-314-6772 or 1-888-516-6664

**Direct Teller:** 416-325-6818 or 1-800-387-0602