

Your Financial

lifeline

A QUARTERLY PUBLICATION OF LIFE LINE CREDIT UNION

APRIL 2011

Bank On Your Terms

It's your money, so of course you want to have access to it 24 hours a day. That's why we make it simple for you to do your banking from just about anywhere with our new online banking and audio response systems.

With Internet Branch, our new online banking service, you can use your computer to view your account balances, transfer funds between your Credit Union accounts, see if a check has cleared, and much more. If you haven't logged into the new Internet Branch yet, please remember **your user ID is your member account number, and the password is the last four digits of your social security number.**

If you're not by your computer, don't worry! You can still access your Credit Union accounts with our audio response system. Automated Teller has been updated, so to help you navigate the new system, instructions are available on our website at www.lifelinecu.com. Simply follow the Audio Response link under the Online Services menu to get started.

Life keeps you busy, so why not take advantage of these simple solutions to managing your accounts. If you have any questions about our new systems, please give us a call. We're here to help.



Join Us For Our Annual Meeting

The Life Line Credit Union Annual Meeting is coming up, and all our members are welcome to attend.

WHEN: May 4 • 2:00 pm

WHERE: St. Mary's Hospital Auditorium

We hope you will make plans to join us for refreshments and door prizes as we discuss our success from 2010 and share our plans for the future. We look forward to seeing you there!

Please note, the Credit Union will be open the day of the Annual Meeting from 8:30 am - 12:00 pm.

THANK YOU...

For your understanding and cooperation during our debit card conversion. Many things have changed with this conversion, and we are working very hard to continue providing excellent service to you, our members.

A NEW and exciting service is coming in May!

We will begin offering a new service to our members with Share Draft Accounts in May. Life Line Credit Union constantly strives to find improved solutions to meet all of our members' financial needs. We believe our new service will be one more way we can help YOU meet those needs!

Watch for more details in the coming weeks!

HOLIDAY CLOSINGS

EASTER (OBSERVED)
Monday, April 25

MEMORIAL DAY
Monday, May 30

INDEPENDENCE DAY
Monday, July 4



Life Line CREDIT UNION

5855 Breomo Road
Suite 701
Richmond, VA 23226

IMPORTANT NUMBERS

OFFICE: (804) 285-1916
FAX: (804) 282-8464
VOICE RESPONSE: (804) 285-3351

OFFICE HOURS

Mon., Tues., Thurs., Fri.
8:00 a.m. – 4:00 p.m.

Wednesday
2:00 p.m. – 5:00 p.m.

www.lifelinecu.com



NCUA Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government

National Credit Union Administration, a U.S. Government Agency

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New Audio Response

We have switched to a new Audio Response system as of January 2011. Audio response allows you to access your account information by phone. The chart below shows instructions on how to access the new system. Please keep this information for your records.

AUTOMATED TELLER USER GUIDE

Telephone Number: 804-285-3351

- To access Automated Teller select 1. For Current Rates select 2
- Enter Base Acct Number followed by # key
- Enter PIN followed by # key

1. SUMMARY INFORMATION (Acct Balance)

1. Draft (Checking) Balance
2. Master Share Balance
3. Loan Balance
4. IRA Balance
5. Certificate Balance
8. To repeat Summary Options
9. To return to the Summary Menu

2. DETAIL INFORMATION (Balance, Last deposit/payment, Amt. available for Withdrawal/Advance, Last Dividend, Interest/Dividend YTD, Interest/Dividend last year, Payoff amount, Maturity Date, Interest Rate)

3. ACTIVITY INFORMATION

1. Most recent Transactions
2. Most recent Deposit/Payment
3. Most recent Withdrawal/Advance
4. Most recent Drafts Cleared
5. Most recent Specific Draft Number
8. To repeat Activity Option
9. To return to the Activity Menu

4. WITHDRAWAL/TRANSFERS

1. Withdrawal
2. Transfer/Loan Advance
8. To repeat these Options
9. To return to the Main Menu

5. RATES

1. Share Rates (Master, Clubs, IRA)
2. Loan Rates
3. Share Certificate Rates
8. To repeat these Options
9. To return to the Main Menu

6. CHANGE YOUR PIN (Personal Identification No.)



Insurance Discounts For Our Members

Your credit union membership is paying off again! As a member of Life Line Credit Union, you have the opportunity to receive an extra discount with Liberty Mutual, which means you can save even more on auto, home and renter's insurance.

For a FREE no-obligation professional review of your current policy and a quote, call Ashley Stefanko with Liberty Mutual at (804) 527-3902 ext. 51605, email her at ashley.stefanko@libertymutual.com, or visit Liberty Mutual's website at www.libertymutual.com/ashleystefanko.

We're rolling out the welcome mat to New Members!

If you bring a friend, family member, or co-worker in to become a member during April, you will be entered to win a \$25 gift card. Please speak with any member service representative for more details.

Summer Fun For Less

Be sure to stop by the Credit Union before you head out for your summer fun! We offer discounted tickets for Water Country, Busch Gardens and King's Dominion, so you can enjoy the same great fun for a new lower price.

