

The Westerra Way

Business Banking is Coming Soon

If you have business accounts at another financial institution, you will soon have the opportunity to bring those accounts to Westerra. Watch for details coming soon on business checking, lines of credit and business credit cards!

Beware of Call-Forwarding and Other Scams

Be alert to protect personal and financial information from call-forwarding scams. Victims are called or emailed with a request to verify their phone number with their "financial institution." They are instructed to dial a number which activates a call-forwarding function where fraudsters are then able to make collect phone calls and pay-per-call services at the victim's expense. Never provide your Social Security number, credit card numbers, online banking user name, password or electronic PIN to anyone who calls or emails you. Please be assured that Westerra will never contact you asking for your personal information.

FYI on IRAs...

Please note the IRA "Fair Market Value" is the end-of-year balance as of 12/31/11.

Move Your Money Local for the New Year

As we begin a new year, take this opportunity to look at the many ways Westerra can help meet your financial needs. Whether you need to refinance an auto, build your savings, or purchase a home, we are here to help. From all of us at Westerra Credit Union, we wish you a happy and healthy new year! We hope these New Year Resolutions will help you achieve your financial goals in 2012:

1. Refinance your Auto Loan from another financial institution.

Consumers save an average of \$170 per year in interest expense when they finance a \$25,000 auto for 60 months through a Colorado credit union, as compared to a banking institution. Westerra offers a multi-car loan discount. Ask us for details.

2. Transfer credit card balances to a lower rate card.

Choose a Westerra Credit Union Visa® credit card with no annual fee, no balance transfer fee and no escalating rates—plus reward points! Earn \$50 for transferring a balance of \$500 to a new or existing Westerra credit card before January 31, 2012.

3. Choose the Westerra Checking Account that best meets your needs.

Our Checking Accounts are designed to help you make the most of your money. With free Visa debit cards, online banking, ATMs, and convenient branch locations, you will find easy access to your accounts wherever you go.

4. Improve your Credit Score to help you qualify for better interest rates and save money.

For tips on managing your credit score, visit our website or call us.



5. Save time and money with Westerra's Free Online Bill Pay Service!

Manage all of your bills by simply logging into Online Banking. No more postage stamps or time spent writing checks!

Your credit union is locally owned by you, the members, and has earned the top 5-Star rating for financial strength by Bauer Financial, Inc. for 20 consecutive years. Plus, you can rest assured that deposits are federally insured by the National Credit Union Administration up to \$250,000 per member. Please let us know how we can help you in the new year! Stop by any branch, call 303-321-4209 or visit www.westerracu.com.



"Westerra was recommended to me when I first moved to Denver and started teaching. I have never been

disappointed by its rates or member service. I know that my family's finances are in trustworthy hands with Westerra!"

Sam S.



"Westerra has assisted me in opening a savings account to save money for my daughter's Quinceanera. If I have any questions or problems, a representative responds quickly."

Nydia G.

Scholarships Available for 2012 Graduating Seniors!

Westerra Credit Union is pleased to once again award ten deserving high school seniors \$1,000 to use for their continuing education. Eligible applicants must be Westerra members graduating from an accredited high school in 2012, with plans to attend college or trade school in the fall. If you or someone you know is eligible and would like to apply, please download the application at www.westerracu.com. Applications are due by Monday, March 12, 2012. If you have questions, please call us at 303-321-4209.

Westerra Awards Grants to 38 Schools

Westerra Credit Union has awarded grants to 38 schools in Denver Public Schools and Jeffco Public Schools to assist teachers and schools with financial resources for programs and activities to help students achieve academic and personal success. Approximately \$400-\$700 was awarded to each school. For a list of schools receiving grants—and to learn how they will use the funds—visit www.westerracu.com.

Year-End Information

Your Westerra Credit Union year-end tax information will be mailed to you by January 31. You can also find your year-end information through these sources:

Year-End Statement: On your December 31, 2011 statement, you will find a section that notes dividends earned and interest paid for 2011.

24 Hour Phone Banking: Call 303-320-7774 and press 7 for the Additional Options Menu. There you will find Year-To-Date information for both 2011 and 2010.

Westerra Credit Union Privacy Notice

Revised July 2011

FACTS: What does Westerra Credit Union ("Westerra") do with your personal information?

Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
What?	The types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> • Social Security number and income • Credit history and credit scores • Account balances and payment history
How?	All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Westerra chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Westerra Share?	Can You Limit This Sharing?
For our everyday business purposes —such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes —to offer products and services to you	Yes	Yes
For joint marketing with other financial companies	Yes	Yes
For our affiliates' everyday business purposes —information about your transactions and experiences	No	We do not share
For our affiliates' everyday business purposes —information about your creditworthiness	No	We do not share
For our affiliates to market to you	No	We do not share
For our nonaffiliates to market to you	No	We do not share

To Limit Our Sharing	<p>» Call 303-321-4209 or 1-800-858-7212. Our menu will prompt you through your choice(s).</p> <p>» Visit us online at www.westerracu.com.</p> <p>Please note: If you are a new member, we can begin sharing your information 30 days from the date we sent this notice. When you are <i>no longer</i> our member, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.</p>
Questions?	Call 303-321-4209 or 1-800-858-7212 or visit www.westerracu.com .

Who we are

Who is providing this notice?	Westerra Credit Union ("Westerra")
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What we do

How does Westerra protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We limit collection and use of nonpublic personal information to the minimum required. We maintain physical, electronic, and procedural safeguards that comply with federal and state standards.
How does Westerra collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> » Open an account or deposit money » Pay your bills or apply for a loan » Use your credit or debit card We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> » Sharing for affiliates' everyday business purposes—information about your creditworthiness » Affiliates from using your information to market to you » Sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing.
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account – unless you tell us otherwise.

Definitions

Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> » Our affiliates include companies with the "Westerra" or "Westerra Credit Union" name that are under common control with us.
NonAffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> » <i>Nonaffiliates we share with include government entities in response to subpoenas and other legal processes, credit bureaus, mortgage companies, companies providing servicing, processing, accounting, or similar types of functions, companies originating loans or loan applications, and insurance companies.</i>
Joint Marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> » <i>Our joint marketing partners include insurance companies.</i>

Other Important Information

None

Mark Your Calendar for the Annual Meeting

Over the years Westerra has continued to be a trusted local resource for all our members' financial needs, providing quality products and services, low fees and competitive rates. Please join us as we celebrate 78 years of service to members.

78th Annual Meeting

Thursday March 1, 2012, 2:00 – 3:00 p.m.
3700 East Alameda, 4th Floor
Denver, CO 80209

Speakers include Board of Directors Chairman Kathy Betts and President/CEO C. Alan Peppers.

The Nominating Committee is pleased to nominate the following qualified candidates to the Board of Directors for three-year terms: Barry Beal, Jr. and Kathy Betts

The continuing Board of Directors are: Bill Abbey, Jim Kullhem, Larry Ottele, Andy Raicevich and Karin Riggins

Please join us in congratulating our leaders at the Westerra Credit Union Annual Meeting. If you plan to attend, please RSVP by February 10 to email@westerracu.com or **303-321-4209**.

Important Information Regarding Your Account

In case of errors or questions about electronic funds transfers from your share or savings account, telephone us at the following number or send us a written notice to the following address as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem appears.

Call us at: (303) 321-4209 or write to:
Westerra Credit Union
P.O. Box 9408
Denver, CO 80209-0408

- » Tell us your name and account number.
- » Describe the electronic transfer you are unsure about, and explain as clearly as you can why you believe the Credit Union has made an error or why you need more information.
- » Tell us the dollar amount and date of the suspected error.

If you tell us verbally, we will require that you send us your dispute or question in writing by completing, signing (preferably including notary where indicated) and returning the necessary forms (to be provided by us) within ten (10) business days. If we do not receive written notice within ten (10) business days, we will proceed with the investigation of your issues, but will not have sufficient information to credit your account.

We will determine whether an error occurred within ten (10) business days after we receive the written dispute or question from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your dispute or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

For errors involving new accounts, point-of-sale, or foreign initiated transactions, we may take up to 90 days to investigate your dispute or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three (3) business days of completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

NOTE: If the error you assert is an unauthorized Visa transaction, other than a cash disbursement at an ATM, we will credit your account within five (5) business days unless we determine that the circumstances or your account history warrants a delay, in which case you will receive credit within ten (10) business days.



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