



A Message From Your President

"Heritage Way" is the new name for the financial planning/investment division of HFCU replacing the old name of "Members Financial Services." The Board of Directors and Management decided to rename this division so that the service would be more closely aligned with the Credit Union itself. The new name is now registered in the State of Vermont. Although the name is new, the investment, planning and insurance services offered have been available since 1990. Our broker, Rich Rodrigue, will continue providing investment and planning services as he has in the past. We offer our members services to acquire stock, mutual funds, and both annuity and insurance products. Our staff will review your needs with absolutely no obligation on your part.

Heritage Way is owned by the Credit Union. As we introduce the new name to our membership, we plan to offer various promotions and other materials that will bear our new logo as well as the name. We hope you take the time to acquaint yourself with this service.

It has been a volatile year: fluctuating interest rates, high unemployment and the general uncertainty of businesses that we used to rely on as being solid have captured the headlines. These issues also represent challenges and opportunities at an ever-changing and often accelerated pace.

We took advantage of the unemployment market conditions and renovated our 30 Allen Street headquarters, providing work for many in our area at the same time that we updated our main facility that has begun its 20th year at this site. As you can imagine, there have been many changes over these years and we needed to get current operationally as well as improve our look. Now that we are nearing completion I urge you to stop in and enjoy the updated décor.

In spite of all the issues regarding the overall market Heritage Family has achieved good results for the first (9) nine months of 2009. This success is a direct result of you, the member, utilizing our various products and services. The increase in the number of mortgages re-financed as a result of the lower than expected interest rates was a major part of our strong numbers

We now need to think ahead to anticipate your needs. In October we will be offering Home-Equity specials with a favorable rate and term. Also being developed is a new shared-branching service. This will enable you to go into other participating Credit Unions and do transactions on your HFCU account just the same as if you were here in Vermont or New Hampshire. In other words, if you go to Florida each year you will be able to maintain your HFCU account by using participating Credit Unions in Florida. Conversely, members that belong to a participating Credit Union in Florida will have access to their accounts at HFCU branches in Vermont or New Hampshire.

With the Holiday season just before us, it is good to remember that our Visa card will allow you to skip December's payment and that it features a rewards program enhancement.

Ron Hance, President

Health Savings Accounts Now At HFCU

Due to popular demand, Heritage Family Credit Union now offers Health Savings Accounts (HSAs) to our members!

HSAs are tax-friendly savings accounts that allow you to build a fund for future medical expenses that insurance may not cover. The best part is, the account is all yours and any unused funds may be used to supplement your retirement savings. Anyone under 65 who is covered by a qualified High Deductible Health Plan (HDHP) and not another health insurance carrier or Medicare may be eligible to open an account. In addition, if you are claimed as a dependent by another person, you are not eligible to open an HSA.

Distributions

- Withdrawals to cover you, your spouse, or your dependents for any qualified medical expense are tax-free.
- Leftover funds that are not used for medical purposes may be used to supplement your retirement savings.
- Non-medical related withdrawals made before age 65 are subject to a 10% penalty. After age 65, any non-medical withdrawal will be penalty-free but no longer tax-free.

Other Benefits

- You will save money through lower premiums and tax breaks.
- Money deposited into your account may be used to pay your deductible or other out-of-pocket medical expenses.
- Spouses can inherit the account without any tax consequences.
- You keep your account even if you change jobs, plans or retire.

If you have any questions please call 888.252.8932.

Introducing Heritage Way

We are pleased to announce that the Members Financial Services program, your trusted investment and insurance provider, has changed its name to:

Heritage Way Investments/Insurance/Retirement

This name change, along with the new logo, will better connect our financial services program to Heritage Family Credit Union.

Exclusively for credit union members, and located at 50 West Street, Heritage Way offers investment, insurance and retirement programs designed to help you and your family through a lifetime of financial planning needs.

Some of the products and services available include:

- 401(k)/Pension Rollovers
- Retirement Planning
- Education Funding
- Mutual Funds
- Life Insurance
- Long-Term Care Insurance
- Tax-Managed Investing

In the spirit of the credit union philosophy, Heritage Way is available to assist a wide variety of members – from those just starting a savings plan, to those with sizable assets looking for more sophisticated financial management tools.

Whether you are looking for guidance on just one financial issue or putting together a comprehensive plan, please contact Rich Rodrigue or Sandy Coolidge at 802.776.2177 to schedule a no-cost, no-obligation analysis.

We are excited about the opportunities our new name of Heritage Way brings to the credit union and look forward to providing you with solutions for your retirement, insurance and investment needs.



HERITAGE WAY
INVESTMENTS | INSURANCE | RETIREMENT

Representatives are registered, securities are sold, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the financial institution. CBSI is under contract with the financial institution, through the financial services program, to make securities available to members.

Coming Soon: Your Credit Union is Everywhere!

No longer do you have to worry about changing credit unions because you are traveling or moving! Heritage Family Credit Union is pleased to announce its partnership in the CUSC (Credit Union Shared Service Centers) network, giving our members access to a nationwide shared branching network that gives you the flexibility to conduct your financial transactions at thousands of participating credit union locations across the country.



As a member of Heritage Family Credit Union you can now make deposits, withdrawals, transfers, cash advances, balance inquiries, loan transactions as well as many other services in all 50 states, from Burlington, Vermont to Yulee, Florida. Just look for the CUSC Swirl logo!

To make a transaction, you will need a valid picture ID, tell the person making the transaction you are a member of Heritage Family Federal Credit Union, and your account number (member number). Your transactions are real time and live.

Go to <http://www.cuservicecenters.com> for CUSC's Nationwide Network locations.

New Law Shows Credit Union Cards Still the Best

You've likely heard about credit card changes coming your way. According to the New York Times, credit union cards are a great test case for how other cards will perform under the new law because they already operate in consumers' best interest. This will become more evident in months to come.

The Credit Card Accountability Disclosure Act of 2009 (Card Act) limits changes for interest rates, fees, and other significant terms on credit card accounts. It also requires a longer notice when certain terms are changed, bans certain deceptive practices, and provides additional protection to consumers. "New rules should help "rein in" many abusive credit card practices", says Dan Mica, Credit Union National Association President/CEO. But, as effective dates draw nearer, many banks are doing all they can to boost profits now—even gouging cost-conscious consumers who maintain good credit.

If you have a credit union credit card, you already know about the low-interest rate, low fees, reasonable grace period, and great member service that are standard operating procedure at a credit union. If you don't have a credit union credit card, now is a great time to get one.

Credit unions largely conform to the new rules already. And even though credit unions weren't involved in the abusive and deceptive practices (such as high over-the-limit fees and huge interest hikes) that led to the new law, it's important to know how and when components of the law will affect you.

The new law forces card issuers to show consumers the big picture. For example, if you generally make only the minimum payment on your credit card each month, now you'll get a clear picture of what this means for your financial future.

At a credit union, you get a better card and a better financial institution. What distinguishes credit unions from banks is that credit unions answer to a different group of owners—their members, reports the *New York Times*. As a member, you receive better rates and service than if you're a customer of a bank which shareholders own.

For more information on credit card programs offered at HFCU contact us at 1.888.252.8932.

Why 177 Million People Worldwide Choose Credit Unions

On October 15, credit union members around the world will join together to celebrate International Credit Union Day and this year's theme: Your Money. Your Choice. Your Credit Union. Do you remember why you chose Heritage Family Credit Union to be your financial services provider? It may be among many reasons shared by the 177 million people in 96 countries who have also chosen credit unions, but it most likely has something to do with the common philosophy of people helping people.

Unlike most other financial institutions, credit unions are not-for-profit, democratically controlled, volunteer-run, member-owned cooperatives. They exist to serve their members, and that level of service remains high even during the toughest times. Instead of issuing stock or paying dividends to outside shareholders, credit unions provide value to their members by returning earnings in the form of lower loan rates, higher interest on deposits, and lower or even no transaction fees.

This year's theme celebrates the advantages of credit union membership. Value, trust and service are just some of the many benefits of being a credit union member. You are in charge of your money and your credit union.

At Heritage Family Credit Union, we are proud of our heritage as a cooperative financial services provider and our connection to the 49,000 credit unions worldwide. On October 15, we'll join credit unions and their members around the world to celebrate International Credit Union Day in recognition of the benefits those institutions bring to their members.

Check out our Web site www.hfcuvt.com for more information about International Credit Union Day and prepare to celebrate the credit union difference.

American Express Travelers' Checks No Longer Offered

Heritage Family Credit Union is no longer offering American Express Travelers' Checks due to the lack of member interest and the cost of maintaining the program. Any traveler's checks you may have purchased from the credit union are still valid. If you have any questions, please call 888.252.8932.

Moscow Boys Choir at the Paramount

Heritage Family Credit Union will be sponsoring the performance of the "Moscow Boys Choir Christmas" at the Paramount Theatre on Friday, December 18, 2009. Check our branches or call 888.252.8932 for more information on this event.

Credit Union Pointer #101: Avoiding the Low Balance Fee

As a financial co-operative, your credit union encourages thrift and the utilization of products and services designed to help you reach your financial goals.

Members of record for a minimum of one year and over the age of 21 are assessed a monthly low balance fee of \$3.00 if the average monthly balance in their primary share account is less than \$100.00 and they do not utilize another eligible service.

To insure that you are not charged a low balance fee, please utilize an eligible service or maintain a balance of \$100.00. Eligible services include term share certificates, share drafts, debit cards, or any loan or credit card account.

If you are unsure if one of your account numbers would be assessed a fee, please contact a Financial Service Representative at 888.252.8932.



Fourth Annual Heritage Family Night at the Devil's Bowl

The Fourth Annual Heritage Family Night at the Devil's Bowl was a huge success! While rain sprinkled on and off, and thunder surrounded the area, it was another fun-filled evening at the races. We would like to congratulate the winners of the drawings at Heritage Family Night at the Devil's Bowl: Paula Hinton, Brian Bird, Mitchell Bowen Sr., Scott Towslee, Tina Robinson, Abigail Blackmer, Paula Snow, Tammy Holcomb, Noreen Benson, Lauren Davie, Evelyn Reed, Gavin Alger, Scott Folmsbee, Jamie Zsino, Jamie Baker, Carol Faas, Katelynn Snow, Willie Rice, Shelby Blackmer, and Pat Bird. Congratulations to all who won, and thank you to everyone who attended and made the evening so much fun!



Heritage Family CREDIT UNION

Main Office

Thirty Allen Street
Rutland, VT 05701
888.252.8932
Fax 802.775.7864

Rutland Branch

Fifty West Street
Rutland, VT 05701
888.252.8932
Fax 802.747.7543

Fair Haven Branch

67 Washington Street
Fair Haven, VT 05743
888.252.8932
Fax 802.265.4751

Londonderry Branch

Route 100
South Londonderry, VT 05155
888.252.8932
Fax 802.824.1003

Hooksett Branch

1338 Hooksett Road
Hooksett, NH 03106
888.252.8932
Fax 603.624.1132

Bennington Branch

206 Pleasant Street
Bennington, VT 05201
888.252.8932
Fax 802.447.1003

Brandon Branch

2 West Seminary Street
Brandon, VT 05733
888.252.8932
Fax 802.247.8732

MARS 800.374.8469

e-Branch www.hfcuvt.com

*Your entire family is eligible
to join the Credit Union.
Call for an application today!*

*We make loans without
regard to race, color, religion,
sex or national origin.*

*Federal regulations prohibit
the payment of dividends in
excess of available earnings.*



We Do Business In Accordance With the
Federal Fair Housing Law and the
Equal Credit Opportunity Act



This credit union is federally
insured by the National
Credit Union Administration

Loan Rates

All rates are listed "as low as" Effective September 1, 2009

Type	Term	APR**	Payment Per \$1,000 of Borrowing
Secured Loans*	24 months	4.95%	\$43.86
	36 months	5.95%	\$30.41
	48 months	6.25%	\$23.61
	60 months	6.50%	\$19.57
	72 months	6.75%	\$16.94
Unsecured Loans*	48 months	9.70%	\$25.23
	Home Equity Line of Credit* 180 months	Prime +1.75% adj	\$7.93

Visa Emerald Cards

Visa® Platinum Rate (No Annual Fee)	Prime + 1.00% adj. (7.25% min.)
Visa® Gold Rate (No Annual Fee)	9.99%
Visa® Classic® Rate (\$15 Annual Fee)	11.90%
Visa® Classic® Rate (No Annual Fee)	13.90%
Certificate Secured	Certificate Rate + 3.00% adj.
Share Secured	Share Rate + 3.00% adj.

Student Loans

Student Loans, Federal Stafford	6.80%
Student Loans, Federal PLUS & SLS	8.50%
Overdraft Protection	15.00%
Mortgages/Mobile Home Loans	Contact a Mortgage Officer for current rates.

*Rate based on your credit history. Actual rate may be higher. All rates subject to change without prior notice.
**Denotes Annual Percentage Rate.

Deposit Rates

Account	APY**	Rate
Share Savings Account* (\$25 Minimum Balance)	0.50%	0.499%
Share Draft Account*	0.15%	0.15%
Other Accounts* (Holiday, Vacation, Fuel, Tax)	0.50%	0.499%
Term Share Certificates (\$1,000 Minimum Balance)		
3 month	1.50%	1.49%
6 month	1.55%	1.54%
12 month	1.75%	1.74%
24 month	2.10%	2.08%
36 month	2.50%	2.47%
HSA Accounts		
\$0-500	0.25%	0.25%
\$500-2,499	0.75%	0.748%
\$2,500-4,999	1.25%	1.243%
\$5,000-14,999	1.75%	1.737%
\$15,000 and up	2.50%	2.472%
IRA Shares/Payroll	1.00%	0.995%

IRA Term Share Certificates (\$500 Minimum Deposit) Call for terms and rates.

Money Market Share Certificates (\$1,000 Minimum Deposit) Call for terms and rates.
A penalty may be imposed for early withdrawal.

*Federal law prohibits payment of dividends in excess of available earnings. **Annual Percentage Yield.