



A Message From Your President



First of all, it is my pleasure to report that 2009 was a very good year for Heritage Family. We were surrounded by adverse conditions in the banking environment and faced many challenges. Despite that fact, we experienced a lot of growth during 2009 and came through the year in very good shape. Our assets were up 23%, our membership grew by 11% to more than 28,000 members and our outstanding loan portfolio grew by 15%. In addition, although our region experienced high levels of unemployment, we effectively managed our delinquencies and charge offs.

You will be pleased to know that we are well poised to continue the level of service that we have brought you in the past. We have seven branches to meet your financial needs and two student branches to assist our younger population in achieving their goals.

We are proud of our engaged, highly talented staff and our Board of Directors and I am happy to report that they deliver a total of over 2,000 hours of volunteer service in one form or another to their communities. As we go forward in 2010, it is my sincere hope and wish that our actions benefit you, our member.

Thank you for your past patronage and continued support.

Ron Hance, President

Annual Meeting Returns to Evening

Heritage Family Credit Union's 54th Annual Member Meeting and Dinner returns to the evening at the Rutland Holiday Inn. This year's event will take place on Saturday, April 24, 2010 at 6:00 P.M.

The Annual Meeting is a chance for members to find out more about what has been going on at the credit union over the past year, as well as changes to come. The evening also offers you, the member, the opportunity to be an active part in the process of electing fellow members to serve on the Board of Directors. Each of our members is entitled to cast their vote in the election of those nominated, whether in person the night of the meeting, or by previously submitted absentee ballot. This enables you to have a voice in the direction of the credit union, by voting for those who oversee its operation.

However, the evening is not all business. There is dinner, dancing and the announcement of the ever-popular door prizes.

The schedule of events is as follows:

- Happy Hour 6:00 P.M.
- Dinner Buffet 6:45 P.M.
- Business Meeting 8:00 P.M.

Entertainment immediately following meeting.

Price: \$12 per member, \$12 per guest



Ticket sales begin Monday, April 5 at any of our credit union branches. Tickets must be purchased by Monday, April 19. Space is limited to the first 300 attendees, so plan to get your tickets early. Absentee ballots are available at each branch until April 16.

Timely Tax Tips

Tax Refunds

All parties named on the check must endorse federal tax refund checks. If mailing the check for deposit, sign the back and add the words: For deposit only to the account # _____.

If you are requesting that a refund be electronically deposited to your account, the Routing and Transit number is **211691318**. This is on line 74b of your tax form. Your account number goes on line 74d. Contact our call center at 888.252.8932 if you need assistance.

IRA Deposits

Deposits to your 2009 IRA must be received no later than April 15, 2010. Remember, the credit union offers Traditional, Roth, as well as Coverdell ESAs. For more information contact Member Services at 888.252.8932.

Health Savings Accounts

Health Savings Accounts (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.

HSA contributions are made with pre-tax monies, which means all contributions are tax-deductible. Any interest earned on your account is tax-free. Contributions may be made by you, your employer, or members of your family. HSAs have a flexible contribution schedule allowing for a lump sum contribution or periodic payments at any time. Funds may be rolled over each year. For more information on HSAs stop in to any branch, visit us online at hfcuvt.com or give us a call at 888.252.8932.

Fourth Annual Shredo De Mayo Set for May 8

You've been asking about it... so, the sombreros are back for their fourth year. Shredo de Mayo returns to Heritage Family Credit Union, on Saturday, May 8, from 9:00 A.M.–12 P.M. at our 30 Allen Street Branch in Rutland.

Once again, your amigos at Heritage Family Credit Union will be helping to protect your identity and accounts from theft and fraud with the free shredding of personal and confidential information for members and handing out information on identity theft.

Watch your old bills, checks and personal files get shredded to a pulp, live from a monitor on the side of the truck! You do not need to remove paperclips or staples from your documents. However, there is a limit of five boxes of documents and once the shredding truck is full, we cannot accept any more materials, so get there early!

There will be music, food and a lot of fun. So, head on down to 30 Allen Street on May 8 from 9:00 A.M. to 12 P.M. and say "Adios!" to all of your confidential papers. It will be muy excelente!



Courtesy Pay... Are You In?

If you are one of the Heritage Family members who have used courtesy pay to help cover a check you have written or a charge from your debit card, or would like the peace of mind knowing a charge will not be sent back, we have some important news for you. New Federal guidelines require all members "opt in" to the credit union's courtesy pay program for the service to continue to protect them. In the near future, you should be receiving some information from HFCU asking you to "opt in" for courtesy pay in order to continue this service.

Many businesses charge a fee for returned funds, which is costly, inconvenient and embarrassing. What can you do to save yourself the inconvenience and embarrassment of having your check or charge sent back to the person or business for non-sufficient funds? In addition to courtesy pay, and to help protect you even more, you can apply for an overdraft line-of-credit. Overdraft lines-of-credit cover your account for pennies a day by activating an automatic loan in \$100 increments which gets deposited directly into your account to ensure any checks or charges you make will go through.

For more information on how to "opt in" for courtesy pay and apply for overdraft protection, stop in to any branch or visit us online at hfcuvt.com.

The fee charged for covering overdrafts with courtesy pay is \$27.00. The finance charge for covering overdrafts with an overdraft line of credit is 15.00% APR on the amount advanced. Loans are advanced in \$100 increments up to the maximum approved amount. Transactions for which a fee may be charged are any ATM withdrawal, use of check card and/or check which exceeds the amount available in a member's checking account. You must repay or cover the overdraft within 30 days. Whether your overdrafts will be paid is discretionary and we reserve the right not to pay. For example, we typically do not pay overdrafts if your account is not in good standing, or you are not making regular deposits, or you have too many overdrafts.

Avoiding the Cost of Mortgage Protection Insurance

As the mortgagor on your property and many others, we depend on your hazard insurance policy to protect our credit union from uninsured loss. The terms of your loan contract require this coverage for the life of the loan. Still, members sometimes allow their coverage to lapse.

When this happens, a mortgage insurance policy is placed on the member's loan with the cost added to the monthly payments. This insurance protects the credit union and because of its limitations, is no substitute for traditional insurance.

You can avoid the added cost of mortgage protection insurance by keeping your insurance policy up to date. Should you receive a notice from our insurance department asking for proof of insurance, we encourage you to follow up with your insurance agent and provide the required documentation promptly to avoid any inconvenience.

For questions on mortgage protection, please give us a call at 1.888.252.8932.



HFCU Offers More For Your Business

Heritage Family is doing more for your business, by now offering SBA loans! SBA loans are offered for business purposes such as owner-occupied commercial real estate, business acquisitions and start-ups; franchise financing, working capital, improvements and renovations, inventory and equipment and debt refinancing.

Two significant features that an SBA program offers are lower down payments, and longer term financing. This helps a small business that is just starting out, or about to expand, to keep more cash flow for operational expenses, and put less towards debt repayment.

The arrival of SBA Loans helps compliment Heritage Family's wide array of other business services including business lines of credit, commercial vehicle loans, commercial mortgages, Business Choice free share draft accounts, and much more.

For more information on SBA loans or any of HFCU's business services, call 888.252.8932 or visit us online at www.hfcuvt.com/business.

What To Know About Traveling With Your Debit & Credit Cards

To help protect you against fraud, the credit union has certain restrictions on our ATM and debit cards. In addition, certain countries, like Italy and Romania need special attention due to higher instances of fraud in those countries.

If you are traveling in the future and plan on using your Heritage Family Credit Union ATM, debit or credit card, please notify the credit union about where and when you plan to travel. If the credit union does not have this information, your card might be shut down because of suspected fraudulent activity.

Finally, make sure we have your most up to date information, including cell phone and e-mail address in case we need to contact you. By keeping the Heritage Family informed about your travels, your community credit union can travel with you and help you all over the world!



Is Your Credit Card Over-Rated?

Now through April 2010, earn 1% cash back when you transfer your high rate cards, your cards with fees, whatever cards you have, to the Heritage Family Emerald Visa®.

In addition to the 1% cash back, you'll get a great low rate, and earn FREE rewards including travel, merchandise and account credits. With great low rates that apply to all future purchases or cash advances, with no surprises, a FREE rewards program, PLUS 1% cash back now is the time to invest in an Emerald.

For more information about the Emerald Card, stop by any of our branches, visit us online at hfcuvt.com or call 888.252.8932.



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.hfcvt.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 March 2, 2010

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
<i>Including new/used autos and RVs</i>			
Unsecured Loans*	48 months	9.70%	\$25.23
Home Equity Line of Credit*	180 months	Prime +1.75% adj	\$7.93

Emerald Visa 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%	1.489%
6 month	1.50%	1.489%
12 month	1.50%	1.489%
24 month	2.05%	2.029%
36 month	2.25%	2.225%
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%
Money Market Share Accounts (\$1,000 Minimum Balance)		
\$1,000-19,999	1.00%	0.995%
\$20,000-34,999	1.25%	1.243%
\$35,000 and up	1.80%	1.785%

Business High Yield Account (Restrictions)	1.25%	1.243%
IRA Shares/Payroll		Call for terms and rates.
IRA Term Share Certificates (\$500 Minimum Deposit)		Call for terms and rates

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