

Roll Call

CHICAGO PATROLMEN'S FEDERAL CREDIT UNION

THE NEW CPFCU CALL CENTER- WE'RE VERY SERIOUS ABOUT SERVING OUR MEMBERS!



We've grown! Here are some awesome statistics We're approaching \$200 million in assets! We were the fastest growing credit union in the Midwest in the past year! Our membership has reached over 18,000! The credit union is now receiving over 10,000 calls per month!

How do we handle this growth and also insure that our mission of helping our members fulfill their financial goals is met? We believe that the new Call Center, opening November 17th, will provide the efficiency necessary to continually serve our members to the best of our ability.

The Call Center will handle all inquiries related to lending, member services, and home banking. Trained staff will be able to assist with most of these inquiries without the need of transferring the call to another department. This will also allow more specialization for the staff that is now attempting to answer calls and assist members simultaneously.

We're restructuring the lobby of the credit union to allow for Call Center and Member Services personnel to share information and work side by side, assisting our members.

We're extremely excited about this new venture and we know that this will provide you, our members, with a more efficient way to accomplish all of your banking needs!

You've listened to us at roll calls, seminars, and association meetings. You've received literature from us announcing various changes and new products and services. Now, as promised, several additional initiatives are completed or underway and I would like to highlight a few of them for you.

We recently created a Member Relationship Program that is designed to provide additional financial knowledge and assistance to our members. This program furthers the mission we started when we opened the Financial Planning & Education Center and, like many of the services we offer, it is a free service available to our members who are looking to increase their own financial awareness and understanding. Look for more specific information on this program in this newsletter.

As indicated on the front cover, we are also in the process of creating a Call Center so that we can be in a better position to handle the growing amount of business we are doing over the telephone. The Call Center will be opened on November 17th and it will be a major step forward in providing our members with fast and personalized service. Call Center personnel will be specially trained to handle your needs and requests promptly and accurately.

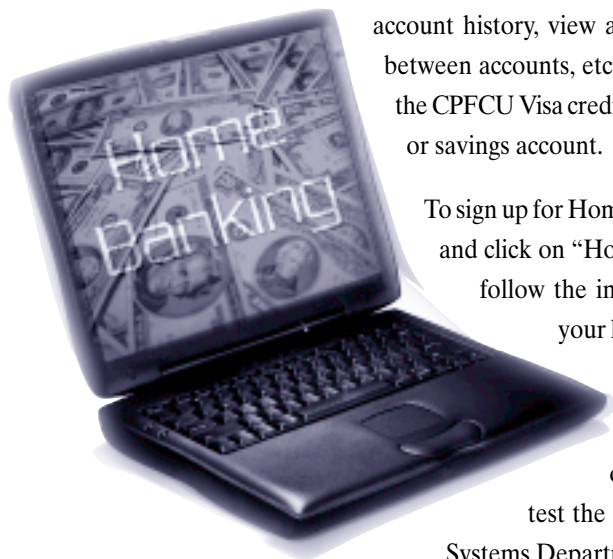
Due to both the growing number of card services that we offer and the number of cards that we have in circulation, we have created a specific Card Services unit to handle all of your Credit Card, Debit Card, and ATM Card needs.

Our clear intent is to structure the credit union in such a way that we can provide our members with the most specialized, convenient, and complete service and information available. We understand and value how important the credit union is to our members and that is why we will never stop striving to improve ourselves as employees and service providers.

Thank you for your business.

Scott Arney
CEO

Our Home Banking System Has Expanded....



The convenience features of home banking are tremendous! ...Check your account history, view a check that has cleared your account, transfer funds between accounts, etc. Check imaging is now available and those who have the CPFUCU Visa credit card can make payments online through their checking or savings account.

To sign up for Home Banking, visit our website at www.patrolmensfcu.org and click on "Home Banking". Then click on "HB Signup" and simply follow the instructions. A password, or "P.I.N." will be mailed to your home the same day, which will allow you 24-hour access to your account from any p.c. with Internet access.

Finally, the Bill Payment System is in place! It is an optional feature, and we are looking for volunteers to test the system. If you are interested, please contact our Data Systems Department at (312) 726-8905.

MEET OUR NEW MEMBER RELATIONSHIP MANAGER!

By opening the Financial Planning and Education Center last fall, we began a mission to provide *all* aspects of financial education to our members. We are furthering this mission by initiating the Member Relationship Program. In addition to our partners at Retirement Plan Advisors, we are very pleased to announce that Gwendolyn Hawkins, our new Member Relationship Manager, will be located next door at the Financial Planning and Education Center, implementing and overseeing this new program. We recognized the need for additional types of financial education assistance beyond investment choices, retirement strategies, etc. Although these are fundamental to financial education, there is a large portion of our membership who will benefit from information regarding debt management programs, budgeting, credit counseling, and help with checking accounts, etc. Gwen brings a host of experience and knowledge to this position, having 13 years with the CPFUCU and an outstanding connection to so many members! Take advantage of this new service and stop in to see Gwendolyn at 1355 W. Washington or call for an appointment at (312) 499-8813.



CURRENT RATES

SAVINGS RATES

Share Savings Accounts (Regular and Special)

	APR	APY
\$100-2,999.99	0.60%	0.60%
\$3,000-24,999.99	1.20%	1.21%
\$25,000 and up	1.65%	1.66%

Certificates of Deposit

- Interest Paid Quarterly
- Minimum Deposit of \$2,500.00
- Senior Saver Option Available

	APR	APY
Simple Interest		
12 Month Term	2.25%	2.25%
24 Month Term	2.50%	2.50%
36 Month Term	3.00%	3.00%

	APR	APY
Compounding Interest		
12 Month Term	2.25%	2.27%
24 Month Term	2.50%	2.52%
36 Month Term	3.00%	3.03%

Checking Accounts

	APR	APY
\$1,000 and up	0.60%	0.60%

Christmas Savers Accounts

- Funds Available on 10/01/2003

	APR	APY
	1.20%	1.21%

Individual Retirement Accounts

	APR	APY
Share IRA	3.00%	3.03%
Traditional, Roth (\$1,000 Minimum) and Educational (\$500) IRA Certificates		
12 Month Term	3.50%	3.55%
24 Month Term	3.60%	3.65%
36 Month Term	3.75%	3.80%

LOAN RATES

Auto Loans

	APR
New Auto	5.50%*
Used Auto	6.50%*

*Rate Match Guarantee (*some restrictions apply*)

Motorcycle Loans

	APR
48 Months	8.25%
60 Months	8.50%

Boat Loans

	APR
72 Months	7.25%
84 Months	8.25%

Tuition Loans

	8.90%
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Mortgage Loans

Market Rates

Home Equity

Line of Credit

- Borrow up to \$100,000
- APR Based on the Prime Rate

Fixed Rate

Home Equity Loan

- Borrow up to \$50,000

Home Owner Loan

13.90%

Signature Loans

14.90%

Certificate Secured

- Certificate Rate plus 1%

All Purpose Loan

9.90%

Visa Classic

Purchases 11.52%

Cash Advances 13.56%

Visa Platinum

Purchases 8.9%

Cash Advances 10.9%

Rates as of 10/01/2003 & May Change at Any Time • APR = Annual Percentage Rate • APY = Annual Percentage Yield

Announcements/Reminders

ALL PURPOSE LOAN

We have recently eliminated several seasonal, high interest rate, unsecured loans from our loan policy. However, we recognize the need for a short-term unsecured loan product, particularly during the holidays or when the family needs a vacation. We have implemented the All Purpose Loan with a great 9.9% interest rate for a maximum repayment term of one year and a maximum dollar amount of \$2,500.

For additional information, contact a loan department representative at (312) 726-8814.

NOTIFY US IF....

You've made any changes lately. It's important to keep the credit union up-to-date on a new address, name change, or change in beneficiary. Any questions, please contact Member Services at (312) 726-8814.

SKIP-A-PAYMENT IS BACK!

We will once again be offering the Skip-A-Payment program that allows you to skip your January payment on eligible loans. You must apply through our website only. Applications will be available between November 1st and December 15th. Those types of loans deemed eligible are posted on the credit union website. Visit us at www.patrolmensfcu.org for additional information.

WE WANT YOUR OPINION!

We've received correspondence lately asking that we change the name of the credit union to reflect the status of the Chicago police officer, no longer referred to as a "patrolman". Through the month of October, we'll be asking for your input when you visit the credit union, contact us by phone or via email. Please let us know what you think!

FINANCIAL PLANNING CENTER WORKSHOPS

Long-Term Care Seminar

Thursday, October 30, 2003 10 a.m. or 2 p.m.

Distribution Strategies and Asset Protection in Today's Changing Market

Thursday, November 6, 2003 10 a.m. or 2 p.m.

Workshops are held at the FOP Hall, 1412 W. Washington Blvd., Chicago, IL.

Seating is limited and our workshops fill quickly.

Please call the Financial Planning Center today at (312) 499-8888 to reserve your seat(s).

Roll Call

DID YOU KNOW . . .

Our hours are as follows:

DRIVE-THRU

Monday-Thursday	7:30 AM - 6:00 PM
Friday	7:30 AM - 4:00 PM
Saturday	9:00 AM - 12:00 PM

LOBBY

Monday-Thursday	9:00 AM - 6:00 PM
Friday	9:00 AM - 4:00 PM
Saturday	9:00 AM - 12:00 PM

Our convenient toll-free number is (800) 326-8814.

You can reorder checks from anywhere by calling (800) 355-8123 or by visiting www.checkreorderexpress.com

We will be closed in observance of the following holidays:

October 13th Columbus Day
November 11th Veteran's Day
November 27th & 29th Thanksgiving Holiday
December 25th & 27th Christmas Holiday

COMMON FEES

(Effective 8/15/02)

Transfer from savings to share draft/ checking to cover an overdraft (each occurrence)	\$10.00
Stop payment (all items)	\$25.00
Photocopy of draft (each item)	\$2.00
Nonsufficient funds item (each)	\$25.00
Late loan payment	\$25.00
Collection item processing	\$25.00
Account closing fee	\$2.00
Certified Check	\$2.00
Deposited checks and other items returned unpaid	\$25.00
Domestic outgoing wire transfer	\$20.00
International wire transfer (minimum)	\$35.00
Western Union wire transfer	\$15.00
International Western Union fee (minimum)	\$22.00
Bad Address fee	\$5.00
Account research..... (first hour)	\$10.00
each additional hour	\$5.00
Copy of statement	\$2.00

ATM DEBIT CARD FEES

Replacement ATM or Debit Card	\$10.00
Replacement PIN	\$10.00
(personal identification number)	

There is a charge of \$1.00 for each withdrawal, transfer, point-of-sale, or inquiry in excess of five per month using your ATM or Debit Card.

**Fees are subject to change.*

Loans

- New & Used Auto Loans
- Boat
- Motorcycle
- Tuition
- Mortgages
- Home Equity
- Homeowner
- Signature
- All Purpose
- Share & Certificate Secured
- Visa Platinum
- Visa Classic

Savings Accounts

- Regular & Special Purpose
- Certificates of Deposit
- Individual Retirement Accounts
- Christmas Saver

Free Checking Account

- ATM/Debit Cards

Convenient Access

- Internet Access
- Home Banking
- No Fee ATMs
- Audio Telephone Teller
- 24/7 Loan by Phone

Payment Origination Services

- Direct Deposit
- Payroll Deduction
- Debit Origination
- Direct Payment

Additional Services

- Travelers' Checks
- Notary Public
- Wire Transfers
- Certified Checks
- Signature Guarantee

ATM NETWORKS

Look for these symbols when using your ATM Card or your credit union CheckCard.

