



TRICORP's 29th Annual Meeting

Join TRICORP's Board and Management team at New England's historic destination high in New Hampshire's White Mountains and deep in the Great North Woods. The Balsams Grand Resort Hotel has welcomed guests on vacation or convention from around the world to Dixville Notch to experience its classic all-inclusive American plan hospitality which features private guest room accommodations, gold medal table d'hôte dining, and free, unlimited use of all facilities, activities, and amenities of this 15,000 acre estate.

On Friday afternoon, June 4, nationally known speaker and television actor **Steve Ford** will present a unique program entitled "How To Be The Director of Your Life And Not Just An Extra." Steve Ford, first son of President Gerald R. Ford and Hollywood actor, will recount his experiences as he and his family were thrust into the goldfish bowl of The White House in 1974. He will share his unique perspectives on dealing with both The White House and Hollywood while maintaining one's ideals.

Following Mr. Ford will be the corporate's Business Meeting. Being a member affords you

the opportunity to listen to the leaders of the corporate describe the past year's successes and the future goals and direction of your corporate credit union. In addition, two board members will be elected for a three-year term.

Afterwards, relax and enjoy the breathtaking views and network with your peers during the NH League's Annual Convention social gathering. Enjoy the dining experience and superb service that only the Balsams can offer. Food is a central feature of The Balsams American plan—dining there has been distinguished with consistent praise by guests, critics and awards by professional associations. Appropriate dress is required at all times, and gentlemen are asked to wear jackets after 6:00 P.M.

Finally, enjoy the spectacular fireworks display that the NH League has in store for a celebration of their 50th anniversary. It's all here for you to enjoy, so plan to attend!

If you have any questions regarding TRICORP's Annual Meeting please contact Denise Nowinski at dnowinski@tricorp.org or 1-800-346-1936 ext. 210.

Annual Meeting Agenda

Featured Speaker & Business Meeting
3:00–6:00 p.m.

Social
6:30–7:30 p.m.

Dinner
7:30–9:00 p.m.

Fireworks
9:00 p.m.



Electronic Bill Payment, The Credit Union Way

More and more credit union members are seeking ease and convenience in their busy lives. Electronic Bill Payment (EBP) is a service members are looking at as a way to make their time more manageable. That's why TRICORP has the perfect solution and has teamed with Mid-Atlantic Corporate Federal Credit Union to provide you a cost-effective processing service for EBP. It's a solution created by a credit union for credit unions, and it meets the payment needs of members now and in the future.

EBP makes it simple and convenient for your members to pay monthly bills. After verifying all bill payment information is correct, the member submits the bill to the credit union and the payment is automatically debited from their account. Through EBP, the credit union is helping members save time and effectively manage funds.

To remain competitive, credit unions need to meet increasing demand from members with electronic financial services. By partnering with TRICORP, your credit union can bypass the demands on time and money associated with

development, and offer the convenience of EBP to members today.

From behind the scenes processing to fully functional front-end technology, TRICORP together with Mid-Atlantic Corporate can tailor an EBP to meet your credit union's needs.

There are two methods of service:

1. Remittance Processing Method

Remittance processing is the root of the EBP services. At this level, Mid-Atlantic Corporate operates in the background to process the payment of bills for your members. It's a perfect alternative for credit unions already offering a home finance system with bill payment capabilities to their members, but seeking a credit union source for back-end processing.

2. Bill Payment Front-end Method

Extending the services offered under the Remittance Processing Method, the Bill Payment Front-end Method offers credit unions a generic or privately branded EBP system that allows members to submit



payments via the Internet. This method is designed for credit unions currently offering a home finance system without bill payment capabilities, or those seeking a stand-alone electronic bill payment interface.

TRICORP is dedicated to **making the decided difference in the success of credit unions** by providing credit unions with the financial products and services they need at a price they can afford. We have grown by building a reputation of providing members with quality products and excellent service. Our effort to provide a partner with a similar philosophy for Electronic Bill Payment processing is no exception.

For more information on our Electronic Bill Payment service please call Denise Nowinski at 800-346-1936 ext 210 or Deb Vogt at ext. 202.



President's Corner



It seems we climb one hill after another with the banking community only to face yet another hill to climb. We all know that they are continuing their taxation fight, but they are also challenging fields of membership, business loans and even questioning how credit unions are fulfilling their

mission. Additionally, the GAO is conducting another study of credit unions, including corporate credit unions and the NCUA. I know the fight with the bankers is best left with CUNA and the Leagues, but I feel compelled to speak about this because we are all in this fight together, and we need to remember our mission and our purpose.

Despite the competition within the credit union movement today, it has been my experience that when it comes to legislative issues, we must stand together with one strong voice. As a member of the ACCU's (Association of Corporate Credit Unions)

Legislative and Regulatory Committee, I base my experience on the issues I have been involved in, which have affected corporate credit unions. I have learned some valuable lessons. They are not new or groundbreaking, but nonetheless I would like to share my thoughts as a way of encouraging all of you to continue to work together to protect the credit union way of doing business.

I believe when credit unions are attacked as being nothing more than a bank in disguise, we need to focus on the membership/ownership structure of credit unions. While credit unions have certainly grown in sophistication and in product offerings, the core purpose of credit unions is still to meet the financial needs of its member/owners as a not-for-profit cooperative. Regardless of the complexity, sophistication or the range of product offerings, credit unions are still guided by the same principals that were the framework for the origin of the credit union movement. Credit unions are still guided by volunteer boards and capital is still derived from earnings. The last point is the one to me that means the most. Credit unions do not derive capital from stock offerings and do not answer to

stock holders. Banks keep arguing that the playing field needs to be leveled, but I have to wonder. How many banks could change from their current structure to the credit union structure; and if in fact it is such a competitive advantage, why aren't banks converting to a credit union charter?

We know the answer. Credit unions have a governing structure that provides for one member/one vote, and a philosophy of people helping people—not of building profits for stockholder wealth. I know that you have heard all of this before, but I believe that now more than ever we need to speak in one loud strong voice. Legislators on both the state and national level hear us best when we speak as one credit union community and with a strong sense of purpose. I see the bankers trying to divide us between large and small, between what they perceive as credit unions acting as banks and credit unions who are in their words "traditional." I believe that if we stick together with a clear strong message, we will be able to continue to fulfill our mission of meeting the financial needs of our member/owners.

Steve Roy, President/CEO



TRICORP 2004 Holiday Schedule

Memorial Day Monday, May 31
Independence Day Monday, July 5
Labor Day Monday, September 6
Columbus Day Monday, October 11
Veterans' Day Thursday, November 11
Thanksgiving Day . . . Thursday, November 25
Christmas Day Friday, December 25

New In 2004

"Making the Decided Difference in the Financial Success of Credit Unions"

In keeping with our mission, TRICORP is pleased to announce some very exciting new products coming in 2004. Many of these new products and services will contribute to our members' financial success through time management and ease of operations.

- New billing invoices for our members
- New data processing (DP) system with increased functionality including an auto reconciliation module
- Redesigned website to be launched this Spring

For more information about TRICORP's improvements in 2004, feel free to contact Deb Vogt at extension 202 or Denise Nowinski at extension 210.

Vermont Member News

The Vermont League's Annual Meeting was held April 23-25 at the Lake Morey Resort. Over 200 credit union members and participants came to visit the TRICORP booth and went away with their piece of "Vermont's Precious Treasures."

Congratulations to **Maria (Freddie) Shindler** from Windsor Orange County Credit Union for having the luck of the draw and winning TRICORP's door prize, the *Summer of Fun* tote bag. The management and staff of TRICORP wish to thank all of you for your continued support.



P.O. Box 1429
 Portland, ME 04104

