



PO Box 1243  
Olympia, WA 98507  
(360) 570-2292  
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info@tulipcu.coop

May 6, 2009

Dear Member:

We are writing to let you know a new fee schedule is taking effect June 15, 2009.

Tulip has continually worked to keep fees as low as possible. Frequently, this has meant we have lost money when we provide a service like issuing a cashier's check or mailing printed account statements. The current state of the economy means that times are tough for everyone, including Tulip. We can no longer afford to offer as many of our services at a loss.

The new fees are closer to what Tulip pays to provide these services. Tulip is still providing many services for free, like online Home Banking and Tulip Talk, our Automated Voice Response System. Other fees reflect a modest increase.

Please review these fees on the enclosed fee schedule or online: [www.tulipcu.coop/rates.html](http://www.tulipcu.coop/rates.html)

Tulip is also implementing three new fees: 1) a Mailed Account Statement fee, 2) an ATM Balance Inquiry fee, and 3) a "live" phone Balance Inquiry fee. **All of these fees are completely avoidable**, and are explained below.

- 1) **Mailed Account Statement Fee:** A monthly fee of \$2 will be applied to all accounts receiving a printed account statement in the mail. This fee only applies to printed statements and covers our cost in producing and mailing those statements. **You can avoid this fee by calling our branch at 360-570-2292 and asking to be placed on eStatements.** With eStatements your account statement will be available for you to review online at your convenience. We can also more effectively communicate with you via email and use fewer resources, from postage to paper, in the process.
- 2) **ATM Account Inquiry Fee:** A fee of \$0.25 will be applied to each ATM Account Inquiry. It costs Tulip about \$0.50 for every ATM Balance Inquiry our members make. We know you need to be able to check your balance, so we are waiving this fee for the first 4 ATM Account Inquiries in a month. Most of our members have been helping us keep expenses low by using other methods to check their balance and balancing their account, but for the rest of you we are asking you to pay just a portion of your fifth and sixth (or more) inquiries.  
**You can avoid this fee by:**
  - a. Only checking your balance on an ATM when you need to
  - b. Calling Tulip Talk at 360-570-0178 and checking your balance over the phone
  - c. Going online to Tulip's Home Banking service at [www.tulipcu.coop/hb.html](http://www.tulipcu.coop/hb.html)
  - d. Waiting for the receipt on your deposit or withdrawal transaction, which will show your balance
- 3) **Phone Balance Transfer/Inquiry Fee:** The Phone Balance Inquiry fee of \$3 applies if you call the branch to check your balance or move funds around. When Johna and Tiffany are on the phone they are unable to assist other members or work on the mountain of paperwork necessary for Tulip to stay in business. It's not that we don't love to hear from you personally; we just want all of our members to be served in a timely manner.  
**You can avoid this fee by** using any of the methods described above to check your balance.

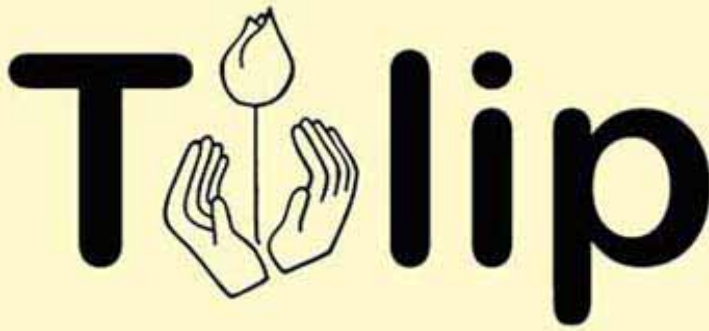
Thank you for your continued support and membership. If you have any concerns or questions, please feel free to contact us at any time.

Sincerely,

Bethanne Barnes  
Board Chair

On behalf of the Board of Directors:  
Mark Stojak, Vice-Chair  
Pat Tassoni, Treasurer  
Eric Bowman, Secretary  
Jen Minich, Director

*Fighting poverty and promoting social responsibility  
by bridging the gap between low income and more affluent people*



**Cooperative  
Credit Union**

**Thurston Union  
of Low Income  
People**

## Fee Schedule

Effective as of June 15, 2009

Item Description	Fee (per item)	Item Description	Fee (per item)
Cashier's Checks (after 1 per day)	\$3.00	Overdraft Transfer from Savings	\$10.00
Check mailed to third party	\$5.00	Stop Payment	\$15.00
Check Copy	\$5.00	Non-Sufficient Funds	\$25.00
Dormant Account Closure	\$20.00*	ACH Stop Payment	\$15.00
Checking Account Forced Closure	\$20.00	ACH Non-Sufficient Funds	\$15.00
Mailed Account Statement **	\$2.00 per month	Incoming Wire Transfer	\$15.00
Statement Copy	\$5.00	Outgoing Wire Transfer	\$15.00
Phone Balance Transfer/Inquiry	\$3.00	Printed Checks Order	\$15.00
Account Research	\$20.00 per hour	Draft Retrieval	\$15.00
Loan Title Transfer	at cost	Returned Deposit Item	\$25.00
Late Payment Fee	\$20.00	Loan Application Fee	\$20.00 each
Balance Account / Statement	\$20.00 per hour	Collection	at cost
Outside Appraisal	at cost	Account Inquiry (after 4 per month)	\$0.25
Debit / ATM Card Replacement	\$10.00		
With Special Handling/Delivery	\$40.00		



\*Account is dormant after 1 year of inactivity

\*\*Mailed Account Statement Fee waived for member accounts registered to receive E-Statements (call to arrange)

**3111 Pacific Avenue Olympia, WA 98501 Phone: (360) 570-2292 www.tulipcu.coop**

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