



CUNA Mutual Insurance Society

Vol. 6, No.1

December 2009

COUNTRY MANAGER'S CORNER

Changing the way we do business for greater efficiency and improved service

The leading edge, web based FIP Automated Premium Posting (APP) system has now been installed and in production in 8 of our business partner organizations.



David Wan

The efficiency gains experienced, allow for very rapid identification and resolution of billing issues, thus improved service to your members. As an example, a bill that

used to require 16 hours of processing is now done in under 5 minutes! We continue to urge those who have not yet signed up for the system to seriously consider it's implementation.

We have a goal of 12 partner organizations on the production system by this calendar year end.

There are a few simple prerequisites for enrolling into the APP :

- Access to Internet connection
- Ability to print posted billing in Microsoft Excel format

■ CUNA Mutual must have each FIP insured's Credit Union Share account number on our proprietary system, for accurate identification of each insured.

If you would like to have a full, in-house presentation of the APP system, please notify your Account Relationship Manager. (See Automated Premium Posting (APP) on page page 3.)

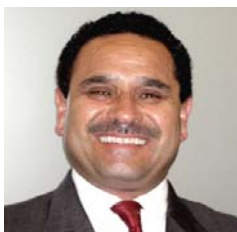
May I take this opportunity to wish you all the best for the Holiday season and a prosperous New Year.

IN THIS EDITION

1. Staff Profile - Stacy Fowler
2. Credit Union Day Financial Fair
3. Automated Premium Posting
4. Product Profile - Family Indemnity Plan
5. CUNA Mutual's Family Fun Day
6. CUNA Mutual's Staff at Credit Union AGM
7. CUNA Mutual's 2009 Annual (AGM) Booklet Competition

2A Manhattan Road, Kingston 5, Jamaica, W.I.
Tel: (876) 929-3570-2
Fax: (876) 929-1630

OAS STAFF FEDERAL CREDIT UNION CEO VISITS MONTEGO COOP CU.



Carlos Calderon

He is a native of Bolivia, works in the Credit Union movement in the United States, has participated and delivered presentations at Credit Union seminars across the Region, but has never visited Jamaica. Carlos Calderon, strong supporter of the worldwide movement, and CEO of OAS Staff FCU was in Jamaica on a business trip, and was anxious to visit a local Credit Union.

Being a business associate of CUNA Mutual's VP, Javier Tejeda Vera, the Jamaica Branch was only too happy to facilitate Mr. Calderon's request and



Everton Spencer

to arrange a courtesy call with Montego Cooperative Credit Union's General Manager, Mr. Everton Spencer.

On Friday October 30th, Mr. Calderon and Jamaica Country Manager, David Wan met with Mr. Spencer for a goodwill exchange and tour of the newly expanded offices of Montego Cooperative Credit Union. Already having established a partnership with Navy Army Federal Credit Union in Corpus Christi Texas, Mr. Spencer was very pleased to make the link with another US-based Credit Union.





STAFF PROFILE - STACY FOWLER

Underwriter, Family Indemnity Plan (FIP)

The most satisfactory part of my job is the fact that I get to speak to individuals of diverse backgrounds and in so doing, I have learnt to be humble, to control my emotions over the phone and to answer the telephone in a polite manner as to not let the customer be aware that I am having a bad day.

I am a member of the GSB Credit Union for approximately a year now.

I enjoy reading books that are very motivating such as 'The Bible', 'Gifted Hands' by Ben Carson, 'I Can Therefore I Will' a collection from White Dove Books and 'There's More to Life!' by Craig Selness.

I have been employed with CUNA Mutual Group for four years.

What I love about working at CUNA Mutual Group is the fact that there is a kind of family setting here. No matter how you are feeling when you leave your home, it is guaranteed that when you reach work, there will always be someone here to make you smile. Also when there is urgent work to be done, everyone comes together as a team and work regardless of the differences we may have had before.

There is nothing more tranquilizing to my soul than listening to some good old Acappella and Country and Western music.

I am dedicated, honest, hardworking and a fun loving person. I enjoy helping others who are unable to help themselves and it makes me very unhappy when there is anyone who is sad around me; so I always try to be very cheerful and make them laugh, so I will not see any sad face around me.

My favourite meal is Ackee and Saltfish with anything.

In my leisure time I enjoy reading, listening to music, shopping, and surfing the Internet.

CREDIT UNION DAY FINANCIAL FAIR AT THE EMANCIPATION PARK, KINGSTON

CUNA MUTUAL'S STAFF AT CREDIT UNION AGM



Credit Union Day at CUNA Mutual booth.



COK's Deputy General Manager, Marketing (left) in discussion with Phillipa Beckford (CMG) at COK's Annual General Meeting held at the Hilton Kingston Jamaica.



CUNA Mutual staff engaging members at the Credit Union Day Financial Fair at Emancipation Park, October 16, 2009.



Sales and Marketing Manager, CUNA Mutual, Phillipa Beckford (right) in an interview with RJR 94 FM, Miss Kitty at the Credit Union Day Financial Fair.



COK members engage Stacy Fowler, Underwriter, CUNA Mutual (left) at the CMG booth.

PRODUCT PROFILE

FAMILY INDEMNITY PLAN

In simple terms, the FIP is an insurance plan designed to cover up to six (6) persons on a single contract, paying a cash benefit which can be used to cover the funeral expenses for you and the eligible family members.

Who can be covered under the FIP?

These are:

- Member (who has not yet reached the age of 76 years at the time of enrolment),
- Member's Spouse/Significant Other (who has not yet reached the age of 76 years at the time of enrolment).
Spouse/Significant Other means a person of the opposite sex who lives with the Member and is considered to be the Insured's common law spouse,
- Member's unmarried children, including dependent children under legal guardianship (adopted and step-children) and are ages 1-25 years (coverage terminates upon 26th birthday),
- Permanently disabled children for the duration of their life if enrolled prior to age 26 (the permanence and degree of such impairment

shall be supported by medical evidence) and,

- Parent(s) and/or Parent-in-law(s) where eligible, who have not yet reached the age of 76 years at the time of enrolment. In any event, only two parents/parents-in-law for the 'life' of the certificate.

PAYMENT PROTECTOR RIDER

This provides a benefit to the borrower in the event of temporary disability through accident or illness. The benefit assumes the insured's loan payment to his/her Credit Union during the period of disability for up to two (2) years.

Borrowers between the ages of 10 years up to 65 years who receive a loan through the policy holder organization can be covered under this rider.

Credit Unions already provide Total and Permanent disability insurance under the Loan Protection Policy. Payment Protector Rider now ensures that borrowers are protected in the event of Total or Temporary disability.

Talk to your Credit Union to learn how you may participate in this program.

AUTOMATED PREMIUM POSTING



L-r: David Wan, Country Manager - CUNA Mutual; Carlene Allen, Manager - Loans Department, Jamaica Special Co-op. and Rodney Dubidad, IT Specialist - CUNA Mutual.

The picture above highlights a brief training on the Automated Premium Posting (APP) between CUNA Mutual and Jamaica Special Co-op. This project has proved beneficial to both CMG and the Credit Unions as it seeks to eliminate manual processes and also significantly increase production, which has so far seen successes with all the Credit Unions that are currently on APP.

CUNA Mutual's Family Fun Day



CUNA Mutual Family Fun Day at Mystic Mountains in Ocho Rios

A good game of dominoes has the CUNA Mutual staff in deep concentration. In picture: Altyman Howell (with back to camera), Phillipa Beckford (right), Donnette Hunter and guest.

CONGRATULATIONS

Tonika Strachan
on the birth of a son, Jeydane

Rachael Powell
on the birth of a daughter Lavanya

CREDIT UNION ANNIVERSARIES

JTA	- 50th
CORRECTIONAL	- 50th
NUCS	- 50th
POSTAL	- 50th
MONTEGO	- 45th
TRELAWNY	- 40th

COMING SOON

FIP JUMP START 2010

January 2 – March 31, 2010

Lots of Prizes and Surprises!!

CUNA MUTUAL'S 2009 ANNUAL (AGM) BOOKLET COMPETITION

The BOOKLET COMPETITION was designed to put quality into the Credit Unions' Annual report. As stated in article for the "Today's Manager", April 2007, "The annual report is the best public relations tool any public listed company can have. Forward-looking companies recognize this and so spare no cost in producing quality

annual reports to impress the readers who could be potential investors or customers.

For investors, annual reports are a joy to receive and read. They provide detailed information about the company's performance in the last financial year. Quality reports are kept for future

reference while sloppily produced reports end up in the trash bin.

After poring through many annual reports over the years, I can tell by looking at the quality of the annual report if the company is reporting good profits or bad losses even before I read the text and financial statistics".

2009 BOOKLET COMPETITION WINNERS

CREDIT UNION WITH ASSETS OF OVER JA\$1000M



1st Place Churches Co-op. Credit Union. Receiving the award from Robert Wan, Country Manager is Juven Montague-Anderson, Marketing Manager.



2nd Place C&WJ Co-op. Credit Union Receiving the award is Barry White, General Manager.



3rd Place Portland Co-op. Credit Union Receiving the award is Shavar Ellis, Customer Service Representative.

CREDIT UNION WITH ASSETS OF OVER JA\$1000M



1st Place: JDF Co-op. Credit Union Receiving the award is Janice Blake – Marketing and Member Relations Officer.



2nd Place: NCB Credit Union Receiving the award is Virginia Yaroo, Finance Manager.



3rd Place: NWC Co-op. Credit Union. Receiving the award is Herbert Duval, General Manager.

CREDIT UNION WITH ASSETS LESS THAN JA\$300M



L-r: Kingsley Morris – Vice President, Broadcast & Allied Services Co-operative Credit Union; Moveta Munroe – President; Janet Graham-Gordon – General Manager; Nichola Johnson-Young – Account Relationship Manager for the Credit Union, making the presentation.

WINNERS AND JUDGES



Seated (l-r): Shavar Ellis - Portland CU; Juven Montague-Anderson - Churches CU; Janice Blake - JDF CU; Virginia Yaroo, NCB CU. **Middle row (l-r):** David Wan, Country Manager, CUNA Mutual, (Judge); Phillipa Beckford, Sales & Marketing Manager, CUNA Mutual; Herbert Duval - NWC CU; Denise Garfield, Jamaica Co-operative Credit Union League (Judge); Barry White, C&WJ CU. **Back row (l-r):** Nichola Johnson-Young, Senior ARM, CUNA Mutual and Rodney Dubidad, IT/Group Life Specialist, CUNA Mutual (Judge).

THANK YOU



Nichola Johnson-Young, Senior Account Relationship Manager (CMG) making a presentation to Guest Speaker, Mr. Oral McCook.