



1741 4th Ave South, Suite A, Seattle, WA 98134

Dear Members,

In July of 2008, I was appointed CEO of the 'new' Express Credit Union and have been working 'behind the scenes' to enhance the products and services available to our current members in addition to customized products designed to provide fair and affordable financial services to all members of our community. I am honored to become a part of the Express family and look forward to the opportunity to meet and work with you.

Some of our members have expressed concern regarding the impact of the weak economy on Express CU. The large bailout of struggling financial institutions on Wall Street has left many wondering whether their money is safe. I want to personally assure you that your money is protected at Express Credit Union. All deposits up to \$250,000 are insured by the NCUA, which means that your money is safe and backed by the federal government. If you have any questions or concerns, please come by and talk with us to learn more. We'd love to hear from you.

A lot of changes have happened at Express, and we are very excited to share them with you!

In February 2009, Express began providing a limited set of Express products and services at Opportunity Place, a program run by the YWCA in downtown Seattle. This was a great opportunity for Express to test some of its new products and services. Our Community Member Service Representative (CMSR) will continue to be at Opportunity Place each Tuesday, and will be at the main branch the remaining four days. Be sure to say hello when you see our CMSR at the main branch!

In May 2009, we celebrated our 're-opening' and added three more Community Member Service Representatives to our staff and they now have office hours at 15 community based organizations throughout King County.

In addition to new and upgraded products and services, you might have noticed some other changes at Express. Members are now able to use any ATM with the CO-OP logo without fees or surcharges. Through "Shared Branching" you can now go into any credit union that is a member of the CO-OP network and make deposits and withdrawals to your Express account. Beginning in May, your account statements had a different look as we have changed vendors and worked hard to make the statements more useful to you and economical for us to process. In August, we introduced a new automated teller system where you may obtain your account balances and perform transactions 24 x 7 using a touch-tone phone system. As we grow, we are continuing to add new opportunities to better serve you and all our members in the future.

During late summer, we will be renovating the Express headquarters to provide a more comfortable office environment while maintaining a safe and pleasant environment for our members.

We value your membership and opinions so please don't hesitate to call us or stop by if you have any questions about the changes at Express, your accounts or anything else.

A handwritten signature in blue ink that reads "Brenda Kurz".

Brenda Kurz
CEO, Express Credit Union