



Going Beyond Your Expectations



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Scanning the horizon for that something extra
from your financial partner? Join the crew
that prides itself on partnership, sound practices and
the ability to go with the ebb and flow
of the changing economy.

Prepare to set sail with WesCorp,
where high expectations lead to extraordinary results
every single day ...



A stylized, handwritten signature of Richard M. Johnson in dark ink.

RICHARD M. JOHNSON,
CHIEF EXECUTIVE OFFICER

Like Santiago, the unlikely hero of Hemingway's 1952 classic tale, *The Old Man and the Sea*, the ocean holds a special appeal for Dick Johnson. A diver for more than 40 years, Mr. Johnson can think of no better way to spend his time away from WesCorp than in the ocean he loves.

It is not surprising, then, that the ocean has come to represent WesCorp to the credit union community. Originally, the sea was used to communicate the depth of WesCorp's commitment to credit unions. Like the ocean, WesCorp is constant and can be counted on as a primary source of liquidity. Its magnificent power lies below a serene surface; it is ever changing and adaptable, and when obstacles confront its natural flow, it effortlessly shifts to accommodate

change. Its buoyant and life-supporting nature sustains the ships that sail upon it and the vast world of life within it. Similarly, WesCorp's size, depth, strength and flexibility enable it to meet the evolving and rapidly changing needs of its members.

Credit unions have come to depend on the productive yields WesCorp provides like mother earth's reliance on the ocean. More than a metaphor, WesCorp has grown and now serves more credit unions with more services than ever thought possible. The strength and depth of this partnership isn't hard to fathom. We invite you to join WesCorp and experience it for yourself. The journey beyond your expectations is just beginning.

"I approach each voyage with a sense of anticipation, knowing that the sea will demand my full concentration and may at any moment present a new challenge. I lead WesCorp's staff in this same approach to service, expecting the most of them and inspiring them to expect more of themselves, always preparing for the next wave of challenges.

Each one of the following stories from a WesCorp employee illustrates how you can expect more from us.
Because we do."

Delivering more than you expect

Who doesn't love getting something extra?

"When I structure an investment, I look for ways to give a member more than they expect. I know I can beat the yield on any comparable agency security by 10 to 20 basis points, but I want to go even further. Even if it's just a basis point or two more, it's giving a member that extra something that makes WesCorp unique.

I recently customized two step-up certificate offerings that featured the highest yield available—with 21 basis points more than identical agency securities. Why 21? Because I didn't want to stop at 20; I wanted that extra point. One basis point may not seem like much, but on a \$20-million investment, it made an extra \$2,000 for our member credit union. Everyone loves getting something extra, and I love giving it to them."



Dietmar Huesch

DIETMAR HUESCH,
VP OF PORTFOLIO MANAGEMENT,
INVESTMENT DIVISION

Credit unions across the country have begun looking to WesCorp because they've discovered we can do more than most other institutions. WesCorp has the expertise, the yield advantage and strength of a well-managed organization behind every investment, which means we can customize products, offer immediate turnarounds and structure a certificate to just about any size. For more information on how you can get extra with every investment, call our Investment Services Department at (800) 442-4366, extension 307.

"Balancing a statement takes time. My personal statement is a chore but when a member's statement approaches 100 pages, it can be a full-time job. That's why we created the WAVE electronic member statement."

While other providers generate static digital statements, I asked my team to be more creative and develop an interactive statement designed around the way credit unions work. We let each member decide which part of the statement to view, download or print. Less time is wasted because a member can directly access the section they wish

to view and they no longer need to wait for the statement to come by "snail mail" before they can start month-end reconciliation.

The WAVE electronic member statement directly enhances a credit union's productivity ... now if I can only get it to balance itself."

Patty and her team developed and delivered an innovative solution that resulted in members having more time to do what's important to them. She is joined by other members of WesCorp's team who perform balance-sheet consulting, asset management, item processing adjustments and other activities that give

members more time for other pursuits. For more information on how you can save time with online access to statements, just call our Membership Services team at (800) 442-4366, extension 444.



Patty Holcomb

PATTY HOLCOMB,
DIRECTOR OF WEB DELIVERY SERVICES

*Giving you more
of what matters*

Time on your hands, just where it belongs.

Your partner in pulling together

An extra set of hands
when you need it most.

"Those of us in the Financial Solutions Group know there's more to our consulting services than running the customary regulatory stress test. We recently offered the balance-sheet consulting service for members. One CFO of a mid-sized credit union was particularly interested, having just stepped into the uncertain aftermath of the previous CFO's departure. We immediately identified a glaring level of risk in their balance sheet that was driven by the level of risk in their investment portfolio—one that potentially endangered the institution's future—and devised an alternative method to risk management.

We provided more than just a report. We identified their risks, explained our analysis, and modeled a solution in an effort to educate them on a proactive way to manage their balance sheet. This member had a bit of a learning curve and had to make some changes, but we were there every step of the way. To me, finding solutions is a part of consulting. Offering the strategies and support to take members one step further is what WesCorp is all about."

In addition to Jeff's proactive balance-sheet management, WesCorp offers enhanced services ranging from ACH Services to WAVE Image Processing and Snapshot, our innovative direct-to-members check imaging product. For more information about our consulting services, call our Financial Solutions Group at (800) 442-4366, extension 459.



A handwritten signature in black ink that reads "J. Hamilton".

JEFF HAMILTON, DIRECTOR, FINANCIAL SOLUTIONS GROUP

"Recently, a member's computer system crashed, resulting in the loss of all their deposit data. With multiple branches processing thousands of transactions, the implications were staggering. When the call came in to Mike Swanson, our southern region team leader, we knew we had a crisis situation. Mike moved immediately to provide the batch entry detail listings of what we'd processed that day so the member could start rebuilding.

We put all the information on CDs so they could pull the check images, customize the data, and sort it according to their requirements. They also wanted to rebuild the deposit transactions that were lost, check by check. We're talking nearly ten thousand checks for that day alone! We pulled the data out of the system, matching each check with its deposit.



Mike Swanson
MIKE SWANSON,
SOUTHERN REGION TEAM LEADER, IPS

Nick Gomez
NICK GOMEZ,
PRODUCT DEVELOPMENT DIRECTOR, IPS

Our member was amazed with what we did. There was no way they could have rebuilt it on their own. We restored more than lost data—we gave them back their peace of mind. And that felt great."

Nick and Mike's efforts are just one example of how the WesCorp team strives to exceed your expectations. Programs like Member Share Drafts, Check Collection and Corporate Checking provide efficiency and timeliness in a format that simplifies your back-office process. For more information on how you can have the peace of mind of WesCorp's Item Processing Services* on your side, call our Membership Services Department at (800) 442-4366, extension 444.

*Item Processing Services products are available only in specific regions. Please ask a Member Service Representative about availability in your region.

The power of peace of mind

Something solid to hold onto when the going gets rough.

Keeping you on course

It's reassuring to know there's someone
who always knows the way.

"I remember one of the worst liquidity crises in 2000, when most institutions couldn't make loans. A non-member credit union phoned me in desperate need of liquidity so his credit union could keep making auto loans to its members. Another institution had already turned them down for funding. We had to think fast and do something different because they did not have the traditional share certificates and investment securities to offer as collateral. We went to work structuring a special term loan using their auto loans as collateral, enabling them to continue making new loans and meeting their members' needs. This was a first for

us, and we were the first corporate to actively use auto loans as collateral for fixed-rate, fixed-term loans. Needless to say, that credit union became a WesCorp member, and our collateral loan program is hotter than ever."



A handwritten signature in black ink, reading "M. Lawson".

MARTY LAWSON, DIRECTOR OF CREDIT SERVICES

Just like Marty, we're always looking for ways to deliver more than what's expected, especially when a credit union is looking to us for guidance. WesCorp's pioneering collateral loan program is just one way we're able to pull funds into the credit union system for those times when liquidity is the difference between sinking or swimming. For more information on how we can work with your credit union to develop a customized loan package to meet your individual needs, call our Credit Services Department at (800) 442-4366, extension 425 or 426.