

IMPORTANT INFORMATION

MARCH 2009

Call Center
307-638-4200 307-234-2373
800-442-2392

www.WyHy.org

Learn more about all the products and services you are entitled to as a WyHy Member by visiting us on the web, calling or visiting the branch.

WyHy Lending Frenzy

We have \$30 million to lend. Help us spend it!
Call us today!

❖ Events (April, May, June)

The Cheyenne and Casper Service Centers will be closed in observance of the following holiday:
Memorial Day – Monday, May 25, 2009

Please mark your calendar and plan on joining WyHy for the following events:

Document Destruction Day (Cheyenne and Casper locations) – April 18, 2009: 9am – 12pm

Bring your unwanted personal documents to shred at WyHy and help protect yourself from identity theft.

National Credit Union YOUTH week (Cheyenne and Casper locations) -April 19 – 25, 2009

Celebrate the week with special events for our youth members to develop and maintain good financial habits. Go to the WyHy website for the calendar of events.

Spring Sporting Event (Cheyenne and Casper locations) – April 30, 2009

Free lunch served from 11am – 2pm.

WyHy Scholarship Applications Due – April 30, 2009

Blood Drive (Cheyenne location only) – June 5, 2009: 9-11:30 am

Be a hero by donating blood at the WyHy blood drive!


If you wish to donate please contact Dawna Hill at 307-638-4212 OR dhill@WyHy.org.

Member Appreciation Day Cheyenne location – June 30, 2009 Casper location – July 30, 2009


Join us as WyHy shows our appreciation for you, our Members.

❖ Marketing

Free ATMs

WyHy Members have access to 25,000 fee free ATM's. Look for the CO-OP logo  or locate an ATM on WyHy's website.

Shared Branching

WyHy Members have access to over 3,200 credit union branches nationwide, with shared branching.  Locate a shared branch on WyHy's website.

Rates Are Falling

With today's rate environment, now is the time to refinance. You can now increase your buying power and get a payment that is right for you. Call WyHy today to discuss your refinance options.

Convenience & Prizes at the Teller Line:

WyHy wants to do more with your deposit or withdrawal at the teller line. Through 2009 the WyHy tellers will be working diligently to add convenience to your busy life by offering members simple solutions to spend less time in line and more time doing the things you want. In addition to putting more time in your day, WyHy will hold regular drawings for members to win a GPS, gas card, gift baskets, and more. How do qualify for these drawings? Ask a WyHy teller!

WyHy Scholarship

Apply for one of two \$1500 scholarships awarded to graduating high school students, or any member who is planning to attend college full time for the fall 2009 semester. Applicants must have been a member of WyHy Federal Credit Union for at least one year and plan to attend a Wyoming accredited college, technical school, or university. [Applications](#) can be found on www.WyHy.org, or an application can be mailed to you by contacting a WyHy representative at 1-800-442-2392. Please mail all completed applications and materials to:

Scholarship Committee
P.O. Box 20050
Cheyenne, WY 82003

The deadline for all applications is April 30, 2009

❖ Alerts

Debit Card Compromise

On January 20, 2009 WyHy was made aware that Heartland Payment Systems (third-party processor) had a breach in its processing systems in 2008. The breach exposed an undetermined number of consumers who use debit and credit cards to potential fraud. Heartland confirmed that card numbers, expiration dates, and some cardholder names were in fact compromised in this breach. Heartland processes payments for more than 250,000 businesses.

WyHy has received five notifications from Visa USA regarding this compromise; there were 2,109 WyHy debit cardholders who were listed on the five notifications. Letters were mailed to only the members who were affected and were given instructions to notify or come in to the Credit Union to have their debit card destroyed and receive a replacement card. The Credit Union's policy for this type of notification is to block our member's card to protect them and the Credit Union from any possible use of their card number in the future. Typically, banks will block the card and then send their customer a letter stating the card was blocked and that a new card will be mailed to them. This takes anywhere from 12 – 14 days. WyHy has been able to utilize the Instant Card Issue machine in both Service Centers to allow our members to have a new debit card ready for use immediately upon their departure from the Credit Union. As of February 27, 2009, the Cheyenne Service Center has instant issued 1,379 debit cards and the Casper Service Center has instant issued 1,087 debit cards.

Phone Call Scams

WyHy Federal Credit Union members are sometimes the targets of fraud, and you should know that we take any fraudulent attempt to collect your personal information very seriously. Recently, some WyHy Federal Credit Union members have received phone calls asking them for personal information regarding their debit card. Please **DO NOT** respond or give out any of your personal account information.

Please remember that WyHy Federal Credit Union representatives will **NEVER** initiate contact with you by e-mail, text message or phone to collect or verify personal account information, such as account numbers, passwords or personal identification numbers (PINs). WyHy FCU continuously works to protect your personal account information. If you think you have been a victim of a scam, or to report a suspicious e-mail, text message or phone call that you think may be fraudulent, please contact WyHy FCU at 307-638-4200 or 307-234-2373 or 800.442.2392.

❖ Supervisory Committee

If you have any unresolved errors or problems on any statement of account you have received, please contact us in writing at:

WyHy Supervisory Committee
P.O. Box 2344
Cheyenne, WY 82003-2344
Or at
[**supervisorycommittee@WyHy.org**](mailto:supervisorycommittee@WyHy.org)