

Dear Member,

It gives me great pleasure to announce to you our plans to renovate our Financial Center and Corporate Headquarters Building at 601 Williams Boulevard in Richland. Our building was “state-of-the-art” in 1978 when we had a staff of 22 and 18,000 members. Today, with a staff of 230 people and over 82,000 members it’s time to “remodel” and we’re excited to tell you about it.

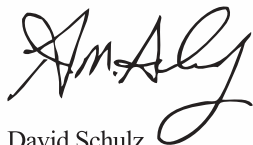
We looked at many different options including moving to a new location outside the city of Richland. Ultimately, we felt it was extremely important to stay at our landmark location. We’ve served our members well, right here, for 32 years and we will continue to do so in the future. So, what does this renovation mean to you, our members?

The branch will remain open during its normal business hours throughout the entire renovation. If you’ve ever remodeled a home you know there is always some dust, a little disorganization and not everything is always in its place during that time. We expect this to be the case in our renovation as well. In spite of this, we are taking great pains to continue to provide uninterrupted service to our members. We think it’s going to go pretty smoothly but please keep in mind we are going to be “under construction”. Your patience, as always, will be appreciated.

We are certain you’re going to like the new branch look. Construction will start in June and is expected to be done in September. The building itself will be done in phases lasting about one year. As a member, the most noticeable change you will see is a much more efficient floor plan. We’ll be getting away from the split-function branch and moving all of our services over to one side with the Tellers. Private offices for our Financial Service Specialists will give our members greater privacy when conducting other business. We’ll have a new main building reception area and a walk-up ATM along with a comfortable waiting area with coffee bar and fireplace. Outside the building, we’ll be making some changes there too. Once completed, the new building is expected to meet our growth for the next 25 years.

I invite you to follow the progress of the renovation project on our website at www.hapo.org. We will do our very best to minimize any impact on our members during construction and look forward to serving you in our new branch.

Sincerely,



David Schulz
President & CEO
HAPO Community Credit Union