



IT'S NOT JUST
A CONFERENCE,
IT'S AN ENERGIZING
EXPERIENCE!

HONOR THE PAST. MANAGE THE PRESENT. CREATE THE FUTURE.

SEPTEMBER 29 - OCTOBER 2, 2003 • RENO HILTON • RENO, NEVADA

The CUNA Symposium with a new name and an exciting new twist.



ATTEND CUNA'S FUTURE FORUM AND... GET INSPIRE

YOU MAY LEAVE WITH MORE
QUESTIONS THAN WHEN YOU
CAME...BUT WE THINK THAT'S
A GOOD THING!



A special message from Dan Mica,
CUNA & Affiliates President/CEO

WHY EMPHASIZE THE FUTURE?

It's a fact of business life. Your credit union's success depends on the abilities of management and staff to prepare for the future. That need for preparation is the focus of CUNA's Future Forum.

WHY A FORUM?

It's not just a conference, it's a voicing of ideas... a venue for discussion...and a platform for exploring new directions. The Forum's unique mix of workshops and interactive sessions will be an **energizing** experience.

WHY NOW?

An uncertain economy and competitive challenges demand leadership that's positive and confident in its abilities to direct credit unions full speed ahead. CUNA's Future Forum will provide the foundations for that leadership.



CUNA & Affiliates
A Member of the Credit Union System

**Credit Union
National Association, Inc.**

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Washington, DC
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14140 Main Street
Ft. Worth, TX
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Telephone
800.237.4000

Web Site
www.cuna.org

Dear Credit Union Leader:

I want to personally encourage you to attend the CUNA Future Forum, our dramatically redesigned and renamed former Symposium. The CUNA Future Forum will place a premium on helping you develop effective business strategies for managing the present and creating future successes.

As you look through the pages of this brochure, I think you'll agree that this is more than just a name change. It's a completely new conference experience.

We recognize how valuable your time is. With that in mind, our instructional design team is working to bring you a forward-looking conference that makes greater use of interactive sessions and opportunities for you to share your views and opinions. This event now features the kind of innovative programming, idea sharing, and expertise that you've told us you want and need.

As you can see, we are very excited about this new event and we think you will be too. See you in Reno!

Sincerely,

Daniel A. Mica
President/CEO
CUNA & Affiliates



SEPTEMBER 29 - OCTOBER 2, 2003 •

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EVERYONE SHOULD ATTEND. HERE'S HOW.

The Future Forum has sessions dedicated to senior management, and directors, but there's something for everyone. CEOs, directors, volunteers, marketers, lenders, and technology and operations staff will find exciting learning opportunities at Future Forum.

CALL TOLL FREE
800-356-9655, ext. 5700

ONLINE
training.cuna.org

E-MAIL
futureforum@cuna.com

FAX (608) 231-4327

MAIL
see registration form on page 15

8 WAYS TO GET CONNECTED AND ENERGIZED

- 1 IDENTIFY WITH ENERGIZING KEYNOTERS** including Marcus Buckingham, author of *First, Break All the Rules* and *Now, Discover Your Strengths*, and Kevin Carroll, "Katalyst" and director of leadership communication for Nike.
- 2 CUSTOMIZE YOUR AGENDA** with educational sessions by topic area. Breakout sessions in lending, executive development, technology, and director/volunteer concerns are arranged so that you can tailor your experience.
- 3 SPEAK YOUR MIND** at the CU Sound Off — a highly interactive and thought-provoking forum of credit union decision makers, potential consumers, and members.
- 4 EXPLORE THE CU MARKETPLACE** featuring a full-functioning credit union of the future and more than 150 exhibitors displaying the latest in products and services.
- 5 EXPERIENCE HANDS-ON** "creation stations" in the Marketplace. They provide you with hands-on experiences unlike any other exhibit hall you have attended in the past.
- 6 JOIN THE XTREME TEAM** for an exhilarating experience you won't forget. It's a life-changing event!
- 7 THINK LOCALLY AT** regional meetings that offer networking and idea-sharing opportunities to help you discover innovative ideas from your peers.
- 8 BRING THE FAMILY** and make this a family event with tours and events designed for guests. Kiddie Corp will entertain the younger set with fun-filled activities.

RENO HILTON • RENO, NEVADA

EXHILARATING SESSIONS WILL STRE HEADLINERS BEYON



Future Forum's "Man on the Streets"

Taylor Mason

Taylor Mason is a gifted artist with a truckload of talent and an array of foam rubber friends who take nothing, including each other, seriously. Together the group puts on a "one-man show" that won the Star Search Comedy "Grand Prize" of \$100,000. Taylor's combination of comedy, music, and ventriloquism make him the most entertaining and exciting emcee you will ever see at a credit union conference. He will be the conference weaver and "man on the streets" making sure everyone's voice is heard.

A Living History

David Landis
(a.k.a. Senator
George Norris)

Tuesday
Sept. 30
11:00 - Noon

Take a walk back in time in this unique keynote session. Landis will provide a humorous and thought-provoking rendition of the life of former U.S. Senator George Norris — the famous Senator who was instrumental in the signing of the Federal CU Act of 1934.



Building A Strength- Based Organization

Marcus Buckingham
Senior Consultant—The Gallup Organization

Tuesday, Sept. 30, 9:45 - 11:00

Get ready for a dynamic insight into the intricacies associated with getting the most out of your employees. Marcus Buckingham is an author and senior consultant with the Gallup Organization. Buckingham has spent the last 10 years focusing on how to find, harness the talent of, and retain the most valued employees.

Buckingham's presentation takes the key points of his books, *First, Break All the Rules: What the World's Greatest Managers Do Differently* and *Now, Discover Your Strengths*, combined with plenty of great examples from a variety of organizations, to show you how to become a great manager. He challenges conventional wisdom and shows the link between employee opinions and productivity, profit, customer satisfaction, and the rate of turnover.

Buckingham will share the "whys" behind this radical new concept and also talk about his ideas on interviewing talent, how to develop a performance management routine, and how to get the best performance from talented employees. Great managers know that people are for the most part not going to change. Therefore, the key is harnessing the talents that are there — not trying to make someone be something they are not.



STRETCH YOUR IMAGINATION BEYOND THE ORDINARY



CU Sound Off

An Open Forum Discussion

Wednesday, Oct. 1, 10:30 - Noon

You can either change or become a "splat" on the road. Moderator and well known credit union enthusiast, Patrick Adams will lead this highly interactive, provocative discussion featuring credit union leaders, potential consumers, and members. You'll have the opportunity to discuss current issues and question the panel of industry experts.

Creativity JAM Session

Mari Pat Varga and Johnse Holt
Creative Communications Programs

Tuesday, Sept. 30, 3:45 - 5:00

Bang on drums, laugh, play, and learn! Here's an interactive experience using music as a metaphor to discover ways to manage change, build teams, and enhance creativity. And you'll learn the four key principles in creating a work environment where communication and diversity thrive. Get ready to Jam!



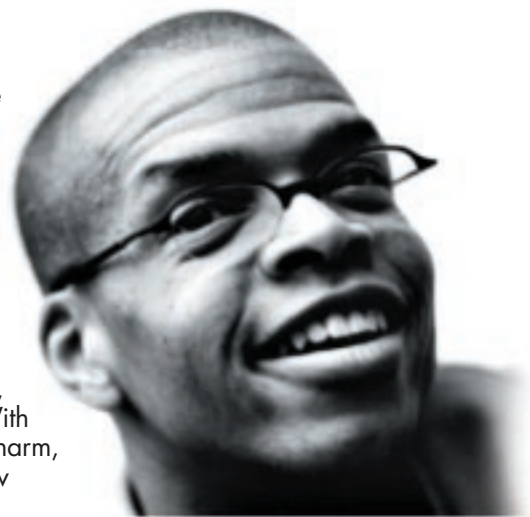
Dream BIG

Kevin Carroll
"Katalyst" for Nike

Thursday, Oct. 2
8:30 - 10:00

What makes Nike a marketing phenomenon? As Nike's "Katalyst," it's Carroll's job to nurture the company's inner spirit and provoke new thinking. He's Nike's

conscience, voice, and connector. With enthusiasm and charm, Carroll shows how to maximize your responsibilities and discover a holistic approach to developing human potential.



What You Must Do When You Get Back On Monday

Patrick Adams
Executive
Vice President
St. Louis Community CU

Thursday, Oct. 2
10:00 - 11:30

How many times have you gone to a great conference, picked up great ideas, and come back to your credit union and implemented little or nothing? Not to worry...

In this unique interactive session, Adams will help you create a "plan of action" for things you must do when you get back home on Monday.



AN AGENDA FOR THE FUTURE



SUNDAY, SEPTEMBER 28

3:00 – 6:00 pm Registration

MONDAY, SEPTEMBER 29

(Optional day — additional fees apply. Lunch on your own.)

7:00 – 6:00 pm Registration

7:45 – 3:45 pm **Optional:** Lake Tahoe Cruise and Tour (Participants and Guests)

Choose one
Preconference Workshop or join the Xtreme Team! You decide.

9:00 – 3:30 pm **Preconference Workshops**

- Advanced Business Lending and Services Roundtable
- Creating a Useable Business Plan
- A Director's Guide to Credit Union Financials, ALM, and the Economy

OR Join the Xtreme Team!
 9:00 – 3:00 pm **Xtreme Team Learning Sessions** (limit 32)**

4:00 – 5:00 pm **Special CU Marketplace Preview Reception for CEOs and Board Chairs**

5:00 – 7:00 pm **CU Marketplace Grand Opening**

TUESDAY, SEPTEMBER 30

6:00 – 7:30 am **Xtreme Team****

7:00 – 5:30 pm Registration

7:30 – 9:30 am Continental Breakfast in CU Marketplace

9:00 – 4:00 pm Guest Tour — Carson City and Virginia City

9:30 – 9:45 am Opening Welcome

9:45 – 11:00 am **Building a Strength-Based Organization**

11:00 – Noon **A Living History**

Noon – 2:00 pm Networking Lunch in CU Marketplace

2:15 – 3:30 pm **Customized Learning Options (choose one)**

- Executive Performance-Based Compensation
- Lessons in Leadership — Learn from the Links (limit 36)***
- Managing in Turbulent Economic Times
- Let's Get Down to Small Business
- Members Today and Tomorrow

3:45 – 5:00 pm **Creativity Jam Session**

5:00 – 7:00 pm **CU Marketplace Reception**

7:30 – 10:00 pm **National Credit Union Foundation Bowling Event***

8:30 – 10:00 pm **Xtreme Team****

WEDNESDAY, OCTOBER 1

6:00 – 7:30 am **Xtreme Team****

7:00 – 5:00 pm Registration

7:30 – 8:30 am Continental Breakfast

Starts 9:00 am Guest Tours — Reno Artouring or Lake Tahoe Luncheon Cruise

8:30 – 10:00 am **CUNA Annual Meeting**

10:30 – Noon **CU Sound Off**

Noon – 1:00 pm Lunch on Your Own

1:00 – 2:00 pm Dessert Social & Regional Meetings

Breakout Sessions:

2:15 – 5:15 pm **Leadership Risk for Organizational Reward**

OR choose from these sessions:

2:15 – 3:30 pm **Customized Learning Options (choose one)**

- Credit Unions Under Attack
- Emerging Trends in the Workplace
- Governance: Life after Enron
- Lessons in Leadership — Learn From the Links*** (limit 36)
- Marketing: What You Need to Know to Grow

3:45 – 5:00 pm **Customized Learning Options (choose one)**

- To Fee or Not to Fee: Alternative Revenue Sources
- Technology Trends in 2004
- The Language of Creativity
- Your Members Under Attack: Identity Theft

7:30 – 10:30 pm **Future Forum Extravaganza**

THURSDAY, OCTOBER 2

8:00 – Noon Registration

8:30 – 10:00 am **Dream Big**

10:00 – 11:30 am **10 Things You Must Do When You Get Back on Monday**

11:30 – Noon **Closing Comments/Adjournment**

* Additional registration is required. More information will be sent after you register.

** Xtreme Team events are only for those registered for Monday's Xtreme learning session.

*** Participants must register for Future Forum online and preregister for this session. Space is limited, so register early to take part in Lessons in Leadership.

2003/2004 E-Scan Series

PRECONFERENCE WORKSHOPS



Jump start your learning experience!

Challenge your mind, body, and soul with one of these thought-provoking preconference workshops! Each focuses on a unique aspect of credit union operations. To register, indicate your selection on the registration form and include the additional fee for your preconference selection. Sign up early! These workshops fill up quickly.

MONDAY, SEPTEMBER 29

7:00 am Registration

9:00 – 3:30 pm Choose one of these preconference workshops:

- **Advanced Business Lending and Services Roundtable**

This workshop is designed for credit unions experienced in the areas of small business lending and business services. Representatives from SBA, NCUA, and CUNA will discuss the latest trends and regulations associated with serving small businesses. A panel discussion and roundtable forum will follow, featuring panelists and presentations from some of the leading credit unions in the small business services arena.

- **Creating a Useable Business Plan**

Join the CUNA Councils' executive committee members for the most fun you'll ever have talking about business plans. Traditional business plans tend to be written within functional silos. Only when everyone within an organization, regardless of their functional responsibility, understands the main business strategies will a business plan be useful. You'll prepare a business plan to take back and use at your credit union. This session will also serve as an outline for understanding and integrating the remainder of Future Forum to match the needs of your organization.

- **A Director's Guide to Credit Union Financials, ALM, and the Economy**

CUNA economists, Mike Schenk and Steve Rick will lead this interactive workshop, focusing on the key financial components that all board members should be savvy on — credit union financial statements, asset liability management, and the economy. Your workshop leaders will walk you through key financial ratios, the balance sheet, and the income statement. Following the session on financials, you'll learn about the key components of asset liability management. You'll also discover the impact the economy has on your individual credit union.

- **Xtreme Team**

Register if you dare! Only the first 32 registrants will discover what this "extreme" experience session is all about! This is your opportunity to participate in hair-raising, spine-tingling, high-velocity, action-packed sessions that will challenge your mind, body, and soul. If you are ready to be inspired and committed to thinking outside the box, the Xtreme Team is for you. In addition to this full-day experience, activities will be held several times each day during Future Forum, in the morning, late afternoon, and evening. Participation in every extreme activity is a requirement. If you're up to the challenge, reserve your spot today.

4:00 – 5:00 pm Special CU Marketplace Preview Reception for CEOs and Board Chairs

5:00 – 7:00 pm CU Marketplace Grand Opening

**Future Forum
Xtreme
TEAM**

CUSTOMIZE YOUR LEARNING OPTIONS DISCOVER NEW STRATEGI

TUESDAY, SEPTEMBER 30 • 2:15-3:30 PM



2003/04 E-SCAN SERIES

Brought to you by CUNA Center for Research & Advice.

Each participant will receive the 2003-2004 *Credit Union Environmental Scan* — a \$65 value! Solid insights into consumer behavior, demographics, marketing, economics, the competition, technology, delivery channels, financial services, human resources, legislation, and regulation make this planning tool indispensable.

This sought after research tool plays a vital role in your credit union's strategic planning process. But that's not all. In addition to your complimentary copy, you'll have the opportunity to learn from industry experts in six key issue areas identified in E-Scan. These special Future Forum breakout sessions give you greater insight into the issues that affect your credit union and help you better prepare for future planning.



Executive Performance-Based Compensation

Do your executives find their jobs truly rewarding?

Find out how a performance-based compensation plan — one that ties compensation to strategy, goals, and performance — can work to motivate executive staff. You'll learn how to include the right ingredients in a contract to make sure it's beneficial to both parties. Learn how performance-based compensation can strengthen the board's relationship with the CEO.

Lessons in Leadership – Learn from the Links

(Limit 36)

Brought to you by CUNA Center for Executive Education.

Join us for an “outside the box” learning experience.

See how the attitudes, preparation, and fundamentals practiced by expert golfers can help you unlock your leadership potential. Brad Brewer, president of the Arnold Palmer Golf Academy, will help you tee up your leadership skills while you improve your swing. *(This session repeats on Wednesday.)*

Participants must register for Future Forum online and preregister for this session. Space is limited, so register early!

Managing in Turbulent Economic Times



Need advice for coping with these turbulent economic times? Get the outlook on the economic and financial environment and find out more about asset/liability management (ALM) strategies, the credit union outlook for loans and savings, investment portfolios, and emerging financial trends. Gain insights from CUNA's publication, *2003/2004 Credit Union Environmental Scan*.

Members Today and Tomorrow



You're about to jump into your current and future members' minds.

Get a look at the demographic trends for credit union members and the U.S. population overall. Prepare for the future by learning about attitudes toward the use of financial services, demographic trends, generational characteristics, and emerging markets for financial services. Gain insights from CUNA's publication, *2003/2004 Credit Union Environmental Scan*.

Let's Get Down to Small Business

So you're thinking about getting your credit union involved in serving small businesses. Where do you start? What are the considerations? Is your credit union prepared? If you're considering offering small business services or want to learn more about what it takes to compete, this session is for you.

TO YOUR NEEDS ES AT THESE SESSIONS



WEDNESDAY, OCTOBER 1 • 2:15-5:15 PM

Leadership Risk for Organizational Reward

You may not be in a formal leadership role, you may be just starting on your journey toward leadership, or you may already occupy a position of leadership. The risk of leadership is required no matter how you see yourself.

Credit unions in today's turbulent business climate require individuals to step forward and take on the risk of leadership. Leadership always involves risk, whether it's taking the risk to inspire others toward a vision, or taking the risk to face the brutal facts of organizational survival.

Join us for this special three-hour session, and don't expect to be in your seat for a moment. You'll be challenged to step out of your comfort zone and explore your risk zone — physically, emotionally, and intellectually. You'll assess your own leadership action to risk-taking ratio. Is it enough for the challenges your credit union is facing? Is it enough to take the credit union movement forward as an innovative alternative in the financial services marketplace?

Choose either the above session or one from each of the afternoon sessions.

WEDNESDAY, OCTOBER 1 • 2:15-3:30 PM

Credit Unions Under Attack

They'rrrrre baaaaack...The bankers are at it again. Will we all be called upon to defend credit unions against taxation and teach legislators about credit unions? During this lively discussion, you'll learn what you and your credit union can do to thwart bankers' attacks nationwide.

Emerging Trends in the Workplace

Rising health care costs and an increased focus on safety and security are sure to top the list of HR-related issues in the coming year. We'll discuss emerging trends in human resource management and workplace dynamics. Gain insights from CUNA's publication, *2003/2004 Credit Union Environmental Scan*.

Governance: Life after Enron


With a post Enron environment, new SEC rulings, the Sarbanes/Oxley Act, and risk-focused examinations, there are lessons you need to learn about organizational governance. What is governance? Who should be included in your governance model? What are the checks and balances you should have in place? You'll learn guidelines to strengthen your governance model and process.

Lessons in Leadership — Learn from the Links

(Repeated from Tuesday 2:15-3:30 session.)

Marketing: What You Need to Know to Grow

The marketing big picture is worth much more than a thousand words. It's priceless information that will take you places. We'll present research on marketing, pricing, and promotion, and the competitive financial services environment. Discover more about customer (member) relationship management, branding, credit union differentiators, relationship pricing, segmentation strategies, profitability analysis, member satisfaction, member education, and emerging strategies for attracting and retaining credit union members. Gain insights from CUNA's publication, *2003/2004 Credit Union Environmental Scan*.

 2003/2004 E-Scan Series Sessions

Sessions are continued on next page.



DISCOVER NEW STRATEGIES AT THESE SESSIONS

Future Forum learning sessions continued.

WEDNESDAY, OCTOBER 1 • 3:45-5:00 PM

The Language of Creativity: Imagine the Possibilities

Whether working with a creative team or taking on new projects, we often find ourselves in need of new skills and the ability to communicate in new ways. Kevin Carroll shares lessons he learned from his years at Nike — where the athletic world intersects with advertising geniuses and nuts-and-bolts business executives. He'll demonstrate how to link creativity, imagination, and communication to help you and your credit union grow.

Technology Trends in 2004



We speak your language and know the interests you have at stake. How will payment systems evolve over the coming years? What are the trends in technology and the channels for delivering financial services? Gain insights from CUNA's publication, *2003/2004 Credit Union Environmental Scan*.



2003/2004 E-Scan Series Sessions

To Fee or Not to Fee: Alternative Revenue Sources



In today's economic environment, credit unions are forced to look for alternative revenue sources. You'll learn the latest on credit card enhancements, lending, and savings products. Learn what the research tells us about the financial products and services that credit unions offer. Gain insights from CUNA's publication, *2003/2004 Credit Union Environmental Scan*.

Your Members Under Attack: Identity Theft

Although an estimated 700,000 U.S. consumers became victims of identity theft last year, many financial institutions are just waking up to the threat. Learn how to develop an information security program for your organization. Know about swindles used to obtain information from financial institutions. Avoid losses by asking the right questions when opening new accounts. Learn what you can do to help members recover from this devastating experience.

CU M

Discover What It's an Exhi

It's an interactive, action-

- New experiences each day
- More than 150 exhibitors provide solutions to the challenges you face

CU Branch of the Future

Designed to educate and inspire, this fully functional glimpse into the future will offer interactive, "hands-on" displays and demos featuring the products and services members will find in tomorrow's most successful credit unions.



Marketplace

's New... bit Hall unlike any other.

packed venue you won't want to miss.

- CU Branch of the Future will educate and inspire
- Creation stations offer "hands-on" learning options

Creation Stations

With the help of onsite experts, you can try your hand at a variety of interactive stations and learn a new skill.

GOLF SWING ANALYSIS

Back by popular demand! Have your golf swing analyzed by the professionals from the Arnold Palmer Golf Academy. See how your swing compares to the pros.



ROCK WALL

At the rock wall creation station, you'll become engaged in a powerful growth opportunity in goal-setting and coaching skills. Climbers can experience tremendous bursts of growth and excitement regardless of how high they actually climb. Participants will learn valuable tips to fine-tune their coaching skills.

FAMILY WEB SITE

Have you always wanted to set up your own family web site? Stop in at our web site creation station, and learn just that! You'll have the opportunity to create a simple web site that you and your family can enjoy at the conference and beyond.



MAKE YOUR TRIP TO FUTURE FORUM A FA



Brought to you by Googolplex and CUNA Center for Personal Finance.

The "Kiddie Corp" program will ensure your children from ages 5-12 (Kindergarten-6th grade) are entertained and well cared for, so you can enjoy your conference experience. There will be a variety of activities sure to surprise and delight your children. Some of the activities offered:

- Arts and crafts
- Board games
- Group games
- Music and movement
- Financial education — Googolplex
- Circle time
- Story time
- Active play
- Nutritious food and beverages



Kiddie Corp will be open Tuesday through Thursday noon (2½ day program).

Call 800-356-9655, ext. 5700 for more information on Kiddie Corp.



TOUR TAHOE...RIDE A TRAIN

Nevada's rich natural and cultural resources

While you're attending sessions, your guests will have ample opportunity to choose their own conference highlights.

MONDAY, SEPTEMBER 29, 2003

Optional Tour: **Lake Tahoe Breakfast Cruise;** **Tahoe City and** **Truckee City Tour**

7:45 am – 3:45 pm
This tour is for attendees and guests: \$89



Tour Lake Tahoe; south to the beautiful Washoe Valley; into Carson City, Nevada's state capital; and up Spooner Summit to Zephyr Cove Beach. At the beach you will board the M.S. Dixie II Paddlewheeler to enjoy a delightful combination of sightseeing, cruising, and a bountiful array of hot and cold breakfast favorites. At the conclusion of the tour, guests will travel to east shore's Tahoe City, where you will have time to shop and explore. Then it's on to historic Truckee City for more shopping at the quaint shops along Main Street before you return to Reno.

TUESDAY - WEDNESDAY, SEPTEMBER 30 - OCTOBER 1, 2003

Tour and Social Events: \$349
Social Events only: \$249

TOURS and SOCIAL EVENTS INCLUDE: Two days of tours, including lunches, tour transportation, opening and closing receptions, admission to CU Marketplace, two continental breakfasts, one evening social event, and keynote presentations.

SOCIAL EVENTS INCLUDE: Admission to events in CU Marketplace, including Tuesday continental breakfast and lunch, Wednesday continental breakfast, keynote presentations, and Future Forum Extravaganza.

FAMILY EVENT



...CRUISE EMERALD BAY offer an array of activities for your guests.

TUESDAY, SEPTEMBER 30, 2003

Carson City & Virginia City Tour

(Part of the Tour Package for \$349)

9:00 am – 4:00 pm

This tour starts with a beautiful drive through Washoe Valley into the state capital, Carson City. You'll tour the Nevada State Museum and then it's off to Virginia City for a 25 minute ride on the famous V&T Railroad. Lunch will be served at the Delta Saloon. Spend the afternoon visiting the many museums, shops, mansions, and churches in this richly historic town.



WEDNESDAY, OCTOBER 1, 2003

Choose one of these options for Wednesday *(Part of the Tour Package for \$349)*

Reno Artouring

9:00 am – 1:00 pm

Visit several studios of the very talented artists in the Reno area. Talents include wearable art, original jewelry, weavers, public space sculpture artists, painters, print makers, textile design, watercolor and portrait painting, potters, basketry, calligraphy, and more. (Lunch is not included on this tour.)

Or

Lake Tahoe Luncheon Cruise

9:00 am – 3:00 pm

This narrated tour of Lake Tahoe will take you to Zephyr Cove Beach to board the M.S. Dixie II Paddlewheeler where you'll enjoy the lunch cruise to Emerald Bay, one of the most photographed spots in the world. You'll enjoy the Sierra Mountains and North America's largest Alpine Lake. A delightful lunch will be served while you learn of the lake's formation, recent history, and inhabitants while cruising by Vikingsholm Castle and Fannette Island.



MAKE AN EDUCATIONAL INVESTMENT IN YOUR FUTURE

Future Forum: \$795

Every 4th attendee from the same credit union registers for only \$400.

Preconference Workshops: \$249

Optional Monday Tour for Attendees and Guests: \$89

Conference Guest Program:
Tour and Social Events: \$349
Social Events only: \$249

Save \$395 with group registration

- Are you planning to send several board or staff members to Future Forum? Take advantage of the special group discount for registering four people at the same time.
- The first three attendees pay the full conference rate of \$795 each. The fourth attendee pays the discounted rate of \$400.
- All registrations must be submitted from the same credit union and at the same time. Please reference the name of the first attendee on all accompanying forms.
- This discounted rate applies only to full conference registrations and does not apply to guest participants or preconference workshops.



Each participant will receive a 2003/2004 Credit Union Environmental Scan



RENO HILTON

2500 E. Second Street
Reno, NV 89595
800-648-5080
(reservations)
(775) 789-2140 (Fax)
Room Rate \$105 sgl/dbl*

**HOTEL CUT-OFF DATE:
AUGUST 29, 2003**

Housed in the shadow of the snow-capped Sierra Nevada Mountains, the Reno Hilton has become northern Nevada's most complete destination resort. A stay in one of the hotel's 2,000 rooms offers access to premiere restaurants, headline entertainment, family-friendly activities, and endless recreation. And, of course, there is also 115,000 square feet of heart-pounding casino action 24-hours a day.



** Hotel rates and availability are on a first-come, first-served basis and cannot be guaranteed, so make your reservations early.*

TRAVEL ARRANGEMENTS:

United Airlines is the "official airline" for CUNA's programs. Call United's specialized meetings reservation center at 800-521-4041 to make your airline reservations. Please reference ID#553SF.

CANCELLATIONS & REFUNDS

Cancellation and refund requests received before September 5, 2003 must be in writing (or faxed to (608) 231-4327) and are subject to a \$200 service charge. No refunds will be granted if your cancellation is received after September 5, 2003. Substitutions are accepted anytime prior to the start of the program at no additional cost. Simply fax in an updated registration form, listing the new participant and whom they will be replacing.

THREE EASY WAYS TO REGISTER



1. Register online at training.cuna.org with your VISA or MasterCard.



2. Complete the form at right and mail with a check payable to:
Credit Union National Association, Inc.
P.O. Box 78546
Milwaukee, WI 53278-0546



3. Copy the following form and fax it with your credit card number to (608) 231-4327.

Payment must accompany registration.

Questions?

E-mail us at futureforum@cuna.com.

CPE CREDITS

CUNA & Affiliates is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN, 37219-2417. Telephone: (615) 880-4200. Web site: www.nasba.org.



CPE Credits: You can earn 21 CPE credit hours for the CUNA Future Forum and 7 CPE credit hours for a preconference workshop. No advance preparation is required.



REGISTRATION AND HOTEL DEADLINE IS AUGUST 29, 2003

2003 CUNA FUTURE FORUM
SEPTEMBER 29 - OCTOBER 2 • RENO, NEVADA

REGISTRATION FORM

Please photocopy for additional registrants. Please print all information.

Attendee name _____

Name (As preferred on badge) _____

Title _____

Check one CU Staff CU Director League Staff League Director Other

PLEASE NOTE: Those leagues or organizations registering attendees (e.g., directors) must provide the attendee's CU name and CU address.

CU name _____

CU mailing address _____

City _____ State _____ Zip _____

CU phone number (_____) _____

CU fax number (_____) _____

E-mail (required) _____

(Important confirmation information and program information will be sent electronically.)

FOR DIRECTORS AND VOLUNTEERS ONLY:

(Provide the following if you want program information mailed to your home address.)

Home mailing address _____

City _____ State _____ Zip _____

Home phone number (_____) _____

In case of emergency, please contact:

Day contact name _____

Day phone (_____) _____

Night contact name _____

Night phone (_____) _____

Check here if you have a disability that requires special services.

Check here if you have attended the CUNA Symposium in the past. Yes No

CPE CREDITS

Check here if you are interested in receiving CPE credits.

GUEST INFORMATION

Will you have a guest participating in the conference in either the social or tours program?

Yes No

If yes, guest confirmation will be sent to this address:

Guest full name (As preferred on badge — only if attending conference) _____

Guest mailing address Home CU _____

Street _____

City _____ State _____ Zip _____

E-mail (required) _____

(Important confirmation information and program information will be sent electronically.)

If CUNA requires more information, whom may we contact?

This will help us in processing your registration more quickly.

Name _____

Phone (_____) _____

Fax (_____) _____

E-mail _____

CUNA/LEAGUE AFFILIATED?

Yes No (Please note: Affiliation with CUNA/League is required for attendance, but limited exceptions may apply. Please contact CUNA prior to making travel arrangements to confirm eligibility.)

FUTURE FORUM PAYMENTS AND FEES

(Payment is required at time of registration.)

FULL REGISTRATION (CFFN03) \$795

GROUP REGISTRATION INFORMATION

(All attendees must fill out registration forms and be from the same credit union. To qualify for reduced rates, send all registration forms together.)

1ST, 2ND and 3RD attendees \$795

4TH attendee..... \$400

5TH, 6TH and 7TH attendees..... \$795

8TH attendee..... \$400

Name of 1ST attendee _____

PRECONFERENCE WORKSHOPS, September 29 (Select only one)

Advanced Business Lending and Services Roundtable..... \$249

Creating a Useable Business Plan \$249

A Director's Guide to Credit Union Financials, ALM, and the Economy \$249

Xtreme Team Learning Sessions (limit 32) \$249

GUEST PROGRAM (CFSNV03)

Tours and Social Events..... \$349

Social Events Only..... \$249

NEW! OPTIONAL TOUR FOR ATTENDEES AND GUESTS

Lake Tahoe Tour (Monday, September 29)

Number attending _____ X \$89 per person = Total _____

NEW! KIDDIE CORP PROGRAM (For children ages 5-12)

(Must register children by August 1, 2003)

Send me more information on the Kiddie Corp Program. (Additional fees will apply.)

METHOD OF PAYMENT/CREDIT CARD AUTHORIZATION

TOTAL REGISTRATION AMOUNT \$ _____

Make payment to: Credit Union National Association, Inc.

Mail your registration and payment to:

Credit Union National Association, Inc.
P.O. Box 78546
Milwaukee, WI 53278-0546

OR Fax credit card registration to
(608) 231-4327

CREDIT CARD AUTHORIZATION

CUNA & Affiliates is authorized to charge \$ _____

to my VISA MasterCard

Credit card number _____ / _____ / _____ / _____

Expiration date _____

Print name (As it appears on card) _____

Signature _____

(Required to process your charge)

For office use only:					
Customer #	_____	_____	_____	_____	_____
Parent #	_____	_____	_____	_____	_____
Order #	_____	_____	_____	_____	_____
Authorization	_____	_____	_____	_____	_____
Confirm date	_____	_____	_____	_____	_____
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**Credit Union
National Association, Inc.**

CUNA & Affiliates

www.cuna.org

A Member of the Credit Union System

P.O. Box 431
Madison, WI
53701-0431

PLEASE ROUTE TO:

- PRESIDENT/CEO
 - VICE PRESIDENT
 - BOARD OF DIRECTORS
 - COO/CFO
 - OTHER
-



CUSTOMIZE YOUR SCHEDULE

**Log on and create your own customized schedule for
CUNA's Future Forum.**

**Don't miss out on the sessions you most want to be part of.
Select your breakout sessions and print out a customized
agenda before you arrive.**

**Log on to training.cuna.org, choose "CUNA Future Forum"
and click on the customized agenda button.**

QUESTIONS? NEED MORE INFORMATION?



**Call Monday - Friday
8:00 AM - 5:00 PM CDT
at 800-356-9655, ext. 5700.**

Fax to (608) 231-4327.



E-mail to futureforum@cuna.com.



**Have another brochure faxed to
you by calling 800-520-7899 and
requesting document #4310.**