

LUBBOCK TEACHERS FEDERAL CREDIT UNION
Statement of Commitment to Members

I. Service to Members

It is our goal to provide a diverse variety of products and services to meet the individual economic needs of our members. We strive to provide prompt and accurate service for our members and to develop a personal relationship with each member. Our goal is to be on a first name basis with as many of our members as possible.

II. Member Education

We are dedicated to educating and counseling our members in sound financial practices. Our loan officers are trained to offer advice and financial direction for our members as needed. The credit union has several resources for financial education available for its members.

III. Involvement/Governance

The credit union observes democratic principles. Our members are the owners of the credit union and the members nominate and elect the board of directors that manage the credit union. The credit union encourages participation from all its members.

IV. Diversity

The credit union believes in diversity and our policies and procedures are written in such a way as to create an equitable and fair environment for all members.

V. Commitment to the Credit Union Movement

The credit union will continue to provide the unique financial environment: a member/owner financial cooperative.

VI. Public Service/Corporate Citizenship

The credit union will be active in the community we serve and we will continue to promote member/owner participation in the community.