

MBU Employees Federal Credit Union Statement of Commitment to Members

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The MBU Employees Federal Credit Union's sole purpose is to serve the financial needs of our members. As a member-owned, not-for-profit financial cooperative, we are committed to our members. We will encourage and promote the philosophy that credit unions were founded on, "People Helping People". We will uphold our fundamental responsibility to actively serve people within our field of membership, and as appropriate, the communities they live in. We will treat all members with respect and dignity and we will offer honest and fair treatment to all members at all times. We will deliver a range of low cost products and services to the diverse economic and social makeup of our members and potential members. We will look for better ways to reach out to the un- or underserved in our field of membership. And we will continually, in all facets of operations, demonstrate the value of membership in MBU Employees Federal Credit Union.

We will continue to monitor and communicate our services to members in a meaningful way so that members, potential members, legislators, regulators, and the community at large will understand and appreciate the unique role that member-owned financial cooperatives play in their lives.

Throughout MBU Employees Federal Credit Union's strategic plan, we will continue to put forth every effort to enable our members to become financially self-sufficient and successful. We will continue to place high importance on consumer education and the teaching of financial thrift.

The Statement of Commitment to Members and Society is consistent with our credit union principles of "Not For Profit, Not For Charity, But For Service". This statement represents good business practices that ensure the financial strength of our credit union on behalf of our members.

The mission of MBU Employees Federal Credit Union is to provide a variety of the highest quality financial services to its members and their families.

Section 1 – Services to Members

MBU Employees Federal Credit Union offers a wide range of services designed to improve economic and social well being of our members.

Current Services:

- Savings Account
- Share Certificates
- Checking Accounts
- Christmas Club
- Vacation Club
- Term Share Certificates
- Share IRA
- Share Certificates
- Drive Through Window
- Overdraft Protection
- Visa Credit Cards
- Internet Home Banking
- Voice Response System
- Life Savings Insurance
- Loan Protection Insurance
- Direct Deposit
- Payroll Deduction
- Travelers Checks
- Financial Planning Services
- New and Used Automobile Loans
- New and Used Boat Loans
- New and Used Recreational Vehicle Loans
- New and Used Motorcycle Loans
- Farm Equipment Loans
- Home Equity Loans
- Mortgage Loans
- Unsecured Loans
- Share Secured Loans
- Financial Planning Services
- Accidental Death and Dismemberment Insurance
- Website
- Online Check Reorders
- Online Loan Application

The credit union offers loan promotions throughout the year, including new and used auto loans at low interest rates, specials on boat loans, recreational vehicles, motorcycles and farm equipment. Promotions for the VISA card are ongoing. MBU strives to meet and exceed the loan needs of our members.

New Services Planned:

MBU credit union will continue to investigate alternative ways to increase loan products/services at reasonable rates. The credit union is dedicated to developing the products/services that will continue to meet the ever-changing needs of our members.

The credit union is in the process of implementing a debit card program that will be available to the membership in July 2003. This program will allow members access to their share draft accounts anywhere VISA is accepted.

The investigation into Online Bill Payment and Presentment will be conducted and the program could be available to the membership by the end of 2003.

Section II – Member Education

MBU Employees Federal Credit Union is committed to member education and social responsibility. We provide financial education to members and potential members to enhance their lives as well as promote credit union uniqueness, philosophy and values.

Newsletters – quarterly newsletter containing valuable educational articles informing members of our current promotions, our product/services, and our uniqueness and philosophy.

Website – offering members convenience and information about the credit union's products/services, valuable links to other services, financial calculators, and the ability for members to access their accounts.

Annual Meeting – providing members with information on the current activities of the credit union, Bylaw changes, and present outstanding employee and volunteer awards designated by members.

Brochures and Displays – outlining our products/services. These are located in the lobby and are designed to provide information to our member on current promotions.

Notices on Statements – printed on statements as informational messages about products/services and credit union activities.

Member Surveys – to review member opinion on current and potential products/services as well as ask for suggestions for improvement.

Statement Inserts – periodic inserts informing our members on products, services, and current promotions.

Other Member Education Programs Under Consideration:

1. Sponsor a summer Little League baseball team so that the credit union name will become more familiar in the community,
2. Celebrate International Credit Union Day with refreshments and door prizes to build awareness and show member appreciation,
3. Award a scholarship for a graduating senior that is a credit union member planning to major in business or finance,
4. Become a sponsor for the local American Cancer Society Relay for Life event. This disease has touched the lives of many credit union members and their families and the credit union Board feels compelled to express their concerns and support to the community.

Section III – Involvement/Governance

MBU Employees Federal Credit Union will continue to preserve the democratic principles of credit unions including demographic representation and volunteer participation on the board of directors and committees. Current programs that support involvement of credit union members are:

1. **Committee Involvement** – ongoing committees, which strongly encourage volunteer participation.
2. **Board Nominations** – multiple nominations are highly encouraged for direct positions available. The credit union actively seeks volunteers from our membership to serve on the board of directors and other committees.
3. **Supervisory Committee** – recruitment of members to serve on the Supervisory Committee. The entire committee is actively involved in reviewing credit union policies and procedures.
4. **Credit Committee** – members are elected by the membership to serve on this committee. The committee currently approves and denies all loan applications.
5. **Training** – provide training on an annual basis to all committees by the Alabama Credit Union League.
6. **Annual Policy Review** – all policies are reviewed on an annual basis.

Diversity

MBU Employees Federal Credit Union recognizes the value of demographic diversity in staff as well as in volunteers. We will strive to bring people of diverse backgrounds and experiences into leadership and other roles at the credit union.

1. **Equal Employment Opportunity** – MBU actively seeks to fill vacancies by hiring qualified candidates without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, status as a Vietnam-era veteran, or special disabled veteran or any other characteristic protected by applicable federal, state or local laws.
2. **Board Representation** – effort has been made by the board of directors to bring in committee members/board member representative of the membership.
3. **Equal Housing Lender** – all members are treated equally without regard to race, color, religion or sex.

Commitment to the Credit Union Movement

MBU Employees Federal Credit Union will work to build and strengthen its financial and in-kind resources throughout the credit union community and actively advocate the credit union difference at all levels of government and in other appropriate public forums. In addition, MBU Employees Federal Credit Union will participate in local, state and national cooperative activities with other sectors of the national cooperative movement.

Current activities that promote the credit union movement:

1. **Alabama Credit Union League member.**
2. **Credit Union National Association member.**
3. **Credit Union relationships.** Management has developed relationships with other credit unions in the area allowing sharing of ideas, help with resources and assistance as needed.
4. **Local conferences and workshops.** Management attends local conferences and workshops to ascertain applicable issues facing credit unions in our asset range and complexity.

New programs planned for the coming year:

1. **Field of Membership expansion.** The credit union may consider expanding their field of membership to include other groups in the same industry as their current sponsor.
2. **CU-Vote.** The credit union will participate in this credit union advocacy council that focus on education/communication, training, political involvement and research.
3. **International Credit Union Day.** The credit union will educate and celebrate International Credit Union Day at the credit union. Posters, balloons and refreshments will be placed in the lobby to excite the membership and create an awareness of credit philosophy and how we represent democracy in action.
4. **Sponsor a Little League baseball team.** In an effort to earn credit union name recognition and become more involved in our community, the credit union will sponsor a Little League baseball team.
5. **Scholarship.** The credit union will award a scholarship for a graduating senior that is a credit union member and intending to major in business or finance in college.
6. **American Cancer Society.** The credit union will become a sponsor for the local American Cancer Society Relay for Life event. This disease has touched the lives of many credit union members and their families. The credit union board of director's feel compelled to express their concerns and support to the community.

Section VI: Public Service / Corporate Citizenship

MBU Employees Federal Credit Union strives to be an active partner in our community. We recognize that practicing good Corporate Citizenship supports the Credit Union Philosophy of People Helping People.

1. **American Cancer Society.** The credit union donated \$500 in August for their annual relay for life event.

