



## **Arizona Central Credit Union's Mission Statement**

To provide high-quality and well-managed financial products and services through consistent and convenient consumer-focused delivery channels, resulting in long-term value for our member/owners.

### **Branch Locations & ATM Access**

- Chandler – 1805 W. Chandler Blvd.
- Flagstaff – 2521 N. West St.
- Glendale - 6901 W. Bell Rd.
- Glendale - 5552 W. Glendale Ave.
- Phoenix - Main Office, 3611 N. Black Canyon Highway
- Phoenix - Maryvale Medical Center, ATM location
- Phoenix – Phoenix Baptist Hospital, ATM location
- Scottsdale – 4110 N. Scottsdale Rd., Suite #120
- Show Low - Navapache Regional Medical Center, ATM location
- Tempe - 3350 S. Price Rd., Tempe
- Tucson - 787 S. Alvernon Way
- Tucson - 3725 W. Ina Rd., Suite #140

### **Branch/ATM changes and additions for 2003/2004:**

- Ina Road office to be relocated to new free-standing branch for added member convenience and expanded services - November 2003
- Administration and support departments to be relocated to new building to accommodate growth – Summer/Fall 2003
- New branch to open on first floor of new Main Office – Late 2003/Early 2004
- Planning for second Flagstaff Branch, which will open in 2004

### **Statement of Commitment to Members**

As a member-owned, not-for-profit financial cooperative, Arizona Central Credit Union is committed to our members. 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, fair deals to all members at all times. We will deliver a range of low cost products and services to the diverse economic and social make-up of our members and potential members. We will look for better ways to reach out to the unserved or underserved in our field of membership. And we will continually, in all facets of operations, demonstrate the value of membership in Arizona Central Credit Union.

We will monitor and communicate our service 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 Arizona Central Credit Union's strategic plan, we will put forth every effort to enable our members to become financially self-sufficient and successful. We will place high importance on consumer education and the teaching of financial thrift.

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

Arizona Central Credit Union's Statement of Commitment to Members shall consist of the following six (6) sections:

Section I: Service to Members

Section II: Member Education

Section III: Involvement/Governance

Section IV: Diversity

Section V: Commitment to the Credit Union Movement

Section VI: Public Service/Corporate Citizenship

## **Section I: Service to Members**

Arizona Central Credit Union strives to offer services designed to improve the economic and social well being of all members from all socio-economic backgrounds, including our low- and moderate-income members, and return financial value to all those who participate in our member-owned financial cooperative.

### **Current services that help improve the economic and social well being of members:**

1. Deposit Products & Services
  - a. Regular Share Savings Account – Represents each member's share/ownership in the credit union. Provides them voting rights in credit union representation on the Board of Directors.
  - b. Cookie Jar Account – Separate savings account member can use to assist in saving for future expenses such as holiday expenses, insurance premiums or a family vacation.
  - c. Money Manager Account – Tiered savings account that offers higher dividends for larger balances. CU Succeed Money Manager available for youth club members starting with minimum balances as low as \$500.
  - d. Savings Certificates – Offered in a variety of terms with minimum balances starting at \$1,000. CU Succeed Certificate available for youth club members starting with minimum balances as low as \$500.
  - e. Individual Retirement Accounts
    - i. Traditional
    - ii. Roth

iii. Coverdell Education Savings Account

- f. No-Monthly-Fee Checking Account – No monthly services fees, per check charges, or minimum balance requirements. Balances of \$500 or more earn monthly dividends.
- g. Visa® Check Card – Checking account access card for debit purchases and ATM access. Purchases and withdrawals are electronically deducted from the member's account.
- h. Direct Deposit & Payroll Deduction – Timesaving services that allow members to have payroll checks automatically deposited to their credit union accounts. With Payroll Deduction, Arizona Central's Select Employee Groups can provide a check and list of account numbers, which the credit union uses to manually post deposits to members' accounts. This assists smaller companies that are unable to offer electronic deposit services while providing members an opportunity to establish a systematic savings program.
- i. MEMBERS Financial Services – An investment program for members designed to help them protect current assets, increase net worth, and manage accumulations.

2. Consumer Loan Products

- a. Risk-based lending services
- b. New and used vehicle loans – Terms from 24 to 84 months.
- c. New and used RV, boat and camper loans
- d. Home Equity Loans – Up to 100% financing available.
- e. Mortgages through MEMBERS Mortgage Services – Special program for credit union members offering discounted real estate services, special rates for title and escrow, discounts on appraisals and credit reports, special rebates on home insurance, and a cash bonus based on the home's selling price.
- f. Bill consolidation loans – Assists members in consolidating debt into one easy-to-manage payment, often times saving the member money in interest charges through the life of the loan.
- g. Personal/Signature loans – Unsecured loans based upon the member's good credit standing.
- h. Share-secured loans – Ideal for members just starting out or needing to rebuild their credit history.
- i. Certificate-secured loans – Ideal for members just starting out or needing to rebuild their credit history.
- j. Overdraft protection – Additional credit line attached to member's checking account. Protects member from overdraft fees and acts as an emergency line of credit.
- k. Visa® Credit Cards
  - i. Gold
  - ii. Classic
  - iii. Secured – Ideal for members just starting out or needing to rebuild their credit history.

- l. Credit Union Advantage Indirect Lending Program – Indirect lending program that offers members low, fleet pricing on new and used vehicles. Also provides one-stop shopping so member can complete loan paperwork at the dealership, saving a trip to the credit union.
  - m. Sub-prime lending services – Vehicle loan program that serves members who do not meet the credit union’s established lending guidelines. Through a partnership with a third-party vendor, the member can obtain financing at a rate lower than they would find at most other sub-prime lenders.
  - n. December Skip-A-Payment Program –Service that allows members to skip their December loan payment on select loans for a small processing fee of only \$25.
3. Remote Account Access
- a. Internet Account Access – Offers members access to their account anytime day or night to:
    - i. Retrieve account histories and balance information;
    - ii. Reconcile their checkbook at their convenience;
    - iii. View and print copies of cleared checks;
    - iv. Transfer funds within their account, including making Arizona Central Visa Credit Card and loan payments;
    - v. Export account information into money management software like Quicken® and Microsoft® Money; and
    - vi. Check their stock portfolios with online stock quotes.
  - b. Online Bill Payment Services – Allows members to pay bills at their convenience, right from their computer. Each payment is itemized on member’s credit union statement. Small monthly fee of only \$5.95 per month for an unlimited number of bill payments.
  - c. 11 credit-union-owned ATMs – Members receive unlimited, free transactions at all ATMs owned by Arizona Central Credit Union and ten free transactions per month at non-ACCU owned ATMs (\$1 per transaction thereafter).
  - d. ATM Access – Quick access to cash 24 hours a day, seven days a week through a nationwide network of ATMs. Ability to make deposits at select ATM locations.
  - e. MOM TouchTone Teller – Free service provided to our members for convenient account access. Using a touch-tone phone, members can access their accounts 24 hours a day, seven days a week (even holidays).
  - f. Anytime Loan Center – Convenient way for members to apply by phone or online for a Vehicle Loan, Visa® Credit Card, Home Equity Loan, Signature Loan, or Line of Credit. Available 24 hours a day, seven days a week, 365 days a year. In many cases, members will receive an instant decision.
4. Other Services
- a. Clown Club Savings Program (12 years old and younger) - The Clown Club is a fun way for kids to save and learn about money at the credit

union. This club offers exclusive benefits and rewards children for positive savings habits.

- b. CU Succeed Teens Financial Program (13-17 years old) - A savings and financial education program designed especially for teen members. Educational materials are provided regarding a variety of financial related topics. In addition, members have access to an exclusive website for additional information teens may be interested in. This club offers exclusive benefits and rewards teens for positive savings habits every quarter.
- c. Prime Time Club (50 years old or better) - Valuable group of benefits for members 50 years old and better.
- d. MEMBERS Quote auto locating service - Eliminates the need for members to visit many dealers and spend countless hours trying to locate a specific vehicle by finding it for them. Offers members low-fleet pricing.
- e. Mechanical Breakdown Protection policies – Offered through American Mercury Insurance Companies. Policies offer the following benefits to members:
  - i. Protects vehicle beyond the manufacturer's standard warranty and protects owner from the high cost of auto repairs.
  - ii. Policies available for new and used vehicles purchased through a dealership or private party.
  - iii. Policy can be included with total financing package for easy payment.
  - iv. Coverage transferable when vehicle is sold to another individual.
- f. Guaranteed Asset Protection policies – Protects member for payment of the difference between insurance company's settlement and the balance due on vehicle loan in the event the vehicle is damaged, stolen, or considered a total loss.
- g. Credit Life and Disability Insurance - Protects members' family against financial debt in the event of their death or disability.
- h. Life, Auto and Home insurance policies through CUNA Mutual Insurance Group
  - i. Free notary public services
  - j. Traveler's Checks
  - k. 24-hour depository at most branches
  - l. Vacation and travel discounts
  - m. Group Eye Care Services

**New services planned for the coming year:**

- 1. Business Financial Services
- 2. Stop payments online
- 3. Online Statements
- 4. Enhanced website
- 5. Changes to rate structure of Home Equity loans

## **Section II: Member Education**

Arizona Central Credit Union is committed to member and consumer financial education; in addition we are committed to educating members and consumers, alike, about credit union uniqueness, philosophy, and values.

### **Current programs that support member education and advocacy:**

1. Quarterly Newsletter – Designed to offer members valuable information about current promotions, products and services, and general financial education topics
2. Clown Club Newsletter – Created for members of the Clown Club, ages 12 and younger, to encourage them to start a savings plan. Included games and contests that promote saving and the credit union philosophy.
3. CU Succeed Newsletter – Quarterly publication mailed to members of the CU Succeed Teen Program. Newsletter provides practical tips and advice on managing money.
4. CU Partner Newsletter – Special quarterly newsletter mailed to the primary contact at Arizona Central's Select Employee Groups. Provides information about credit union services and current promotions.
5. Website – Arizona Central's website offers members convenient access to information about the credit union's products and services, links to financial education services, calculators, and online account access and bill payment. Also includes link to CU Succeed website, a separate site with financial information designed for teens.
6. Marketing Collateral – Brochures, inserts, posters and banners are designed to inform members about current promotions and to educate them on the benefits of credit union membership and the credit union difference.
7. On-site Enrollment & Benefits Fairs – Arizona Central's Business Development Representatives frequently visit our Credit Union Partners to educate them on the benefits of credit union membership.
8. Individual credit counseling sessions
9. Vehicle purchasing information/assistance
10. Full and fair disclosure of credit union pricing
11. Financial education programs through MEMBERS Financial Services and Consumer Credit Counseling Services

### **New programs planned for the coming year:**

1. Home Buying seminar

## **Section III: Involvement/Governance**

Arizona Central Credit Union will endeavor to preserve credit union democratic principles, including demographic representation and volunteer participation in credit union activities.

### **Current programs that support involvement/governance:**

1. Board Elections –Held annually to elect volunteers to oversee credit union operations.

2. Board Nominations – Each year we seek volunteers to serve on the Board and other committees.
3. Supervisory Committee – We recruit members to serve on the committee, which reviews credit union policies and procedures.
4. Annual Meeting – All members are invited to attend our annual meeting where elections are held for available seats on the Board of Directors.
5. Membership Surveys – Arizona Central conducts periodic surveys to ensure we are meeting the needs of our members.

**New Programs Planned for the Coming Year:** *None*

## **Section IV: Diversity**

Arizona Central Credit Union recognizes the value of demographic diversity in staff, volunteers and members. We will strive to bring people of diverse backgrounds and experiences into leadership and other roles at the credit union, and we will continue to serve members from all social, economic, ethnic, and cultural backgrounds.

### **Current programs that promote diversity:**

1. Equal Employment Opportunities – Arizona Central maintains an open selection process for employees without regard to race, color, religion, or sex.
2. Board and Volunteer Representation – Credit union volunteers participate on the Board of Directors and Supervisory Committee. Board members are democratically elected, without regard to race, color, religion or sex. Supervisory Committee members are appointed by the Board of Directors.
3. Equal Opportunity Lender – All members are treated equally without regard to race, color, religion or sex.
4. Diverse field of membership, including more than 1,800 select employee groups.
5. Account offerings for children, teens and seniors.

**New programs planned for the coming year:** *None*

## **Section V: Commitment to the Credit Union Movement and other Cooperative Activities**

Arizona Central Credit Union will work to build and strengthen our unique credit union movement by providing financial and in-kind resources to others within the credit union community, and by actively advocating the credit union difference at all levels of government and in other appropriate public forums. In addition, Arizona Central Credit Union will participate in local, state, and national cooperative activities as appropriate, and will strive to build and strengthen relationships with other sectors of the national cooperative movement.

### **Current activities that support the credit union movement:**

1. Participation in cooperative advertising campaigns
2. Participation in League Legal and Legislative Committee

3. Attendance at annual Governmental Affairs Conference
4. Attendance at League-sponsored functions and educational workshops
5. Shared ATM program

**New programs planned for the coming year:**

1. Review possible participation in the shared branching network

**Section VI: Public Service/Corporate Citizenship**

Through direct financial support or other in-kind contributions to worthwhile local organizations, and by participating in public service activities, Arizona Central 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; furthermore, it will help raise the overall level of social and economic well being of those in our community, help to strengthen ties within the community, and better position us to reach out and serve – as only credit unions can – those people in greatest need of affordable financial services.

**Current activities that support the credit union's commitment to public service/corporate citizenship:**

1. Children's Miracle Network
  - a. Ongoing fundraising activities
  - b. Affiliation with Get Away Today Vacations
  - c. Participation in Annual League Softball Tournament
2. Project Kid Care Sponsorship
  - a. Boo! at the Zoo
  - b. Scottsdale Culinary Festival
  - c. SEG employee events
3. Sponsorship of Kid's Golfing Clinic at The Phoenix Open
4. Better Business Bureau membership reflects our commitment to consumer ethics and reliability.

**New Public Service Activities Planned for the Coming Year:**

1. Children's Miracle Network Change Bandits Program