

BOISE TELCO FEDERAL CREDIT UNION STATEMENT OF COMMITMENT TO OUR MEMBER-OWNERS

As a member-owned, not-for-profit financial cooperative, Boise Telco Federal 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 un- or underserved in our field of membership.

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.

Through Boise Telco'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* 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.

SERVICE TO MEMBERS

Boise Telco Federal 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.

1. **Primary Share Savings** – Our membership savings account features a minimum deposit of just \$5. There are no monthly or annual service fees and dividends compound quarterly.
2. **No-fee Checking Accounts** - There's no minimum balance requirement and no monthly or per-check fees. Dividends are paid on checking accounts that maintain a \$1,000 average daily balance.
3. **Visa Check Card** – This card is both an ATM and debit card; it provides convenient access to ATM and point-of-sale transactions around the world. There is no fee for this service.
4. **Automated Deposit Options** – In addition to direct deposit, we offer payroll deduction to permit our employee groups to deposit a portion of their pay every pay period.
5. **Term Shares** – Term shares with maturities from 6 to 36 months with a low minimum deposit of \$500.
6. **Money Market Shares** – Designed to provide a higher return while keeping funds accessible. This account offers a tiered dividend structure based on the average daily balance.
7. **Small Business Accounts** – We provide savings and checking accounts for small businesses, non-profits and clubs (the entity must qualify for membership in Boise Telco).

8. **IRAs and Medical Savings Accounts** – We have available share and term share accounts that can be used as a Traditional or Roth IRA. Medical Savings Accounts are available in the form of share savings or checking accounts.

9. **Home Banking, Web Site and Audio Response** – These services offer members 24-hour convenience in accessing accounts, viewing histories, transferring funds, applying for loans, ordering checks, and much more, from their computer or phone. Account access 24 hours a day via the Internet is available through our home page at www.boisetelco.org.

10. **Traveler's Checks, Money Orders, Cashiers Checks, Wire Transfers** – Available at all our branches at a low cost.

11. **Loans** – The credit union offers a wide range of loan products, including personal signature loans, no down payment automobile loans, home mortgages, 2nd mortgages, overdraft lines of credit as well as loans to purchase furniture, boats, recreational equipment and computers. Our consumer rates are competitive and there is no prepayment penalty on any of our loans. Credit disability and credit life insurance is available.

12. **VISA Credit Cards** – Features low, fixed interest rates, no annual fee, no prepayment or non-use fees and no cash advance fee. Travel Accident insurance is provided at no charge.

13. **Additional Services Available** – Visa Cash Advances, Notary Service, Counter Checks, NADA Pricing Guides, account-balancing assistance, night depository, ATM and drive up window service.

EDUCATION

Boise Telco Federal Credit Union is committed to member and consumer financial education; and we are committed to educating members and consumers, alike, about credit union uniqueness, philosophy, and values.

1. **Web Site** – The Credit Unions web site contains valuable consumer information through links to auto price guides, financial calculators, government sites, etc.
2. **Newsletters & Statement Stuffers** - Boise Telco's newsletter contains valuable information related to credit union uniqueness and philosophy as well as other important issues and timely topics. Boise Telco Federal Credit Union also uses periodic statement stuffers to supplement the quarterly newsletter to inform members about products, services, and current promotions.
3. **Brochures and Displays** –The Credit Union provides informational brochures on a wide range of products and services.
4. **Employee and Volunteer Education** – We encourage our board and staff to further their knowledge about credit union issues, products, and services by taking comprehensive coursework through our national trade association. Employees and volunteers also take advantage of local and national educational opportunities.
5. **Consumer Credit Counseling Service** – This non-profit agency was formed to provide remedial financial counseling, budgeting, and debt management services as alternatives to bankruptcy. The Credit Union supports the agency and recommends its services to members who find it difficult to meet their financial obligations.

INVOLVEMENT/GOVERNANCE

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

1. **Board Elections** – Our membership elects board members via voting at each branch and in person ballot at the annual meeting, providing the opportunity for full member participation.
 2. **Annual Meeting** – We invite the entire membership to our annual meeting where election results are announced for the Board of Directors. The membership is also informed about the achievements of the credit union form the past year.
 3. **Supervisory Committee** – We recruit members to serve on our Supervisory Committee. This committee is responsible for hiring an outside firm to audit the books of the credit union, among other duties. Representatives from the committee are encouraged to attend board meetings and take an active role in the credit union.
 4. **Political Activism** – The board and management recognize their roles as legislative advocates for members to protect our democratic principles. As such, the credit union encourages on-going participation in lobbying efforts, election campaigns and fund- raising efforts that support the cooperative member-owned structure of credit unions and their volunteer directors.
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COMMITMENT TO THE CREDIT UNION MOVEMENT AND OUR COMMUNITY

Boise Telco Federal 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, Boise Telco Federal 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.

1. **Chapter Meetings** – The credit union takes an active role in the Capital Chapter of the Idaho Credit Union League, by attending meetings and participating in chapter-sponsored activities like Paint the Town.
2. **Leadership Roles** – Boise Telco's executives currently serve in various volunteer positions for the Idaho Credit Union League and the Capital Chapter.
3. **Information Sharing** – Boise Telco welcomes the opportunity to share information about products and services with other credit unions and actively seeks the expertise of others in the credit union movement.
4. **Community Involvement** – Boise Telco 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. We support our community by belonging to groups such as the Chamber of Commerce and Better Business Bureau. We also support, through donations and fundraising, groups such as Children's Miracle Network, CAST Foundation, Idaho Food Bank, Salvation Army, City of Lights and Adopt a Family Christmas program.