

# Breco Federal Credit Union's Statement of Commitment to its Members

## Statement of Commitment

Breco FCU's goal and commitment is to position ourselves competitively in the financial market to provide a range of low cost products and services to our present and future members. Breco FCU will accomplish this by:

- Good business practices that insure the financial strength of our credit union on behalf of our members.
- Treating all members with respect and dignity.
- Looking for better ways to reach out to our membership.
- Communicating the unique role of member owned financial cooperatives.
- Placing a high importance on member financial education.
- Striving to be an institution where people are worth more than money.

## Service to Members

Breco FCU strives to offer services designed to improve the economic and social well being of all members and return financial value to all those who participate in our member-owned financial cooperative.

### Current Services

**Free Checking Accounts** – Our checking accounts carry no monthly service charges and pay dividends! Debit cards for these accounts are also free.

**Share Accounts** – Our share accounts pay consistently higher dividend rates than most competitors.

**Share Certificates** – In 2000, we lower the minimum opening balance on our CDs to \$500 to make it easier for members to open these types of accounts. Our rates are consistently higher than our competitors and we offer even higher rates for balances of \$10,000 and greater.

**IRA Program** – In 2002, we began offering a full range of IRAs including the Roth and Education IRAs. These IRAs can be either in a share account or a share certificate.

**Christmas Club Accounts** – Provides an easy way for members to save for holiday expenses.

**Small Bucks Club** – Special savings account for kids 12 and under. Provides them with prizes when they open the account and make deposits. Also, lots of great contests.

**Overdraft Protection / Automatic Transfers** – Breco provides automatic transfers from member's share accounts to their share draft accounts to cover overdraft situations and avoid NSF fees. Overdraft lines of credit are also available.

**Secured Loans** – Breco offers loans on a wide range of collateral. These are:

- New and Used Automobiles
- New and Used Motorcycles
- New and Used Boats, 4 Wheelers, Jet Skis and Lawn Tractors
- New and Used Motor Homes / Travel Trailers
- Computers
- Share and Share Certificate Secured Loans

**Unsecured Loans** – Breco offers loans requiring no collateral. These are:

- Signature Loans
- Student Tuition Loans

**Payment Shaver Loans** – These loans offer a better alternative to leasing or smart buy programs for new and used cars.

**Home Equity Loans** – We offer fixed rate home equity loans from 5 – 15 year maturities.

**Land Loans** – Breco will loan against the value of your raw land.

**1<sup>st</sup> Mortgages** – Beginning in 2002, Breco began offering 1<sup>st</sup> mortgages. We offer a wide range of fixed and variable rate products with varying terms. We also have the ability to find programs to assist those who do not qualify under traditional Fannie Mae guidelines.

**Refinances** – In 2002, Breco began a permanent offering to refinance any loan from another institution at a 1% lower rate for the remaining term of the original loan.

**Skip-a-Payment** – In 2002, Breco began offering qualifying borrowers the option to skip one payment on their loan. This will continue to be offered during the vacation and holiday seasons.

**Rates and Rewards Loan Program** – In 2001, Breco began offering rates and terms based on member's credit experience. This program allows us to lend to members who might otherwise be turned down and also to reward members with lower rates for their good credit history.

**Credit Cards** – Breco offers both a Regular and Platinum Visa card at competitive, fixed rates with no annual fees.

**Debit Cards / ATM Cards** – These cards are provided free of charge and allow you to conveniently access your share and share draft accounts. The debit card works like a check but is accepted worldwide, wherever Visa is accepted.

**Credit Life Insurance** – Pays off your loan balance up to \$30,000 in the event of your death.

**Credit Disability Insurance** – Makes payments on your loan when you are unable to work due to a disability.

**Gap Insurance** - Protects you in case of a total loss on your car. Priced hundreds less than car dealers.

**Extended Warranties** – Mechanical breakdown insurance for new and used cars, boats, etc. Priced hundreds less than car dealers.

**VIN Etching** – Protects your car against theft, lowers your insurance costs.

**24 Hour Telephone Banking** – Allows members to access their account information any time of day via their telephone.

**24 Hour Loan Line** – Lets members apply for a loan over the phone any time of day.

**Online Loan Applications** – Members can apply for loans via Breco's website and receive an answer within 60 seconds! Members can also pre-qualify for a 1<sup>st</sup> mortgage loan via the website.

**Online Loan Calculators** – Members will find a wide range of financial calculators on Breco's website that will allow them to calculate loan payments, compare 0% financing to taking a rebate, and much more.

**Website** – The Breco website offers a wealth of information about Breco and our products and services. The site also provides access to reorder checks online, obtain a credit bureau report at a discounted rate and many more useful links.

**Branch Locations** – Breco has two locations for the convenience of our members. The Sherwood Forest location provides a drive thru lane for added convenience.

**ATMs** – Breco offers ATMs at the Sherwood Forest location and at the Riverbend Nuclear Plant. The Sherwood office also offers a Night Depository.

**Shared Branching** – Breco belongs to the nationwide shared branching network. This means Breco members can access their accounts at any of 42 outlets locations in Louisiana, 5 Louisiana Service Center locations (that are open late and on Saturdays) and at over 850 outlet locations throughout the United States.

**Payroll Deduction** – Breco members who are Entergy employees can have loan payments or deposits to any of their accounts automatically deducted from their paychecks.

**Discount Amusement Park Tickets** – Each year, Breco offers its members the ability to purchase tickets to Astroworld, Jazzland, Blue Bayou and Dixie Landing at a discount.

**Travelers Checks** – Members can purchase American Express Travelers Checks.

**Wire Transfers** – Members can send and receive funds anywhere in the U.S. and also International.

**Direct Deposit / Draft** – Members can have their payroll direct deposited into their accounts and have direct draft payments taken out of their accounts via ACH.

### **Services Planned for the Coming Year**

**Cashing U.S. Savings Bonds** – Members will be able to redeem savings bonds at all Breco locations.

**Home Equity Line of Credit** – Breco will offer a line of credit tied to the equity in a member's home.

**Internet Banking / Bill Payment** – Members will be able to obtain and download information on their Breco accounts via the website. They will also be able to pay bills, make transfers, place stop payments and more.

**Vacation Loans** – Breco plans to offer a special vacation loan during the Spring. It will be similar to our Christmas loans.

**Money Orders** – Breco will begin offering members the ability to purchase money orders.

**Notary Service** – Breco will look into the possibility of having staff members at each location certified as Notary Public.

**Supplemental Insurance** – Breco will investigate the possibility of allowing members to purchase supplemental insurance through a third party company such as AFLAC or Allstate and have the premiums automatically deducted from their accounts.

**Financial Planning Partnership** – Breco will investigate the possibility of establishing a partnership with a financial planning firm the members needing those services could be referred to.

## **Member Education**

Breco FCU is committed to member financial education; in addition we are committed to educating members about credit union uniqueness, philosophy and values.

### **Current Programs**

**Newsletter Articles** – Breco provides educational articles in our quarterly newsletter on various financial topics.

**Booths at Entergy Events** – Breco has set up informational booths at various Entergy events such as the Employee Day, Riverbend Outage Training and Riverbend Employees Club Picnic.

**Speaking to Employee Groups** – The President / CEO frequently makes presentations to groups of employees concerning the products and services Breco has to offer.

**Consumer Credit Counseling** – Breco supports this agency through a donation as part of the Baton Rouge Credit Union Manager's Association.

### **Programs Planned for the Coming Year**

**Website Articles** – Breco will add articles concerning financial education topics to the website.

**Seminars** – Breco will offer seminars on specific, relevant topics to groups of Entergy employees and members.

**Consumer Credit Counseling Pamphlets** – Breco will make brochures available to its members on the services offered by this agency.

## **Involvement / Governance**

Breco FCU will endeavor to preserve credit union democratic principles, including demographic representation and volunteer participation in credit union activities.

### **Current Programs**

**Volunteer Board / Committees** – Breco’s Board and Committees are made up of volunteers from the membership. The 9 member Board is elected by the membership at the annual meeting. The Committee members are appointed by the Board.

**Board Nominations and Elections** – Each year, nominations for open Board positions are opened to the entire membership. Elections are conducted at the Annual Meeting.

**Annual Meeting** – Each year, Breco hosts its Annual Meeting that is open to the membership. The purpose is to elect Board members and to report on the operations of the credit union for the previous year. Refreshments are served and great door prizes are given out.

**Member Representatives** – Breco currently has 23 Member Representatives located at various Entergy locations. Breco strives to have representatives to cover all areas. The representatives are available to answer questions, provide information, post important Breco information and provide forms to members.

**Volunteer and Employee Training** – Breco continually provides training opportunities for board and committee volunteers as well as its employees. This allows them to keep abreast of the latest changes in regulations, technological advances and more.

**Chapter Activities** – Breco is actively involved with the local chapter of the Louisiana Credit Union League.

**Louisiana Governmental Affairs Conference** – A representative from Breco attends the Louisiana Governmental Affairs Conference each year. This conference allows delegates to meet with legislators and discuss issues of importance to the credit union movement.

**Baton Rouge Credit Union Manager’s Association** – Breco President / CEO Ronnie Stephens currently serves as the President of this association whose purpose is to allow credit union managers in the area to network and share ideas.

**Community Activities** – Breco President / CEO Ronnie Stephens is involved in several community activities as a representative of the credit union. Some of these are; Capital Area United Way Board of Directors and Executive Committee, Rotary Club and West

Baton Rouge Chamber of Commerce Board of Directors. Also, Breco FCU is a member of the Greater Baton Rouge Chamber of Commerce and the West Baton Rouge Chamber of Commerce.

### **Programs Planned for the Coming Year**

**Volunteer Orientation** – Breco will establish a formal orientation for new credit union volunteers to educate them on Breco’s history, policies and procedures and the history of the credit union movement.

**Continuing Volunteer Training** – Breco plans to devote more resources toward training of board and committee members, especially those who have not had the opportunity to attend training sessions in the past.

## **Diversity**

Breco FCU recognizes the value of demographic diversity in staff as well as in volunteers, and will strive to bring people of diverse backgrounds and experiences into leadership and other roles at the credit union.

### **Current Programs**

**Equal Opportunity Employer** – Breco hires without regard to race, color, creed, national origin, sex, religion, age, handicap, veteran status, marital status, social or economic status, or any other legally protected status.

**Equal Housing Lender** - Breco lends to members without regard to race, color, creed, national origin, sex, religion, age, handicap, veteran status, marital status, social or economic status, or any other legally protected status.

**Board Representation** – Breco strives to attract Board members that represent the geographic diversity of our membership.

**Member Representatives** – Breco strives to recruit Member Representatives to cover all of the geographic areas we serve, especially those outside of Baton Rouge.

**Multilingual Staff** – A Breco staff member is fluent in Spanish.

**Risk Based Lending** - In 2001, Breco began offering rates and terms based on member’s credit experience. This program allows us to lend to members who might otherwise be turned down and also to reward members with lower rates for their good credit history.

### **Programs Planned for the Coming Year**

**Staff Training** – Breco plans on conducting a training session for its staff on diversity.

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

Breco FCU will work to support and promote the credit union movement.

### **Current Programs**

**Louisiana Credit Union League** – Breco is an active member and supporter of the Louisiana Credit Union League's Baton Rouge Chapter and is active in chapter activities.

**Shareholder, CU Cooperative Branching, Inc.** - Breco is a shareholder in the nationwide shared branching network. This allows Breco members to access their accounts at any of 42 outlets locations in Louisiana, 5 Louisiana Service Center locations (that are open late and on Saturdays) and at over 850 outlet locations throughout the United States.

**Member of CUNA & Affiliates** – Breco is a member of CUNA & Affiliates.

**Member of Chamber of Commerce** - Breco FCU is a member of the Greater Baton Rouge Chamber of Commerce and the West Baton Rouge Chamber of Commerce.

### **Programs Planned for the Coming Year**

**International Credit Union Day** – Breco plans on conducting some type of activity or celebration for International Credit Union Day.

## **Public Service / Corporate Citizenship**

Breco FCU strives to be an active partner in our community by participating in public service activities.

### **Current Programs**

**United Way** – Breco has conducted an employee giving campaign for United Way for the past 3 years. Each year, the total dollars pledged has increased. In 2002, Breco FCU

received an award from United Way for the “Best Campaign in the Credit Union Division”.

**March of Dimes** – Breco assists Entergy in supporting the annual March of Dimes Walk-a-thon by selling signs at each location.

**Sideliners Luncheon** – Every year, Breco pays for and cooks a jambalaya lunch for the Sideliners retiree club.

**Sideliners / Riverbend Employee Club Visa** – In 2000, Breco started a special Visa program with the Sideliners and the Riverbend Employee Club that allows these organizations to earn money for their clubs through member’s usage of these special visa cards.

### **Programs Planned for the Coming Year**

**Staff Time Off for Volunteer Activities** – Breco plans to offer its employees paid time off to participate in worthwhile community volunteer activities.