

10/11/02

## **Feliciana Federal Credit Union**

### **Credit Union Statement of Commitment to Members**

As a member-owned, not-for-profit financial cooperative, Feliciana 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 underserved in our field of membership. And we will continually, in all facets of operations, demonstrate the value of membership in Feliciana Federal 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 Feliciana Federal Credit Union's strategic plan, we will make 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". We truly strive to be an institution where "people are worth more than money."

This statement represents good business practices that ensure the financial strength of our credit union on behalf of our members.

## **Section 1: Service to Members**

Feliciana 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.

### **Current Services that Help Improve the Economic and Social Well Being of Members:**

#### **Deposit Accounts**

No Fee Checking

Share Accounts

Christmas Club Accounts

IRA Program

CD Program

#### **Lending**

Secured Loans

Signature Loans

Student Loans

Risk Based Lending

Home Equity Line of Credit Loan

#### **Card Programs**

Credit Card Program

Debit Card Program

ATM Card Program

#### **Insurance**

Disability Insurance

Gap Insurance

Extended Warranty Service

Free life savings and loan protection

#### **Financial Planning**

Financial Education

Financial Planning

#### **Clubs**

Youth Club

#### **Other Services**

Payroll Deduction

Online Account Access

Online Loan Applications

Online Loan Calculators

Overdraft Protection

Automatic Payment Transfers

Traveler's Cheques

Direct Deposit

Safety Deposit Boxes

Credit Bureau Reports

Notary Service

Discount Amusement Park Tickets

Wire Transfers

## **Section II: Member Education**

Feliciano Federal 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:**

**Newsletter Articles**

**Web Site Articles**

**Consumer Credit Counseling**

**Services**

**Youth Club**

### Section III: Involvement/Governance

Feliciana Federal 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:

<b>Volunteer Board</b>	<b>Continuing Employee Training</b>
<b>Board Nominations &amp; Elections</b>	<b>Volunteer Orientation</b>
<b>Annual Meeting</b>	<b>Continuing Volunteer Training</b>
<b>CULAC Fundraisers</b>	

#### **Community Activities** (Board and/or Staff Involvement)

Please explain involvement: Two members of our board are school board members in their parishes.

#### **Chapter Activities** (Board and/or Staff Involvement)

Please explain involvement: Member of Baton Rouge Chapter

#### **League Committees** (Board and/or Staff Involvement)

Please explain involvement: CEO is a member of the Tellers Committee at the Annual Meeting.

#### **Louisiana Governmental Affairs Conference** (Board and/or Staff Involvement)

Please explain involvement: CEO and several Board members have attended every year since it stated.

#### **National Governmental Affairs Conference** (Board and/or Staff Involvement)

Please explain involvement: CEO and Board of Directors have attended the last several years.

#### **Hike The Hill** (Board and/or Staff Involvement)

Please explain involvement: CEO and Board of Directors have visited our Senators and Congressmen on important Credit Union issues and thanking them for their support.

## **Section IV: Diversity**

Feliciano Federal Credit Union 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 that Promote Diversity:**

**Equal Opportunity Employer**

**Equal Housing Lender**

**Board Representation**

**Board Training**

**Staff Training**

**Risk Based Lending**

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

Feliciana 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, Feliciana 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.

### **Current Activities that Support the Credit Union Movement:**

#### **Memberships**

**Member of Louisiana**

**Credit Union League**

**Member of CUNA & Affiliates**

**Member of Chamber of Commerce**

#### **Volunteer Orientation**

#### **Outreach**

**International Credit Union Day**

**Meeting Facility Sharing**

#### **Education**

**Continuing Employee Training**

**Continuing Volunteer Training**

**Youth Club**

**Newsletter Articles**

**Web Site Articles**

#### **Involvement**

**Chapter Activities**

**League Committees**

Please explain involvement: CEO is on Teller committee

#### **Political Activities**

**CULAC Fundraisers**

**Louisiana Governmental Affairs Conference**

**National Governmental Affairs Conference**

**Hike the Hill**