

09/30/02

# US CUSTOMS FEDERAL CREDIT UNION

## Credit Union Statement of Commitment to Members

As a member-owned, not-for-profit financial cooperative, **US Customs 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 **US Customs 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 **US Customs 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

**US Customs 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
- Risk Based Lending

#### Card Programs

- Credit Card Program
- ATM Card Program

#### Insurance

- Life Savings Insurance Program
- Credit Life Insurance

- Disability Insurance

#### Financial Planning

- Financial Education
- Financial Planning

#### Other Services

- 24-Hour Telephone Services
- Payroll Deduction
- Online Account Access
- Overdraft Protection
- Automatic Payment Transfers
- Shared Branching
- Money Orders
- Traveler's Cheques
- Direct Deposit
- Credit Bureau Reports
- Discount Amusement Park Tickets
- Wire Transfers

**New Programs Planned for the Coming Year:**

**Lending**

Home Equity Line of Credit Loan

**Card Programs**

Debit Card Program

## Section II: Member Education

**US Customs 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:

Financial Planning Seminars

### New Programs Planned for the Coming Year:

None

### Section III: Involvement/Governance

**US Customs 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:

- |   |   |
|---|---|
| <input type="checkbox"/> <b>Volunteer Board</b>                   | <input type="checkbox"/> <b>CULAC Fundraisers</b>             |
| <input type="checkbox"/> <b>Board Nominations &amp; Elections</b> | <input type="checkbox"/> <b>Continuing Employee Training</b>  |
| <input type="checkbox"/> <b>Annual Meeting</b>                    | <input type="checkbox"/> <b>Continuing Volunteer Training</b> |
| <input type="checkbox"/> <b>Employee Orientation</b>              |   |

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

Please explain involvement: Legislative, Audit

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

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

Please explain involvement: Attended 2002

#### New Programs Planned for the Coming Year:

**None**

## **Section IV: Diversity**

**US Customs 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**
- Board Representation**
- Risk Based Lending**

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

**US Customs 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, **US Customs 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**
- Shareholder,  
CU Cooperative Branching, Inc.**
- Member of CUNA & Affiliates**

#### **Education**

- Continuing Employee Training**
- Continuing Volunteer Training**

#### **Political Activities**

- CULAC Fundraisers**
- Louisiana Governmental Affairs  
Conference** (Board and/or Staff Involvement)
- Hike the Hill** (Board and/or Staff  
Involvement)

**New Programs Planned for the Coming Year:**

**Political Activities**

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

## **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, **US Customs 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; 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.

### **Community/FOM Groups Currently Receiving Financial or Other In-Kind Support (including the support given) and Current Public Service Activities:**

**Children’s Miracle** Network (Member Contributions, Board and/or Staff Involvement)  
Please explain involvement:

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

None