

Sept. 5, 2002

## **Post Office Employee's Credit Union** ***Credit Union Statement of Commitment to Members***

As a member-owned, not-for-profit financial cooperative, **Post Office Employees 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 **Post Office Employees 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 **Post Office Employees 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**

**Post Office Employees 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**

**No Fee Checking w/Min. Balance**

**Share Accounts**

**Christmas Club Accounts**

**CD Program**

#### **Lending**

**Secured Loans**

**Signature Loans**

**Risk Based Lending**

**First Time Home Buyer Program**

#### **Card Programs**

**Credit Card Program**

**ATM Card Program**

**Check Cards**

#### **Insurance**

**Accidental Death & Dismemberment Insurance**

**Life Savings Insurance Program**

**Credit Life Insurance**

**Disability Insurance**

**Gap Insurance**

## **Extended Warranty Service**

### **Financial Planning**

**Financial Education**

**Financial Planning**

**Members Financial Services**

### **Clubs**

**Youth Club**

**Teen Club/CU Succeed Teen Club**

### **Other Services**

**24-Hour Telephone Services**

**Payroll Deduction**

**Online Account Access**

**Online Loan Applications**

**Online Bill Payment Service**

**Online Loan Calculators**

**Overdraft Protection**

**Shared Branching**

**5 Branches**

**Scholarship Program**

**Traveler's Cheques**

**Direct Deposit**

**Safety Deposit Boxes**

**Member Survey**

**Secret Shopper Program**

**Credit Bureau Reports**

**Discount Amusement Park Tickets**

**Wire Transfers**

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

### **Lending**

**Home Equity Line of Credit Loan**

### **Clubs**

**Teen Club**

**CU Succeed Teen Club**

### **Other Services**

**Automatic Payment Transfers**

**Money Orders**

**High School Financial Planning Program (NEFE)**

## **Section II: Member Education**

**Post Office Employees 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**

**Scholarship Program**

**Financial Education Seminars**

**Members Financial Services**

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

**LCUL Co-Op Promotional Advertising Campaign**

**CU Succeed Teen Club**

**Financial Planning Seminars**

**Information Booth at Local Events**

**High School Financial Planning Program (NEFE)**

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

**Post Office Employees 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:**

#### **Volunteer Board**

#### **Board Nominations & Elections**

#### **Annual Meeting**

#### **Employee Orientation**

#### **CULAC Fundraisers**

#### **Host Elected Officials**

#### **Continuing Employee Training**

#### **Volunteer Orientation**

#### **Continuing Volunteer Training**

#### **Community Involvement**

- American Legion - CEO is the Director of American Legion Baseball in the city of New Orleans - an activity which provides the opportunity for 144 young men to play a well established organized sport. Chairman is an officer in the American Legion and Veteran of Foreign Wars at both local and state levels.
- Church - Several Directors serve as Deacons at their church.
- Breast Cancer Awareness - Board and Staff promote Breast Cancer Awareness by participating in the Annual Breast Cancer Walk. Majority of Staff participates and the Credit union provides refreshment to all Members and Staff who raise funds.
- Mental Retardation - One Director is very active with the Association for Mental Retardation.

**Chapter Activities** - CEO is very involved with West Orleans Chapter in meeting with other officials to determine educational subjects for Chapter meetings

**League Committees** - CEO is Chairman of the State CULAC Committee and has been partially responsible in increasing CULAC Donations for seven consecutive years. The League has received national awards for each of these years for CULAC fund raising. In addition the CEO has served on the Governmental Affairs for 8 years (although) not presently on the committee. One of our former Directors served on the governmental affairs committee for over 20 years.

**League Board** - CEO has been a Director on the League Board since 1997. Has served on several special committees or task forces.

**Louisiana Governmental Affairs Conference** - Both the Chairman and the CEO have attended the State Governmental Affairs Conferences since their inception. They actively participate at the sessions, including visits to the Capitol and meetings with Legislators. Several Board members have attended League sponsored meetings for legislators on both the State and National Level.

**National Governmental Affairs Conference** - CEO and one branch manager have attended the GAC in Washington DC since 1994, never missing a session. Both immediate Past Chairmen, Office Manager, and current CEO participated in Operation Grass Roots in 1991.

**Hike The Hill** - CEO has attended and participated in every Hike the Hill event with the League. He also attended mini governmental affairs conferences in Atlanta, GA.

**HR 1151** - During the crisis of HR 1151, the Credit Union connected telephone lines and conducted training sessions for members to contact their National Legislators. The Board and Staff was heavily involved in the passage of HR 1151.

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

**Louisiana Governmental Affairs Conference** - We will attempt to have more staff and Volunteers attend the Louisiana Governmental Affairs Conference.

**Continuing Education** - ALL BOARD MEMBERS and COMMITTEE MEMBERS are required to participate in the Volunteer Achievement Program sponsored by CUNA. All employees attend League sponsored Educational opportunities as well as participate in the Staff Training And Recognition program sponsored by CUNA.

## **Section IV: Diversity**

**Post Office Employees 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**

**Member Market Segmentation**

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

**Multilingual Staff**

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

**Post Office Employees 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, **Post Office Employees 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**

**Member of Better Business Bureau**

#### **Education**

**Employee Orientation**

**Continuing Employee Training**

**Volunteer Orientation**

**Continuing Volunteer Training**

**Youth Club**

**Teen Club**

**Newsletter Articles**

**Web Site Articles**

#### **Outreach**

**International Credit Union Day**

**Meeting Facility Sharing**

**National Credit Union Foundation**

## **Involvement**

**Chapter Activities** - CEO is very involved with West Orleans Chapter in meeting with other officials to determine educational subjects for Chapter meetings

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**League Board** - CEO has been a Director on the League Board since 1997. Has served on several special committees or task forces.

## **Political Activities**

### **CULAC Fundraisers**

### **Host Elected Officials**

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

**Project Differentiation Mentor**

**LCUL Co-Op Promotional Advertising Campaign**

**High School Financial Planning Program (NEFE)**

**Small Credit Union Mentoring**

## 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, **Post Office Employees 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:

**American Cancer Society** - We have participated and encouraged our members to participate in the Annual Breast Cancer Awareness Walk in October. Two employees are assigned to coordinate the activities of our members and staff.

**American Red Cross** - Contributed over \$1,000 in the last year for charitable purposes.

**Children's Miracle Network** – We make annual contributions from our casual dress day.

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

**State Job Challenge Program** – We plan to become involved with this organization.