

09/26/02

# State Agencies Federal Credit Union's

## Credit Union Statement of Commitment to Members

As a member-owned, not-for-profit financial cooperative, **State Agencies 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 **State Agencies 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 **State Agencies 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

**State Agencies 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 w/Min. Balance
- Share Accounts
- Christmas Club Accounts
- IRA Program
- CD Program

#### Lending

- Secured Loans
- Signature Loans
- Risk Pricing
- Home Equity Line of Credit Loan
- Needs based loan extensions
- Extended auto financing up to 7 years

#### Card Programs

- Credit Card Program
- Debit Card Program
- ATM Card Program

#### Insurance

- Accidental Death & Dismemberment Insurance
- Credit Life Insurance
- Disability Insurance

#### Financial Planning

- Financial Counseling

#### Other Services

- Payroll Deduction
- Overdraft Protection
- Automatic Payment Transfers
- Money Orders
- Direct Deposit
- Credit Bureau Reports
- Notary Service
- Discount Amusement Park Tickets
- Wire Transfers

### New Programs Planned for the Coming Year:

None

## Section II: Member Education

**State Agencies 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:

- |   |   |
|---|---|
| <input type="checkbox"/> Newsletter Articles        | <input type="checkbox"/> Services                       |
| <input type="checkbox"/> Newspaper Articles         | <input type="checkbox"/> Financial Education Counseling |
| <input type="checkbox"/> Consumer Credit Counseling |   |

### New Programs Planned for the Coming Year:

None

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

**State Agencies 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:**

- Volunteer Board
- Continuing Employee Training
- Board Nominations & Elections
- Annual Meeting

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

**None**

## Section IV: Diversity

**State Agencies 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
- Risk pricing

### New Programs Planned for the Coming Year:

**None**

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

**State Agencies 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, **State Agencies 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

#### **Outreach**

Newspaper Articles

International Credit Union Day

#### **Education**

Newsletter Articles

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

None

## 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, **State Agencies 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:

**Make A Wish Foundation** (Member Contributions, Board and/or Staff Involvement)

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

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