



CREDIT UNION STATEMENT OF COMMITMENT TO MEMBERS

Project Differentiation

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As a member-owned, not-for-profit financial cooperative, TLC Community Credit Union is committed to our members. We will uphold our fundamental responsibility to actively serve people within our field of membership and the communities they live in. We will treat all members with respect and dignity and we will offer honest, fair service 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 unserved or underserved in our field of membership. We will continually, in all facets of operations, demonstrate the value of membership in TLC Community 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 TLC Community Credit Union's strategic planning process, we will put forth every effort to provide services to our members to help them become financially self-sufficient and successful. We will place high importance on consumer education and the teaching of financial strategies that will improve and enhance our members' lives.

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

TLC's mission is to promote the philosophy of people helping people. Striving to be the primary provider of financial services to our members and their families by providing the opportunity to achieve financial security and well-being.

Section 1: Service to Members

TLC Community 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:

1. **Savings - \$5.00 Minimum Balance, No Monthly Service Fee** – Members can open their primary savings account with only \$5.00. Dividends are paid when a member maintains a \$200.00 average daily balance. There is no monthly service fee associated with this account.
2. **SAVE Program** – Credit union members age 15 and under start saving early with the SAVE Program. The opening deposit is only 25 cents. There are no monthly account fees for SAVE members and no minimum balance required to earn dividends.
3. **College 2 Career** – A credit union marketing program for young members ages 16-25. Services include: savings, checking, ATM/Debit card, student VISA classic credit card, phone banking, home banking, and secured or unsecured loans.

4. **Health Savings Account** – Allows members to save for qualified medical and health expenses on a tax-free basis. HSA's are set up for members who are enrolled in a qualified high deductible health plan.
5. **Individual Retirement Account (IRAs)** – IRAs help members save for their retirement. Members may choose from Traditional, Roth or Coverdell Education IRA. Fixed or variable rate options are available.
6. **Free Basic Checking** – Members may choose to open a basic checking account. This non-dividend paying account offers no minimum balance and no monthly service fee.
7. **Free 1st Box of Checks with New Checking Accounts** – All members opening a new checking account are offered a free box of checks to get them started.
8. **Free Checking To Those 50 Years And Older With Direct Deposit** - For members over 50 years of age with direct deposit of their social security and/or pension checks, TLC awards them with a dividend checking account for free. The monthly service charge is waived and they receive one box of basic checks per year free.
9. **Overdraft Options** – Members have several overdraft options (see below) that can be used in coordination to protect the member's account from costly overdraft fees.
 - **Auto Transfer from Savings** – A member benefit that automatically transfers money from a designated savings account to a member's checking account.
 - **Overdraft Line-of-Credit Loan** – Line of credit that protects a member's debits from being returned due to non-sufficient funds in their checking account. It reduces the possibility of overdraft fees and provides peace of mind.
 - **Overdraft Privilege** – Members in good standing are offered overdraft privilege tied to their checking account. If the member's checking account goes negative, drafts are paid up to \$500.00, saving the member overdraft and NSF fees from merchants. In addition, members can choose to "Opt-In" and have TLC cover ATM and one-time debit card transactions (up to the \$500) when their account is overdrawn. If they choose not to "Opt-In" their ATM and one-time debit card transactions are returned to the merchant. Members are charged a nominal fee when they access overdraft privilege.
10. **Wire Transfers** – Wire transfers are available to transfer money to other financial institutions. Members may use this to transfer in state, across state lines, or overseas. It is available for a nominal fee and in many cases it can be provided the same-day.
11. **Club Accounts** – Easy convenient way for members to save for Christmas, wedding and/or vacations. Minimum balance to open is \$5.00. No early withdrawal penalty. Payroll deduction available to make saving easy.
12. **Decisions Made Locally** – TLC Community Credit Union is locally owned and operated. That means all decisions are made locally, by those who live and work in our community. Decisions can be made more quickly and on a more personal basis. It also means that we're better able to keep in touch with our members and their needs.
13. **Partners In Transportation Loans** - Partners in Transportation is a program involving the Lenawee County Department of Human Services, Community Action Agency, Southeastern Michigan Works, the Siena Heights Dominican Sisters, Lenawee Community Mental Health, Lenawee United Way, Lenawee ISD and TLC Community Credit Union. The purpose of the program is to provide funding for purchasing vehicles for low-income individuals. Approved participants receive a quality, roadworthy car and an opportunity to help establish a healthy credit rating.
14. **Share-Secured Loans** – Helps members build or re-build credit. Provided to members with a minimal interest rate, low payment and flexible terms.

15. **Loan Rate Discount** – Members with a fixed rate secured consumer loan can choose to pay their loan by automatic payment withdrawal from their checking account and receive a .25% discount on their loan rate.
16. **Direct Dealer Financing** – When shopping for a new vehicle, TLC offers members Direct Dealer Financing. Upon arrival at the dealership members identify themselves as a TLC Community Credit Union member and the dealership arranges financing through TLC.
17. **Gap (Guaranteed Asset Protection Insurance)** – GAP covers the difference between what members owe a lender and what an auto insurer will pay if the member's car is ever totaled or stolen after it is purchased. GAP provides a down payment of \$1,000 if their next vehicle is financed through TLC within 60 days.
18. **Business Accounts** – Business accounts are designed to consistently offer competitive rates, a range of outstanding products for varying business needs, and service with a personal and professional touch.
19. **Payroll Deduction, Net Pay and Direct Deposit** – Members may choose to have all or part of their paycheck directly deposited into their account. TLC can then divide the funds into various accounts based on the member's request. This service helps members save money and make their payments on time.
20. **Money Orders** – Available to members for a nominal fee. It offers a safe way for members to send guaranteed funds. Members do not need to have a checking account to use this service.
21. **Payee Accounts** – Established by the government to help those individuals who need assistance managing their finances individually. TLC helps both the payee and the beneficiary walk through the process ensuring that all individuals understand the process and the benefits associated with this account designation.
22. **Free Home Banking and Bill Payment** – A free service that allows members to access their account information anywhere the Internet is available. There is no service fee and the security features allow members peace of mind knowing that their information is secure. A variety of account transactions can be performed, and members may pay any bill at any time of day or night.
23. **Free Phone Banking** - A free service that allows members the opportunity to check on their accounts and perform various transactions. It is not dependant on the Internet and is available toll-free for member convenience. It is also available for Spanish speaking members.
24. **Coin Counting Service** - A self-serve coin counter is available at the Main, Blissfield, and Tecumseh offices. It is available to members for a discounted fee of the total coin counted. This is also available to the non-member for a nominal fee of the total coin counted.
25. **Night Deposit Service** – A secure drop box that allows members to place deposits or payments after hours for posting the next business day. This is a free service available to all members.
26. **Notary Service** – State appointed Notary Public officers are available free-of-charge to members. All offices have at least one Notary available to witness and verify signatures on legal documents.
27. **Signature Guarantee** – TLC is a member of STAMP. (Securities Transfer Agents Medallion Program, Inc). Each branch office has an endorsement stamp. Employees use it to guarantee signatures of endorsers in stock transfers. This is done free-of-charge for members.

28. **CU Service Center** - Through CU Service Centers, members can visit more than 4,000 shared branches across the U.S. to conduct financial transactions.
29. **TLC Rewards** – TLC offers members a unique program that rewards them for using their TLC Visa Debit Card. Every time the card is used as a signature-based transaction, the member earns points that can be redeemed for travel, merchandise, gift cards and more. There is no fee to be enrolled in TLC Rewards.
30. **Auto-Owners Discount** – Members receive a 10% discount off personal and commercial insurance policies through Auto-Owners.
31. **Sprint Discount** – Members receive a 10% discount on all monthly recurring Sprint or Nextel charges just for being a “Credit Union Member”.
32. **Accidental Death & Dismemberment Insurance** – TLC Community Credit Union members are eligible for up to \$2,000 of Basic Accidental Death and Dismemberment Insurance with the premiums paid by TLC.
33. **Turbo Tax Product** – Members are offered a downloadable version of the latest Turbo Tax software from TLC’s homepage. It is available at member exclusive pricing which also includes an e-file service.
34. **Discounted Tax Preparation Service** – The Taylor Agency, a local tax preparation company, offers members a 10% discount off tax preparation. In addition they will file the return electronically at member discounted pricing.
35. **Taylor Agency, Insurance and Investments** – TLC partners with the Taylor Agency in order to offer members insurance and investment options not traditionally offered by the credit union.
36. **Employer Federal Tax Deposit Institution** – TLC Community Credit Union has the ability to allow Business members to make their federal tax payments.
37. **e-Statements** – TLC Community Credit Union members can receive checking, savings and home equity statements, electronically. It’s safe, free and easy. Members don’t have to wait for their statements to be delivered by mail.
38. **Career Transition Program** – The career transition program was developed by the Michigan Credit Union industry, in partnership with the Michigan Department of Labor & Economic Growth help credit union members obtain advanced training for a new vocation, trade or occupation. TLC has earmarked up to \$1 million dollars for this program.
39. **Switch Services** – Our staff can help members move their accounts from another financial institution to take advantage of credit union member benefits. In addition, TLC staff will help members set up or transfer their direct deposit and automatic payments and help close the old account.

Section II: Member Education

TLC Community 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:

1. **SAVE Program** - Student-run branches operate one time per week out of local elementary schools. The opening deposit is only 25 cents. There are no monthly account fees, and there is no minimum balance required to earn dividends.
2. **Youth Financial Literacy** – A Financial Education Coordinator was hired in 2010 to manage the SAVE program in the schools as well as look for way to offer financial education

to the middle and high schools in Lenawee County. The goal is to provide good financial education while they are young and provide a basis for a successful financial future.

3. **Disclosures Available on Website** – TLC Community Credit Union management has placed account structures and pertinent disclosures on the web for true member comparison of accounts, fees, features and benefits.
4. **Newsletter Articles** – The credit union publishes a newsletter on a quarterly basis. Every issue contains articles on such topics as saving money, identity theft, smart money management, predatory lending, etc.
5. **Employee Orientation** – Every new employee is schooled on what a credit union is, how it is different than other financial institutions and how being a credit union member will benefit them over a lifetime.
6. **Spanish Speaking Assistance** -- A Spanish brochure was developed in order to communicate popular products and services associated with this demographic group. Signs are posted on our lobby doors where bi-lingual staff members are located and our phone banking system can be accessed in Spanish.

Section III: *Involvement/Governance*

TLC Community Credit Union will strive to preserve credit union democratic principles, including demographic representation and volunteer participation in credit union activities.

Current Programs that support *Involvement/Governance*:

1. **Active in Huron River Chapter** – Several of TLC’s management currently serves or regularly attends meetings put on by the chapter as well as the Michigan Credit Union League.
2. **International Credit Union Day** – TLC celebrates each year by decorating our offices, serving refreshments and by sending media press releases about the credit union difference.
3. **Annual Meeting** – Each year TLC hosts an annual meeting for 250 – 500 members, board and staff. In addition to the business meeting, guests enjoy entertainment and a buffet style dinner.
4. **Staff Memberships** – Employees belong to and participate in various ~~political~~ memberships including but not limited to: Sheshunoff Regulatory Compliance for Credit Unions, Association of Credit Union Internal Auditors, Human Resource Assoc. of SE MI, CUNA Council Memberships, CUNA Marketing and Business Development Council, Credit Union Executive Society, and Society for Human Resource Management.
5. **Board/Committee Involvement** - TLC has several ongoing committees and strongly encourages volunteer participation. Committees include: Nominating Committee, Human Resources Committee, Marketing Committee, Operations and Facilities Committee, Planning Committee, Asset Liability Management Committee, and Information Technology Committee
6. **Member Survey** – Surveys are conducted on an as needed basis to help determine the needs and attitudes of our members, as well as to plan for future services.
7. **Annual Planning Conference** - As an organization of people trying to make a difference in member’s lives, certain management staff attend a planning forum each year to decide on the future direction to take TLC Community Credit Union. Many times discussions are about asset size, new offices, better branching structures, competition, and other changes that are intended to make TLC a better credit union.

8. **MCULLAF/MCULAF Fundraisers** – Since 1999, TLC has held fundraisers to raise money for our political PACs. Proceeds support the Michigan Credit Union League Legislative Action Fund (MCULLAF) and Michigan Credit Union League Action Fund (MCULAF). MCULLAF is a federally registered political action committee and MCULAF is the state PAC. Contributions to MCULAF and MCULLAF support candidates for elected State and Federal offices who recognize the importance and value of credit unions.
9. **Lapel Pin Fundraiser** – TLC staff are given the opportunity to make a personal contribution to the MCULLAF Lapel Pin Program. Wearing the pin is a symbol of personal commitment to preserving and protecting the credit union philosophy through political action.

Section IV: Diversity

TLC Community 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:

1. **Additional Committee Work** - Employees participate in various activities to promote local area community organizations. The list includes but is not limited to the following:
 - Adopt-a-Family
 - Adrian Lookouts
 - Adrian Street Cruisers
 - American Cancer Society
 - American Legion
 - American Red Cross
 - Associated Charities
 - Blissfield Chamber of Commerce
 - Blissfield River Raisin Festival
 - Boys & Girls Club of Lenawee
 - Civitan
 - Communities in Schools
 - Family Counseling & Children's Svcs
 - Goodwill Services
 - Hope Community Center
 - Hospice of Lenawee
 - Junior Achievement
 - Lenawee County Center for Economic Development
 - Lenawee Community Foundation
 - Lenawee County Fair
 - Lenawee County Humane Society
 - Lenawee United Way
 - Local Area 4-H Clubs
 - Local Area After Prom Committees
 - Local Area Athletic Booster Committees
 - Local Area Churches
 - Local Area Schools
 - Make A Difference Day
 - Region II Area Agency on Aging
 - Relay for Life
 - The Salvation Army
 - St. Vincent DePaul Food Pantry-St. Joseph's Catholic Church
 - Tecumseh Chamber of Commerce
 - Tecumseh Christmas Parade
 - Tecumseh Memorial Day Parade
 - Tecumseh Equestrians
 - Tecumseh Kiwanis
 - The Daily Bread
 - Toys for Tots
 - YMCA
2. **Invite Elected Officials to the Annual Meeting** – Whenever possible, TLC board and management invite elected officials to attend the Annual Meeting and experience the democratic structure of our credit union.

3. **Volunteer Recruitment** – TLC is governed by a board of directors, elected by and from the credit union’s membership. Board members serve voluntarily and are not compensated for their duties. Volunteers come from a variety of areas and may find out about volunteer opportunities in our newsletter, or by talking to our staff and/or current board/volunteers.
4. **Equal Employment Opportunity** – TLC is committed to equal employment opportunity. We do not discriminate against an employee or applicant based on race, color, religion, sex, national origin, age, handicapping condition, marital status, or political affiliation.
5. **Low Deposit Limits** – TLC products and services are designed to help all members regardless of income, get started with a financial plan. Membership savings can start with as little as \$5.00. Regular deposits are encouraged through payroll deduction and direct deposit.
6. **Three-Year Board Terms** – Board members serve three-year terms. At which time, they must run for re-election at the Annual Meeting of the Membership.
7. **Individual Development Accounts** – IDAs are special matched savings accounts designed to help families and individuals of modest means establish a pattern of regular saving and, ultimately, purchase a productive asset (a home, small business, or post secondary education).
8. **Free Phone Banking** - A free service that allows members the opportunity to check on their accounts and perform various transactions. It is not dependant on the Internet and is available toll-free for member convenience. It is also available for Spanish speaking members.
9. **Spanish Speaking Assistance** - A Spanish brochure was developed in order to communicate popular products and services associated with this demographic group. Signs are posted on our lobby doors where bi-lingual staff members are located and our phone banking system can be accessed in Spanish.
10. **Indirect Lending Program** - TLC has expanded the indirect lending program to all areas of the expanded field of membership.

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

TLC Community 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, TLC Community 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:

1. **Participation in the Michigan Co-operative Advertising Brand Campaign** – Each year TLC contributes funds in order to develop statewide advertising campaigns. The campaigns are used to educate members on what a credit union is and how belonging to a credit union benefits its members.
2. **Staff/Management Training** - TLC believes that individual growth of its employees keeps everyone up-to-date with the skills and knowledge necessary to be competitive in the credit union industry. Furthermore, TLC supports and encourages employees who wish to develop their skills by attending educational sessions about the credit union movement.
3. **Board and Committee Training** – Board and other volunteers are encouraged to attend events, conferences and seminars sponsored by the Michigan Credit Union League, Credit

Union National Association, and other credit union groups. The credit union also makes the online self-taught BVS program available for further education.

4. **International Credit Union Day** - TLC celebrates each year by decorating our offices, serving refreshments and by sending media press releases about the credit union difference.
5. **Member – Michigan Credit Union League** – By direct communication and participation in league activities, TLC staff, board and volunteers stay involved and informed of current credit union movement initiatives.
6. **Information Sharing Among Credit Unions** – TLC Community Credit Union encourages the cooperative spirit by working with other credit unions across the nation. We frequently share information and expertise in order to improve collectively.
7. **Member of CU Service Centers** - Through CU Service Centers, members can visit more than 4,000 shared branches across the U.S. to conduct financial transactions.
8. **Lapel Pin Fundraiser** – TLC staff are given the opportunity to make a personal contribution to the MCULLAF Lapel Pin Program. Wearing the pin is a symbol of personal commitment to preserving and protecting the credit union philosophy through political action.
9. **MCULLAF/MCULAF Fundraisers** – Since 1999, TLC has held fundraisers to raise money for our political PACs. Proceeds support the Michigan Credit Union League Legislative Action Fund (MCULLAF) and Michigan Credit Union League Action Fund (MCULAF). MCULLAF is a federally registered political action committee and MCULAF is the state PAC. Contributions to MCULAF and MCULLAF support candidates for elected State and Federal offices who recognize the importance and value of credit unions.

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, TLC Community Credit Union strives to be an active partner in our communities. 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/Field of Membership Groups Currently Receiving Financial or Other In-Kind Support (including the support given) and Current Public Service Activities:

- Area Little Leagues
- Adrian Symphony
- American Cancer Society/Relay for Life
- American Red Cross
- Area Festivals and Parades (Clinton, Tecumseh, Blissfield)
- Area Golf Fundraisers
- Area High School Events (After-prom parties, yearbooks, sporting events)
- Associated Charities of Lenawee
- Boys and Girls Club
- Catherine Cobb Domestic Violence Shelter
- Communities in Schools
- Croswell Opera House
- Fraternal Order of Police
- Kiwanis
- Knights of Columbus
- Lenawee Christian Family Center

- Habitat for Humanity
- Hospice of Lenawee
- Junior Achievement
- Lions Club
- Local Kiwanis Clubs
- Lenawee 4-H Groups
- Lenawee County Association of Home Builders
- Lenawee County Fair
- Lenawee Humane Society
- Lenawee Intermediate School District
- Local Adult Organized Sports
- Local Areas Chamber of Commerce
- Local Military Veteran Support Groups
- Local Colleges and Universities
- Muscular Dystrophy Association
- Local Area Company Picnics
- The Salvation Army
- TLC Scholarships
- Tecumseh Center for the Arts
- The Daily Bread of Lenawee
- Lenawee United Way
- YMCA