

## Statement of Commitment of Service to Members

St. Louis Postal Credit Union is a **member-owned, not-for-profit financial cooperative** dedicated to providing the best products and services to fit all of our members financial needs and interests regardless of their income levels. Our commitment is to our members and with that commitment in mind; we strive to offer our members what is most valuable to them, be it from us or other programs. Our members' needs are the top priority at St. Louis Postal Credit Union.

Our staff continually monitors and communicates our products and services in a meaningful way in which our current and potential members, legislators and regulators will appreciate our unique role we play in their lives.

St. Louis Postal Credit Union constantly looks for better ways to serve the interests of our members and potential member base. One of our many goals is to enable our members to become financially successful. One way we are accomplishing that goal is by providing consumer education in various consumer education outlets and financial thrift programs.

St. Louis Postal Credit Union's Statement of Commitment to Members and Society, as a whole, is consistent with the credit union principles of **"Where People Are Worth More Than Money"** and **"Not For Profit, Not For Charity, But For Service"**. The above statements represent high-quality business practices that ensure the financial strength of our credit union on behalf of our members.

### Section I: Services to Members

St. Louis Postal Credit Union strives to offer an expansive range of products and services designed to enrich the economic and social welfare of our members.

#### SAVINGS PRODUCTS

**Regular Shares** - A \$1.00 initial deposit establishes your membership in the credit union. We purposely kept this initial investment low to enable new members from every income level category to participate in this cooperative venture. This gives you an equal voice in what goes on at the credit union.

**Christmas Club** - Builds a separate savings for your Christmas expenses. Earns interest daily and posts quarterly. Funds are available in October. This was created to help you save for those hectic holiday months and avoid the credit card trap!

**Y.E.S. Savings Club (Your Extra Special Savings)** - All of us want to put aside funds, periodically, for that special purpose. By keeping this savings account separate from your regular savings account or checking account, you will be able to monitor the growth of Your Extra Special savings account. Use Your Extra Special savings account to save for taxes, vacations, family reunions, etc.

**Kirby Kangaroo Club** - Savings account for children age birth to 12. Child is rewarded with redeemable coins. Child earns interest, receives birthday card, newsletter and invitations to special events. This program was created to install financial management skills in a fun yet educational manner.

**Certificate Accounts (CD)** - A secured, insured investment with an initial deposit of \$1,000, which has a guaranteed rate for a set period of time. Term can be from 3 months to 60 months. The interest rate is normally fixed; however, new investments may be offered with variable rates at certain times. Many of our certificates offer the option of monthly pay for those members living on a fixed income and need these earnings for living expenses. Members choosing to receive payments quarterly have the option of receiving funds by check or compounding funds on the investment. The **Investment Builder CD** helps those members with modest income levels to earn higher interest rates. It can be opened with as little as \$100, with the opportunity to continue depositing money through direct deposit or over the counter deposits.

**Money Market Accounts** - Totally liquid account that earns dividends at a tiered rate of interest. The more money on deposit, the more interest you can earn. Interest is posted monthly and withdrawals can be over-the-counter, by check or ATM.

**Individual Retirement Accounts (IRA)** - Enables you to set money aside now for those retirement years. Earns daily interest, posted quarterly and may be tax deferred. Roth and Educational IRAs are also available.

#### CHECKING PRODUCTS

**All Checking Accounts** - Multiple programs have been developed to meet the different needs of all members. These offer at least 50 free checks on new accounts, with several overdraft options and no per check charge for checks written per month. RITA and PCRITA, 24-hour account access via phone or internet, that allows members to transfer money, check balances, access rate information and more, at no cost.

**Standard Checking** - The only charge is your order of checks. No monthly fee, as the account does not earn interest and no monthly minimum balance to maintain.

**Deluxe Checking** - Earns daily interest on \$500 or more, posted monthly. No monthly fee if balance remains at \$500 or above all month.

**Eagle Advantage** - With as little as a \$100 minimum balance, you will receive \$100,000 common carrier accidental death insurance, Savers Club® nationwide discount program, Sojourns® travel magazine, key ring registration, credit card protection, and travelers advantage.

**Eagle Advantage Plus** - Receive all of the benefits of Eagle Advantage without a minimum balance, plus \$10,000 24-hour accidental death insurance and \$100,000 common carrier coverage, ID Network™ Safety Service and Shoppers Advantage®. All Eagle custom checks are free. This account also earns interest. All of these additional benefits for a minimal monthly fee of \$5 which are debited at the end of each month.

## LOAN PRODUCTS

**All loan products** – May be established with a direct deposit and payroll allocation for convenience of payment at no cost. All loans offer you the opportunity of Life and Disability Insurance protection. For your convenience, Loan by Phone will take your applications 24-hours a day, seven days a week at 888-207-5363 or you can apply online and get an answer within seconds.

**Loans Available** - Auto, Boat and Home Equity at a fixed or variable rate. Quick and Easy Home Equity has a seven to ten day turnaround time. Also, Line of Credit, First Mortgage, Home Improvement, Share Pledge, Line of Credit and Miscellaneous loans are available.

**Credit Cards** - Offering you unsecured cards with a competitive rate for a Variable, Fixed or Gold account card or a secured VISA to help establish or re-establish credit. Enjoy these cards without a monthly or annual fee!

## SERVICES

**ATM** - Automated teller machines are at your fingertips. You can conveniently make withdrawals, deposits, transfers and loan payments. Purchases are deducted from your checking. Members can use any ATM with the AVAIL/STAR<sub>sf</sub> Network symbol surcharge free. Plus, anyone can use St. Louis Postal Credit Unions ATMs and incur no surcharge.

**Credit Union Lending Systems (CULS)** – A partnership with over 200 car dealerships to offer members, at no cost, the convenience of financing through the credit union while at the dealership. The same standard credit union rates are offered.

**Debit Card** - Gives you the freedom to pay for purchases out of your checking account without the hassle of writing a check. No charge for this service.

**Direct Deposit** - Allows the security and peace of mind that your paycheck is directly deposited into your credit union account. Loan payments and deposits can be conveniently paid through your direct allocation. No charge for this service.

**Discount Tickets** – Are available for such theme parks as Six Flags and Silver Dollar City.

**Enterprise Car Sales** – Our members can purchase any used car from Enterprise Car Sales and receive 100% financing from St. Louis Postal Credit Union, with up to 60 months to repay, without ever leaving Enterprise. This convenient service is offered at no cost and offers the same standard credit union rates.

**Express Club** - Empowers teens, ages 13-19, to manage their own accounts and offers special saving benefits. Newsletters, educational programs, invitations to exclusive teen only events and discounted Wehrenberg movie tickets are just a few of the benefits of being an Express Club member. There is no charge for this club.

**Golden Eagle Club** - Recognizes members 55 years of age or wiser with \$3000 on deposit in accounts other than checking. Offers discounted rates on VISA, cashiers checks, wire transfers, money orders, traveler's checks and cost free checks.

**Incentives for Good Grades** – Incentives for Kirby Kangaroo members who achieve good grades.

**MEMBERS Financial Services (MFS)** – The MEMBERS Financial Services Representative helps our members in a variety of ways including free seminars on various investment topics, one-on-one planning and other facets to establish financial security. On our web site there is a link to MFS web site. You will find educational information ranging from budgeting to investment strategy at no cost.

**Phone Lines** – Call Toll free throughout the continental United States at 1-800-325-2697.

**PC Car Book** - Convenient printouts available. Shows pricing, standard equipment and all options. No charge for this service.

**PCRITA** - Access your account(s) through the internet 24-hours a day, 7 days a week with our free online banking service. Check account balances, make withdraws, transfer funds between accounts and stop payment of a check online.

**RITA** - Use your telephone to access your account(s) 24-hours a day, 7 days a week for free. Do everything from check to see when your last check cleared to transferring money to a different account.

**U.S. Savings Bonds** – Savings bonds redemption is available at all of our locations.

**Web Site** – Our web site allows for members to reorder checks, apply for loans and use PCRITA, online account access. Anyone can open new accounts, check current rates, utilize the financial calculators, read the Postal Members Digest newsletter and find out about upcoming events through this site. There is also links to other financial resources such as Home & Family Finance Resource Center, MEMBERS Financial Network and Googolplex for Student Money-makers.

## **Section II: Member Education**

St. Louis Postal Credit Union is dedicated to member and consumer financial education. In addition, we are committed to educating members and consumers about credit union uniqueness, principles and values.

- 1. Newsletters** – We publish four newsletters quarterly, which discuss current issues, consumer information, promotions, services, rates, events and other information. We have three targeted newsletters for our Kirby, Express and Golden Eagle club accounts per year, as well as four Select Employee Group and internal staff newsletters.

2. **Financial Counseling** – When financial concerns about credit face a member, we help as much as we can by granting loans whenever possible and offering solutions towards their credit problems, working with Consumer Credit Counseling Service.
3. **National Endowment for Financial Education (NEFE)** – Recognizing the need to provide our youths with basic financial tools to successfully survive as a consumer, we have implemented a program geared towards high school aged, young adults to help them manage their money and inform them of the advantages of choosing a credit union as their financial institution. At the end of the program, a credit union representative gives a presentation in the participating schools’ classrooms.
4. **MEMBERS Financial Services** – Our MEMBERS Financial Services Representative helps our members in a variety of ways including free seminars on various investment topics, one-on-one planning and other facets to establish financial security. On the web site, educational information is available ranging from budgeting to investment strategy.
5. **Googolplex** – A part of our web site is geared towards our young members. Stories and activities are divided into three different school groups, elementary, middle school and high school, which provide useful financial knowledge for our future moneymakers.
6. **Home Buying Seminars** – We provide Home Buying Seminars for our members that are interested in finding out what buying a home entails. Our Mortgage Representative invites various speakers such as a real estate agent, a title company representative, an appraiser and a building inspector to speak about their role in the prospective homebuyers’ lives and answer any questions the prospective homebuyers may have.
7. **Vehicle Buying Seminar** – We provide Vehicle Buying Seminars for our members interested in buying a vehicle. Guest speakers walk them through the entire process and answer any questions the prospective car buyer may have.
8. **Credit and Personal Finance Seminar** – We provide our members an educational seminar to help manage their personal finances and credit.
9. **Wellness Programs** – We sponsor numerous health related programs throughout the year for our members. Each program is on a different health related topic and comes with a nutritious lunch.
10. **Financial Planning** – We offer Home & Family Finance Resource Center online to help educate members about their personal finances.
11. **Consumer Federation of America** – Our membership helps support education and lobbying on behalf of America’s consumers.
12. **Electronic Signs, Brochures, On-Hold Messages, Newspaper Ads, Media Releases** – All geared to inform and educate members and potential members about our products, services and uniqueness.

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

St. Louis Postal Credit Union promises to uphold credit union democratic principles. Those principles include, but are not limited to demographic representation and volunteer participation in credit union activities.

1. **Annual Meeting** – We invite every member of the credit union to our Annual meeting at which time there is an opportunity to voice concerns or suggestions, hear from our various board members, socialize with members and employees over refreshments. This time is also used to elect directors and members of the Supervisory Committee.
2. **Member Survey** – Surveys are sent to members monthly for feed back about our services, our programs and other aspects of the credit union. A major contributor to new service and product offerings is based on the information from these surveys and other sources.
3. **Web Site** – Our web site provides a quick and easy way for members to voice their opinions, suggestions and other comments they may have regarding the credit union, be it our products and services, programs or anything else.
4. **Membership Reports** – Reports are completed monthly to track our member development.

## **Section IV: Diversity**

St. Louis Postal Credit Union is a member-owned cooperative that is democratically controlled. Management and staff are focused on creating an environment containing diversity within the credit union and within our staff.

1. **Target Marketing** – We use an MCIF, Marketing Customer Information File, to help determine the demographical makeup of our members. This helps us target our products, services and educational opportunities to better meet our members' needs.
2. **Nominated Board Members** – All members of the credit union's various boards must be elected into their role by the membership. Participation in this process is encouraged for this cooperative effort to reach its full potential.
3. **Equal Employment Opportunity** – St. Louis Postal Credit Union actively seeks to fill vacancies by hiring qualified candidates without regard to race, religion, creed or socio-economic status. We also try to hire people to represent the communities we operate in.
4. **Equal Housing Lender** – We shall not discriminate against any applicant on a prohibited basis with respect to any aspect of a credit transaction:
  - a. on the basis of race, color, religion, national origin, sex, marital status, or age (provided the applicant has the capacity to contract);
  - b. because all or part of the applicant's income is derived from any public assistance program; or
  - c. because the applicant has in good faith exercised any right under the Consumer Credit Protection Act.

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

St. Louis Postal Credit Union works hard to build and nourish our unique credit union movement by providing our resources to others within the credit union community. The Credit Union also participates in local, state and national cooperative activities in order to strengthen those relationships.

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

- 1. Chapter Meetings** – St. Louis Postal Credit Union participates in various Missouri Credit Union Chapter events.
- 2. Credit Union Meetings** – The credit union regularly attends various meetings with other credit unions to discuss various topics and share ideas about handling different situations within the credit union community.
- 3. Cooperative Advertising** – We participated in a television advertisement, with other credit unions associated with the Missouri Credit Union System, which informed the general public about credit unions.
- 4. Continuing Education for Staff** – St. Louis Postal helps pay for post-high school education so our employees may further their careers in the credit union movement.
- 5. Credit Union Lending Systems (CULS)** – We have partnered with other local credit unions to form CULS, which provides our members the quick option of receiving an auto loan from our credit union at the auto dealerships.
- 6. Shared ATM Program** – We currently provide our members the AVAIL/STAR<sub>sf</sub> Network service, which provides our members access to use ATMs within the network without incurring a surcharge.
- 7. Shared Branches** – This utilizes our exposure without spending the money to open more branches in various locations. Our credit union partners with other credit unions to provide more locations where our members can be served in already existing facilities.

## **Section VI. Public Service/Corporate Citizenship**

St. Louis Postal Credit Union strives to be an active participant in our surrounding communities. We strongly believe in the credit union philosophy of People Helping People. By direct financial support, participating in various community activities and other types of contribution, we can help raise the overall socioeconomic level in the community and strengthen ties within the community. This helps us to position ourselves to reach out and serve the people of the community.

- 1. Children's Miracle Network (CMN)** – We work throughout the year on various fundraisers for Children's Miracle Network. CMN is an organization dedicated to supporting local children's hospitals.
- 2. Local and School Related Organizations** – Our goal is to help as many schools and local organizations as we can throughout the year by making monetary donations or by donating various items needed by the specific organization. Events have included entering a float in a parade and giving away gift baskets along with monetary donations.

- 3. State and Local Chambers of Commerce** - St. Louis Postal actively participates in our communities Chambers of Commerce and the State Chamber of Commerce. By attending monthly meetings and participating in various events, we form a closer bond with the community. We are also involved with the St. Louis County Department of Planning for the improvement within our community.
- 4. Postal Related Organizations** – We help with various postal related organizations also. The major fundraiser we help with are the numerous blood drives they host throughout the year.
- 5. National Organizations** – We work with various nationally recognized organizations such as The Boy Scouts of America, the American Diabetes Association and the Leukemia and Lymphoma Society. We have participated in Dress Down Days, walks and other team involved activities.
- 6. Meeting Space** – We provide our boardroom space to service organizations throughout the community that need a place to hold their meetings.