

Telco Plus Credit Union

Statement of Commitment to Members

Approved by Board April, 2002

As a member-owned, not-for-profit financial cooperative, Telco Plus 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 transactions 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. And we will continually, in all facets of operations, demonstrate the value of membership in Telco Plus 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 Telco Plus Credit Union's strategic plan, we will put forth 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". This statement represents good business practices that ensure the financial strength of our credit union on behalf of our members.

Telco Plus Credit Union

Mission Statement

To provide quality, competitive, financial services, while maintaining a strong capital base for the members of the credit union.

Section 1: *Service to Members*

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Telco Plus 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. Risk based lending to allow us the opportunity to lend to those with less than perfect credit at a reasonable interest and still offer competitive rates for those members with better than average credit.
2. Savings accounts without low balance fees.
3. Free NADA book values.

New Services Planned for the Coming Year:

1. Full credit union services (ie: safe deposit boxes, proprietary ATM) for Tyler members with the new branch office.
2. Online banking

Section II: *Member Education*

Telco Plus 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. Annual Credit Report evaluations with Northeast Texas Credit Bureau.
2. Initiation of NEFE education at local schools.
3. Loan counseling on how to improve credit ratings and lower interest rates.
4. Participant/Co-Sponsor in Scam Jam held in conjunction with the Better Business Bureau and U. S. Postal Inspector.
5. Free online subscription and link from CU website to Googleplex.

Section III: *Involvement/Governance*

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Telco Plus 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:

1. Past host of Campaign school for area credit unions.
2. Employees are encouraged to participate in local credit union chapter functions.
3. Telco Plus Credit Union has been represented on the East Texas Chapter of Credit Union's board for many years.
4. Employees are given paid time off to vote and for jury duty.

Section IV : *Diversity*

Telco Plus 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 support Diversity

1. Happy Days Checking and Senior Bingo
2. Rainbow Kid's Club and Annual Kid's fair in Longview and in Tyler
3. Global Surfer's Club for teen savers and student checking accounts.

New Programs Planned for the Coming Year:

1. Participation in Jarvis Christian College's Student Career Day.

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

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Telco Plus 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, Telco Plus 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. Member of East Texas Chapter of Credit Unions.
2. Member of Tyler Chapter of Credit Unions.
3. Member of the Texas Credit Union League.
4. Member of the Texas Telephone Credit Union Cooperative
5. Participation in the credit union PAC state quarter program.

...And other Cooperative Activities:

6. Board members actively attend local chapter meetings, TCUL meetings and TTCUA meetings.

New Programs Planned for the Coming Year:

1. Participation in Select ATM network.
2. Reciprocal arrangement with other CU's in Tyler to allow ATM access for member of participating CU's without a service fee.

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, Telco Plus 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:

1. Participation in East Texas Chapter of Credit Union's annual Golf Tournament benefiting the Children's Miracle Network and the Longview Habitat for Humanity.
2. Participation in Candy Sell fundraiser for Children's Miracle Network.
3. Sell of United We Stand Cookbooks to benefit U. S. relief efforts after the 9/11 disaster.
4. Member of Longview Partnership (formerly Chamber of Commerce)
5. Member of Better Business Bureau

