

San Antonio Federal Credit Union Statement of Commitment to Members

As a member owned, not-for-profit financial cooperative, the San Antonio Federal Credit Union (SACU) is committed to serving our member/owners. We will uphold our responsibility to actively serve the people in San Antonio, Texas; Houston, Texas; and surrounding communities within our field of membership. We will strive to support these member/owners in our community with our convenient branch locations, Shared branching with other credit unions, Automated Teller Machines (ATMs) and through electronic commerce and the Internet. We will treat all member/owners and our own employees with respect and dignity. We will offer reasonably priced products and services to the diverse economic and social make-up of our member/owners and potential members. We will continue to demonstrate our commitment to our member/owners in all facets of our operations.

We will continue to communicate our service to members in a meaningful way so that our member/owners, potential members, members of our communities at large, community members, legislators, and regulators will understand the unique role that member-owned financial cooperatives play in their lives.

Through our strategic plan we will put forth an effort to enable our member/owners to meet their financial goals and their dreams. We will focus on consumer education, money management and financial planning for our member/owners and investors so that they may make the best decisions in managing their personal resources.

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 financial strength of our credit union on behalf of our member/owners.

Section 1 Service to Member/Owners

The San Antonio Federal Credit Union strives to offer services designed to improve the economic and social well being of all member/owners from all socio-economic and diverse backgrounds and return financial value to all those who participate in our financial cooperative.

Our current services that help improve the economic well being of our member/owners are as follows.

1. Share Savings Account- \$5 to open.
2. Money market Account- \$2500 minimum to open with pre authorized drafts (three check withdrawals) and dividends paid monthly and interest compounded monthly. Increased balances earn higher dividends.

3. Free Checking- No service charge, no minimum balance, no interest earned on balances.
4. Gateway Checking- Tiered, dividend-bearing account designed for active investors who wish to earn money market rates while enjoying the flexibility of a checking account. \$2500 to open and no monthly fee if average monthly balance is \$2500 or more. Investment options.
5. Extra Value Checking- \$25 to open with no monthly service fee with \$100 minimum daily balance. Dividends paid monthly on a minimum balance of \$1,000. \$100,000 Accidental Death/Common Carrier Life Insurance, Auto Trip Routing, Savers Club Discount Book and *Sojourns* magazine subscription.
6. Extra Value Checking *Plus*- \$25 to open with a \$6 service fee -- \$5 with direct deposit, no minimum balance, dividends paid monthly on all balances, free Traveler's Checks, free Cashier's checks, Shopper's Advantage merchandise discounts, Medical Emergency Data Card and \$250,000 Accidental Death/Common Carrier Life Insurance.
7. The Works Checking- \$25 to open with no monthly fees on \$500 minimum daily balance, a \$1500 minimum combined checking and share savings balance or a \$5,000 minimum share certificate and unlimited check writing privileges.
8. 50 Gold Club Checking Account- Designed for member/owners over age 50. \$25 to open, dividends paid on average monthly balance of \$500, discount is offered on SACU custom checks and a 15% discount is offered on safety deposit boxes.
9. SACU Online *Anytime*- Free service for member/owners which includes: a) Bank *Anytime*-checking account history, make loan payments, obtain line of credit advances and take advantage of many other on-line services; b) Pay *Anytime*-automatic bill payment (not free); c) Mail *Anytime*-Free email account and email access to Member Service Center; d) Export *Anytime*-Free service that allows member/owners to export transaction history to personal financial software such as Quicken and Microsoft Money and; e) Options *Anytime* allows member/owners to personalize SACU Online *Anytime* to fit their individual preferences.
10. SACU Universal View- An internet site where member/owners can collect and view their personal online accounts on one web page: banking, investments, shopping, credit Cards, news, email and more.
11. REAL eSTation- Immediate access 24 hours a day, 7 days a week to member/owner's SACU real estate loan information to include current loan balances, transaction history, year-to-date totals, payment due date, escrow information and more.

12. Wireless Banking *Anytime*-electronic banking and bill payment capabilities through Palm Internet-capable devices.
13. Phone Link-SACU automated bank-by-phone service in English and Spanish languages to make transfers between checking and share savings accounts, make loan and credit card payments, confirm ATM transactions, obtain account balances, order checks and obtain check numbers that have cleared member/owner accounts.
14. SACU Online Check Orders- Member/owners can order/reorder checks online in various formats.
15. VISA Platinum, Gold and Classic Credit Cards, MasterCard
16. Cash *Anytime* MasterMoney Debit Card for Point-Of-Sale purchases and ATM usage.
17. Automatic Teller Machines (ATMs)- One hundred ATM locations strategically located around the City of San Antonio
18. SACU Branches- SACU has sixteen branches in San Antonio, Texas and two branches in Houston, Texas strategically located to serve our member/owners. Each branch has drive-up tellers (with the exception of the McCreless and Downtown branches and the Houston branches) that operate beyond the hours of branch lobby operations to service those members with the need.
19. Shared Branching-SACU has a shared branching agreement whereby member/owners may use any of 767 participating credit unions in 33 states to conduct standard service center transactions on their SACU account.
20. FASTLANE Depositories- SACU has *Fastlane* secure depositories at all but two branches that allows members to make deposits and/or payments after hours and will allow the transaction to be credited the same day.
21. Direct Deposits- SACU has the capability to allow direct deposit through member/owner's employers if the employer offers that service.
22. Automatic Debit- SACU allows automatic debit of member/owner accounts for loan payments.
23. Payroll Deductions- The SACU payroll deduction program allows member/owners to have a specific amount automatically withdrawn from every paycheck and deposited into their share account.
24. Safe Deposit Boxes- SACU has safe deposit boxes of different sizes available for rent by member/owners at five branches.

25. Share Certificates- SACU offers Share Certificates of various dollar and time increments.
26. Individual Retirement Accounts-SACU offers traditional, Roth and educational IRA's.
27. Wire Transfers-SACU offers traditional wire transfers and also offers IRNet which is the International Remittance System that allows secure and economical money transfers internationally.
28. Member Consumer Loans- SACU offers all types of consumer loans to include direct auto, indirect auto, mortgage, home equity, educational loans, overdraft protection (Loan 98) and preferred line of credit.
29. Member Business Loans-member/owner business loans are offered on a limited basis.
30. Accidental Death & Dismemberment Insurance- Member/owners who sign an enrollment form may receive free \$2,000 AD & D Insurance and also have an option to purchase additional insurance coverage for themselves or to extend coverage to other family members. This option is provided through direct mail.
31. Automobile Insurance- Member/owners who are safe drivers are eligible to qualify to purchase a low-cost, high quality auto insurance policy. This option is offered through direct mail and through the SACU web site.
32. Long-term Care Insurance- Member/owners are eligible to receive a discount on long-term care insurance through a variety of top-rated insurance providers. This option is offered through direct mail and through the SACU web site.
33. Guaranteed Life Insurance- A graded benefit whole life insurance plan is made available to member/owners and their spouses between the ages of 45 and 75. Between \$2,500 and \$10,000 insurance is available at a very affordable cost. This whole life insurance is designed as "final expense insurance" and is offered through direct mail.
34. Credit Life and Disability Insurance- Credit Life and Disability insurance is offered on consumer loans through a top-rated insurance provider and is offered at the time the loan is closed.
35. Umbrella Insurance- This product is offered through American Property Casualty Companies to safeguard valued member/owners. Personal Umbrella Liability Insurance provides protection above the liability limits of required basic auto and homeowner's policies.
36. Investment Services- Experienced and Licensed Financial Consultants are available to meet with member/owners to provide investment guidance in the areas of

retirement, education, and general investment planning. Investment products include annuities, mutual funds, municipal bonds, life insurance and a full range of investment services. Financial Consultants are employees of SACU Financial Solutions and hold licenses with broker/dealer CUSO Financial Services, L.P. (Member SIPC/NASD).

37. eVision / Self-Directed Online Investing- Powered by E*Trade and offered through broker/dealer CUSO Financial Services, L.P., eVision is a premium online trading service for member/owners and non-members who wish to make their own investment decisions. This service is available 24 hours a day, 7 days a week through the SACU web site.
38. ShareBuilder- This internet service is designed for member/owners who want a simple, smart and affordable way to invest in stocks online. ShareBuilder helps members build a stock portfolio over time by making automatic, dollar-based investments in the companies and index funds of their choice. This service is available through the SACU web site. Broker/dealer for this product is Netstock.
39. Real Estate Rewards- Professional REALTORS will handle the sale or purchase of a member/owner's home in San Antonio or Houston and SACU will reward cash back once the sale or purchase has been completed.
40. Signature LegalCare- This service offers a comprehensive array of legal services for member/owners. Services include in-office consultation with experienced attorneys, preparation of wills, assistance with real estate matters, representation regarding debt issues, consumer matters, guardianships, and many other legal services. Member/owners who participate pay a monthly or quarterly fee.
41. Express Tax Services- Through a third-party tax service provider and for a fee, member/owners may take advantage of three tax services to include tax preparation, electronic filing services, and self-service online tax preparation through the SACU web site.
42. Notary Service- No cost notary service is provided to all member/owners at all SACU branches.
43. Discount Tickets- Member/owners may purchase discount tickets to area movie theatres and theme parks.

Section 2

Member Education

The San Antonio Federal Credit Union is committed to member/owner and consumer financial education; in addition, we are committed to educating the public about our credit union uniqueness, philosophy and values.

Our current programs that support member education and advocacy are as follows:

1. Newsletter- SACU publishes a quarterly “Today” newsletter that provides member/owners a host of current information about new products, branch and ATM locations, educational seminars, branch operating hours and useful telephone numbers.
2. Educational Seminars- SACU offers no cost seminars throughout the year on such topics as Investing Basics, Understanding Insurance, Annuities, Retirement Planning, Online Financial Services, College Planning, Understanding Social Security, and Mutual Funds Made Easy.
3. Web Site- The SACU web site <http://www.sacu.com> provides member/owner direct links to online educational articles, loan rates, services, employment opportunities, news and information.
4. Interactive Consumer Loan Selector- An online service where member/owners can investigate which loan product(s) will best meet their need.
5. Interactive Mortgage Selector- An online service where member/owners can investigate which mortgage product will best meet their need.
6. Consumer Credit Counseling- SACU provides to member/owners with financial counseling on loans, checking accounts, share certificates, etc. Also, our loan officer and collection departments are trained to identify credit counseling needs and to refer members to the Credit Counseling Service with whom we work.
7. Direct Mail-SACU uses direct mail to communicate and educate member/owners on products, services and educational opportunities.
8. Employee Orientation-SACU provides a comprehensive employee orientation that emphasizes the uniqueness of credit unions compared to other financial service providers.
9. Brochures-Brochures are made available on various financial services and products in the branch lobby for member/owners to take.

Section 3

Involvement/Governance

The San Antonio Federal Credit Union endeavors to preserve credit union democratic principles of one member/owner, one vote in the democratic representation and participation in credit union governance. SACU has nine members of the Board of Directors and five members of the Supervisory Committee all member/owners and democratically elected by the membership of the credit union.

Our current programs that support credit union involvement are as follows:

1. Board Members- SACU strives to have a board consisting of members representative of our diverse community. We work to entice volunteering of member/owners who have a commitment to excellence, an interest in the governance of their credit union and who are willing to give of their time and energy to ensure the integrity and financial security of SACU.
2. Supervisory Committee- Like the Board of Directors, SACU strives to entice volunteering of member/owners who have unique knowledge, experience and capabilities in the fields of audit, accounting and/or financial management and who have an interest in the integrity and financial soundness of their credit union. We strive for diversity and the representation of the ethnicity of our membership.
3. Board Committees-SACU volunteers are organized with members of the management staff into various committees. These committees are designed to allow Board/Supervisory Committee members to interface and participate with the staff on various topics pertinent to the management and governance of the credit union. An example of the committees are: a) Litigation Committee to oversee any litigation or potential litigation affecting the credit union; b) Capital Investments, Branching, and Technology Committee to oversight our larger capital expenditures, branch delivery system, and the use of technology c) Finance Committee to oversee the operation of the internal accounting and finance activities; d) Human Resources & Training Committee to oversee employment practices and employee/volunteer training; e) Political and Community Relations Committee to oversee the credit union's political action, PAC fundraising and community relations activities; f) Nominating Committee to seek qualified volunteers to serve on the Board and Supervisory Committee g) Retirement Committee to oversee and participate in decisions relating to the employee retirement and 401K programs; h) Strategic Planning to develop the vision, mission statement and long term goal and objectives for the credit union. Also to review management's operational strategies and tactics to ensure they are congruent and stay on course with the Board's vision, and goals and objectives.
4. Annual Meeting- The San Antonio Federal Credit Union conducts an annual meeting whereby all member/owners are invited to hear the CEOs State of the Year address on the past year's operation and plans for the next year. The annual meeting serves as the forum for the membership to nominate candidates and elect the Board of Directors to

serve for the next terms. The Supervisory Committee is appointed by the Board of Directors.

5. Political Action- San Antonio Federal Credit Union is actively involved in the political processes at City, State and Federal levels. The Corporate Relations Department monitors all legislation affecting credit unions and financial operations, participates in the Alamo Chapter of Credit Unions, the Texas Credit Union League, the Credit Union National Association, the National Association of Federal Credit Unions and the Defense Credit Union Council. The Corporate Relations Department also manages the relationships with the local City Council, County officials, State Legislators and Congress.

Section 4 Diversity

San Antonio Federal Credit Union recognizes the value of demographic and ethnic diversity in staff, volunteers and membership. SACU strives to bring in people of diverse backgrounds and experiences to leadership and volunteer roles at the credit union to serve our member/owners who represent all diverse segments of our community.

Current programs that promote gender, cultural, and ethnic sensitivity and diversity are as follows:

1. Equal Employment Opportunity- San Antonio Federal Credit Union has an active affirmative action program that promotes diversity training and sensitivity in all personnel actions. SACU will not tolerate discrimination in terms of sex, race, ethnicity, religion, gender, age or handicap in personnel practices in service of our valued member/owners. SACU vows to take swift remedial action if such violations occur.
2. Marketing- San Antonio Federal Credit Union is particularly sensitive to the marketing materials used in reaching our diverse community. SACU advertises in both English and in Spanish languages to reach out to our vast Hispanic community.
3. Staffing- The CEO is committed to growing ethnic and gender diversity representative of the community make-up at every management level within the credit union. The community is made up of approximately 55% Hispanics, 7% African Americans, 36% Anglo, and 2% others.
4. Spanish Language- SACU is offering evening Spanish language classes to employees to improve Spanish language proficiency to better serve our Hispanic member/owners. Our ATMs are bilingual in both English and Spanish and our web site and branches advertise our ability to serve Spanish speaking members. SACU has employees who are bilingual in both English and Spanish within each branch to

service those in our membership who are more comfortable in conducting business in Spanish.

5. Hispanic Market Learning Initiative- San Antonio Federal Credit Union has embarked on a 2002 year-long project to learn more about the Hispanic culture, their needs and beliefs and how best to communicate our service to this community. The project identifies Hispanic community leaders who come into the credit union once a month to discuss with upper and mid level managers the make-up of Hispanics, how to communicate with them, what their value and belief system is, and how to treat this unique segment of our community. We believe that this learning initiative will help us to better appreciate this rich segment of our community, to better design market strategies, and to better serve our valued member/owners.
6. Texas/Mexico Credit Union Relationship Committee- San Antonio Federal Credit Union Corporate Relations Officer is a member of this Texas Credit Union League initiative. This committee works with elements of the Mexican government and the Mexican financial services groups to develop and improve relationships between the two countries in matters of finance and credit unions.
7. IRNet- San Antonio Federal Credit Union has entered into an agreement with the World Council of Credit Unions to implement this International Remittance Network which allows members to remit wire transfers to foreign countries (primarily Mexico) at minimal cost.

Section 5

Commitment to the Credit Union Movement

San Antonio Federal Credit Union works to build and strengthen a unique credit union movement by providing financial and in-kind resources throughout the credit union community, and by actively advocating the credit union difference at all levels of government and in other appropriate public forums.

Current activities that support the credit union movement are as follows:

1. Credit Union National Association- San Antonio Federal Credit Union belongs to and actively supports this trade organization.
2. National Association of Federal Credit Unions-San Antonio Federal Credit Union belongs to and actively supports this trade organization.
3. Defense Credit Union Council-San Antonio Federal Credit Union belongs to and actively supports this trade organization.
4. Texas Credit Union League- San Antonio Federal Credit Union belongs to and actively supports this branch of CUNA. Representatives belong to the Member

Advocacy FORCE Committee, the Emerging Trends Coalition and the Texas/Mexico Credit Union Relationship Committee.

5. Credit Union Legislative Coalition-San Antonio Federal Credit Union representative belongs to the Board of Directors and Executive Committee of this organization that is formed to influence credit Union legislation.
6. Alamo Chapter of Credit Unions- San Antonio Federal Credit Union representative is member of the Board of Directors and Political Liaison for this organization of San Antonio area based credit unions.
7. Political Action Committee (PAC)- San Antonio Federal Credit Union raises money for the CUNA/TCUL PAC to help influence State Legislators and Congressmen/Senators on credit union legislation.

Section 6

Public Service/Corporate Citizenship

Through direct financial and/or other types of support to worthwhile community organizations and 501c (3) charitable organizations, and by participating in public service activities, San Antonio Federal Credit Union strives to be an active partner in the community. We recognize that practicing good Corporate Citizenship supports the spirit and intent of the credit union philosophy of people helping people. We recognize that 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 and serve people of modest means.

Current programs and activities supporting our public service and corporate citizenship are as follows:

1. United Way- San Antonio Federal Credit Union is a “Pacesetter” company in the United Way and runs an annual drive garnering over \$100,000 through payroll deduction of our employees. Numerous employees serve on UW Funds Distribution committees throughout the year.
2. Children’s Miracle Network/Credit Unions for Kids- San Antonio Federal Credit Union representatives sit on the local steering committee and raise funds throughout the year for the Christus Santa Rosa Children’s Hospital.
3. Corporate Donations Program/501c (3) Charities- San Antonio Federal Credit Union donates over \$100,000 to over 100 each 501c (3) charities annually.
4. Chambers of Commerce-San Antonio Federal Credit Union belongs to and is active in the Greater San Antonio Chamber of Commerce, the San Antonio Hispanic

Chamber of Commerce, the North San Antonio Chamber of Commerce, the South San Antonio Chamber of Commerce and the Alamo City Chamber of Commerce.

5. Boards and Commissions- Members of the Executive Staff and volunteers of San Antonio Federal Credit Union serve on various City, County, State, and educational institutions boards and commissions as part of their volunteer community service.
6. Charitable Work-Numerous San Antonio Federal Credit Union employees volunteer in many church groups, charitable organizations and other non-profit groups in service to the community.
7. ExCel Award-San Antonio Federal Credit Union partners with a local Television station to recognize excellence in teaching. This results in a monthly award of a plaque to the outstanding teacher of the month from the television Station and a \$1,000 check from SACU. This program promotes the value of education throughout our community.
8. School Activities- Many San Antonio Federal Credit Union employees are involved in mentoring and reading programs in San Antonio area schools.
9. Blood Drives- San Antonio Federal Credit Union sponsors two blood drives a year for our employees to donate blood.
10. Food Bank-San Antonio Federal Credit Union partners with one of our State Legislators to be a Food Bank collection point for employee and member/owner donation non-perishable food.
11. Elf Louise-San Antonio Federal Credit Union partners with the Elf Louise Foundation to sponsor and collect toys for the Christmastime distribution to needy children.
12. Family Sponsorship during Thanksgiving and Christmas-San Antonio Federal Credit Union offices adopt needy families and distribute food, clothing and toys donated by employees.