



GUARDIAN FEDERAL CREDIT UNION

Always Ready to Serve - Since 1956

A STATEMENT OF COMMITMENT TO OUR MEMBERS

Chartered in 1956, and originally known as the Norfolk Federal Employees Federal Credit Union, [Guardian Federal Credit Union](#) has grown from humble beginnings, a single desk, some ledgers and a few courageous volunteers, into a credit union that can and is always ready to serve its members. Today we are proud to serve the United States Coast Guard and the other armed forces, the civil service and a growing list of local employers who recognize the value of credit union membership for their employees. We are one of seven credit unions in the United States who primarily serve the men and women of the United States Coast Guard. And one of the few such credit unions who can meet their member's financial services needs anywhere and anytime.

Our Mission

[Guardian Federal Credit Union](#), a member owned financial institution, is dedicated to providing cost effective, quality services, promoting growth and serving as the guardian of member funds.

Our Vision

[Guardian Federal Credit Union](#) is a leader in the credit union movement. Our members can count on us to provide the highest quality services and maximum customer satisfaction. We have created an environment which encourages pride, teamwork, growth, and enjoyment of work by our staff. We encourage innovative approaches to improving the quality of our member services. We are recognized as the financial institution of choice, the employer of preference and the pride of our membership and the community.

Our Values

MEMBERS --- The only reason that we exist. We are dedicated to providing courteous, professional, prompt service and will strive to better understand and satisfy the changing needs of our members. We must create member loyalty and respect.

EMPLOYEES --- Provide job satisfaction and career enhancement opportunities for our employees. Our employees deserve a challenging, enjoyable and stable work environment. Together we must develop mutual respect, trust and commitment.

COMMUNITY --- As partners with our community, we must work for the common good of our people and environment and to provide equal employment opportunities.

As a member-owned, not-for-profit financial cooperative, [Guardian 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 un- or underserved in our field of membership. And we will continually, in all facets of operations, demonstrate the value of membership in [Guardian 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 [Guardian Federal 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. We are proud to be one of "America's credit unions, where people matter more than money".



Section 1: Service to Members

Guardian 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. Guardian strives to offer these services by means convenient, secure and member friendly.

Current Services that Help Improve the Economic and Social Well Being of Members:



Deposit Services

- 🌐 FREE Sharedraft checking accounts, with no minimum balance, no monthly maintenance fees, earns dividends.
- 🌐 Prime Share savings accounts, low minimum balance to open and earns dividends.
- 🌐 Club Share accounts, Christmas and Vacation, lower minimum than Prime Shares to open and earn dividends.
- 🌐 Investment Club Shares, money market dividend rate.
- 🌐 Share Certificates of Deposit, terms from 6 months to 60 months, low minimum to open.
- 🌐 IRA Share Savings account, low minimum to open, higher dividend rate than Investment Club, ideal for accumulation account.
- 🌐 IRA Share Certificates of Deposit, terms from 12 months to 60 months, low minimum to open.



Loan Services

- 🌐 New Auto Loans, very competitive rates, terms from 36 to 72 months, 100% financing, down payment reduces loan rate up to .25%.
- 🌐 Used Auto Loans, very competitive rates, terms from 36 to 60 months, 100% of NADA Retail Value available, .50% discount for financing NADA Loan Value or less. We finance cars model years 1992 and older up to the lesser of purchase price or NADA Loan Value.
- 🌐 Member Auto Payment Saver MAPS, an alternative to leasing for new and used cars.
- 🌐 New Boats And Recreational Vehicles, very competitive rates, terms up to 96 months, up to 85% financing.
- 🌐 Used Boats and Recreational Vehicle Loans, very competitive rates, terms up to 72 months, will finance up to lesser of 80% of purchase price or 100% NADA loan value.
- 🌐 Personal Computer Loans, very competitive rate, terms up to 36 months.
- 🌐 Signature Loans, very competitive rates, terms from 12 to 48 months, we make loans as small as \$500.
- 🌐 Share Certificate of Deposit Loans, rates dependent on loan to certificate value ratio, can be as little as 2% over the share certificate rate, term dependent upon underlying share certificate term.
- 🌐 Personal Line of Credit, variable rate PRIME + 3, advances as small as \$100.

- 🌐 Overdraft Line of Credit, variable rate PRIME + 3, covers sharedraft checking overdrafts, prevents embarrassment.
- 🌐 Share Secured Loans, rates dependent on loan to share account value ratio, can be as little as 2% over the share account rate, terms up to 120 months also dependent loan to share account value ratio.
- 🌐 Flashlight Loans, we work with the local power company to eliminate the need for utility deposits.
- 🌐 VISA, variable rate PRIME +5, 25 day grace period, no annual fee, no minimum finance charge.
- 🌐 Mortgages, conventional, VA, FHA, terms up to 30 years, fixed and variable.
- 🌐 Second Mortgages, competitive rates, terms up to 180 months, no closing costs option available, Fast Equity no appraisal option available.
- 🌐 PRIMELINE Home Equity Line of Credit, the rate is always Prime.
- 🌐 Federal Family Education Loans, also known as student loans.



Convenience Services

- 🌐 Five office locations, downtown Portsmouth, USCG ISC Portsmouth, Norfolk Federal Building, USCG Finance Center Chesapeake, USCG Support Center Elizabeth City.
- 🌐 Night Depositories at selected locations.
- 🌐 Mail teller transactions.
- 🌐 Incoming 800 phone service for members to reach Guardian with 24/7 voicemail availability.
- 🌐 Incoming fax service.
- 🌐 CALL 24, using your phone access account information 24/7, make transfers and more.
- 🌐 LOAN 24, by calling the Main Office phone number members can obtain loan approval 24/7 with a live loan agent in our call center.
- 🌐 ATM's Guardian has ATM's at ISC Portsmouth and Elizabeth City, we also provide free ATM service at the 9 Credit Union Service Centers in Virginia and we waive our fees at other select locations. Neither Guardian nor Virginia Credit Union Service Centers surcharge users presenting an ATM card with the CUHERE ATM network logo.
- 🌐 Guardian FCU ATM cards are issued at no charge and are good at these networks, Cirrus, Exchange, CU24, Member Access and CUHERE.
- 🌐 Credit Union Service Centers, our members have access to 9 shared branches in Virginia, open 9-7 weekdays and 9-5 Saturday. There are more than 450 other Credit Union Service Center locations in 24 more states. Make deposits, withdrawals and more.
- 🌐 VISA Check Cards also known as debit cards, the VISA card that thinks it's a check. Does what an ATM card does and more.
- 🌐 www.guardianfcu.org our website offers credit union information including product and services and a staff directory, credit card history access, check reordering, online loan applications, Member's Brokernet (online trading) and access to over 80 financial services articles and various insurance products through Member's Financial Network.

Other Services

- 🌐 Direct Deposit or allotment, we encourage and facilitate our members to utilize these time saving services.
- 🌐 Financial Counseling, we have staff trained to provide high quality and confidential financial counseling. There is no charge for this service.
- 🌐 Debt Management, is offered to members who have been through financial counseling and adopted a proposed plan we provide debt management services at no cost to the member or their creditors.
- 🌐 Member's Financial Network, partnering with CUNA Mutual, the movement's insurance company, we provide members with access to financial information, a broad menu of insurance products and brokerage services.
- 🌐 Credit Union Official Checks are provided to members at no charge as an alternative to carrying large amounts of cash.
- 🌐 Money Orders are offered to members who may not utilize our sharedraft checking services for payments to third parties.
- 🌐 Notary services are provided free to all members.
- 🌐 Savings bonds, E, EE, H, HH and I are both sold and redeemed for members. Our data processing system provides a unique redemption tracking service for members.
- 🌐 Signature Guarantee services are provided free to all members.
- 🌐 Travelers Cheques are offered to members wishing to protect their cash while on travel.
- 🌐 Wire Transfers via the Federal Reserve System are both received and initiated on behalf of members. Incoming wires are received with no additional fee.

New Services Planned for the Coming Year:

- 🌐 MY ACCOUNTS, internet access to member account information is in development, with projected release to members Summer 2001. This will provide members with real-time information and transaction abilities.
- 🌐 E Statements, email delivery of member statements is in development, with projected release to members in Summer 2001. Members will receive an email that their monthly statement is available to them on a secure server.
- 🌐 Expedited printed statement delivery is in development with projected release to members in late Summer 2001. We hope to eliminate at least 48 hours from snail mail delivery time.
- 🌐 Risk based loan pricing is in development, with scheduled release to members early Winter 2002. Guardian already offers very competitive loan rates but we do miss making some loans to highly qualified members. On the other hand, we occasionally must decline loans to less qualified members, forcing them to deal with lenders much higher rates than we ever would.
- 🌐 New Accessions loan program. As part of the Risk based pricing we are developing a loan program to educate new accession is the acquisition and use of credit, budgeting and savings through training, the actual granting of loan request and the development of savings and spending plans. Projected member release is in late Winter of 2002.

Section II: *Member Education*

Guardian 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. We are firmly committed to the not for profit, member owned, financial cooperative alternative to profit hungry and acquisitive banks. Together, we can make more of ourselves than we can individually.

Current Programs that Support Member Education and Advocacy:

- 🌐 Financial Counseling is available to members from a trained financial counselor at no cost. Financial Counseling Seminars are also held.
- 🌐 Home Buyers Seminars are provided to prepare members to acquire their first home and aid others in moving up or relocating.
- 🌐 The BEACON, our quarterly member newsletter, keeps members up to date about our products and services, credit union activities and general financial news.
- 🌐 On hold messages educate our members and prospective members about our products and services and the credit union difference.
- 🌐 www.guardianfcu.org, our website offers credit union information including product and services and a staff directory, access to over 80 financial services articles, various financial calculators and various financial worksheets from simple budgeting to planning for education expenses Member's Financial Network, online copies of the BEACON and links to related sites of interest to our members. The site is updated constantly.
- 🌐 The staff of **Guardian Federal Credit Union** actively works with the local press and media to educate them and the public in general about the credit union difference.
- 🌐 Our Annual Meeting is open to all members in good standing and our Annual Meeting offers the opportunity for members to meet the Board of Directors and Management.
- 🌐 Direct mailing is used to inform specific members about selected products and services.
- 🌐 Staff members participate in monthly and quarterly educational stand downs to keep their product and service knowledge sharp and member service quality high.
- 🌐 CUNA's Star and Merit training programs for staff members.
- 🌐 CUNA's Volunteer Achievement Program, training for Board members and other volunteers.
- 🌐 **Guardian Federal Credit Union** staff members participate in various USCG educational and recreational events.

New Programs Planned for the Coming Year:

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Section III: *Involvement/Governance*

Guardian 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:

- ④ Our Nominating Committee is charged with seeking out candidates that reflect the diversity of our membership.
- ④ We seek to involve more volunteers through active committees.
- ④ We provide special training for members on the Board of Directors and other volunteer committees through League involvement, self study programs and other means.
- ④ Guardian actively attempts to educate our members, staff, Board members, other volunteers and our community about the uniqueness of credit union in general and specifically Guardian's unique relationship with the Coast Guard and our other sponsor groups.
- ④ Guardian encourages member, staff and volunteer participation in both the Virginia Credit Union PAC and the Credit Union Legislative Action Committee at the national level.

Section IV: Diversity

Guardian 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:

- 🌐 **Guardian Federal Credit Union** is an Equal Housing Lender.

- 🌐 Equal Employment Opportunity – **Guardian Federal Credit Union** actively seeks to fill vacancies by hiring qualified candidates without regard to race, creed, religion, or socioeconomic status, seeking to represent our membership and the community in which we operate.

- 🌐 **Guardian Federal Credit Union's** facilities meet all ADA certification requirements.

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

Guardian 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, Guardian 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:

- 🌐 Guardian Federal Credit Union partners with mentors community development credit unions (CDCUs) and other smaller mainstream credit unions in need of assistance.
- 🌐 The Board of Directors has charged its Education Committee with the responsibility of implementing and evaluating the Credit Union's Statement of Commitment Members.
- 🌐 Guardian Federal Credit Union Participates in state and/or national campaigns that promote the uniqueness of credit unions.
- 🌐 Guardian's staff and volunteers are encouraged to take an active role in the Virginia League, The Tidewater Chapter of the league and other leadership networks.
- 🌐 Participation in cooperative advertising campaigns is encouraged.
- 🌐 Guardian Federal Credit Union has helped create several and actively participates in many strategic alliances and partnerships that benefit our members, other credit union members and the American consumer such as:
 - Credit Union Service Centers of Virginia, LLC (AKA shared branching).
 - CU24, CUHERE and Member Access, credit union owned ATM and POS networks that are deposit taking, CUHERE is surcharge free, Member Access provides nationwide credit union links.
 - User groups for many of our partners.
- 🌐 Guardian Federal Credit Union is a member of the Filene Institute.
- 🌐 Guardian Federal Credit Union encourages its members, staff and volunteers to get involved in political action by:
 - Working in political campaigns for candidates who support credit union issues.
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 - By contributing to state and federal political action committees.

New Programs Planned for the Coming Year:

- 🌐 Push for national support for Anti-Predatory Mortgage Lending Regulation/Legislation.
- 🌐 Encourage members to register to vote and actively exercise their privilege to vote.
- 🌐 Guardian Federal Credit Union will actively work to support the construction of Credit Union House, our political embassy on Capitol Hill.

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, [Guardian 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.

Public, community service is part of what we're supposed to be - as a Credit Union. We are what we claim to be - members, staff and volunteers. We actively support our primary sponsor groups and have an outreach program to the community beyond in general.

Current Activities that Support Public Service/Corporate Citizenship:

- 🌐 [Guardian Federal Credit Union](#) is an active supporter of USCG MWR activities.
- 🌐 Guardian partners with the USCG Worklife program to assist Coast Guardsmen with free financial counseling and debt management service.
- 🌐 Guardian has and will continue to support the USCG in special activities such as the evacuation of the military families from Guantanamo Bay and the special needs of various commands in crisis times.
- 🌐 [Guardian Federal Credit Union](#) partners with the Virginia Credit Union League to support The Make A Wish Foundation; one in three wishes in Virginia are now granted as the result of credit union support.
- 🌐 [Guardian Federal Credit Union](#) encourages staff to participate in community, civic and volunteer activities by granting time off to participate.

New Programs Planned for the Coming Year:

- 🌐 Guardian will conduct an outreach program to Coast Guard command to better inform command of the mission critical support that only a coast guard credit union can provide to them and their personnel.

Section 7: Closing

Guardian Federal Credit Union intends to effect social change, to build better lives through a faithful commitment to the welfare of each individual member and our membership as a whole.

Approved by the Board of Directors and Senior Management Team:

April 23, 2001

Board of Directors:

James G. Frizzell
Chairman

F. Alan Nelson
Vice Chairman

Douglas B. Thurnher
Secretary/Treasurer

Leo F. Sharpe Jr.

Richard J. Losea

Thomas D. Johns

Douglas G. Squires

Senior Management Team:

Christopher E. Anuswith
President

Susie W. West
Vice-President
Controller

Mary R. Blair
Manager
Loan Services