

February 26, 2002

Marathon County Employees Credit Union
STATEMENT OF COMMITMENT TO MEMBERS

Marathon County Employees Credit Union (MCECU), as a member-owned, not-for-profit financial cooperative, makes the following commitment to its members:

MCECU's mission is to serve our members' changing financial needs.

MCECU will uphold its fundamental fiduciary responsibility to actively serve the financial needs of the people within our field of membership and, as appropriate, the communities within which they live.

We will treat each member with respect and dignity. Our financial transactions will always be honest and fair. We will deliver a range of low cost products and services to the diverse economic and social make-up of our membership and potential members. We will strive to improve the ways we reach out to the un-served and underserved in our field of membership. We will continually demonstrate the value of membership in our Credit Union in all facets of our operation.

We will monitor the delivery of our services and communicate about our services to our members in a way that members, potential members, legislators, regulators, and the community at large will understand and appreciate the unique role member-owned financial cooperatives have.

It will be the ultimate goal of our strategic plan that our members are enabled to become financially self-sufficient and successful. We will place high importance on consumer education and teaching thrift.

This statement of commitment is consistent with the Credit Union principle stated as "Not For Profit, Not For Charity, But For Service," and our philosophy of being people helping people." This statement represents our commitment to sound business practices that will ensure the financial strength of our Credit Union on behalf of our members.

SERVICE TO MEMBERS

MCECU offers a wealth of services designed to improve the economic and social well being of our members without discrimination. The purpose of our services is to provide financial value to those who participate in our member-owned financial cooperative. Our services include:

1. Kirby Kangaroo Club – For members age 0 - 12 to promote early the value of savings and responsible money management.
2. Student Checking – For members age 14 – 22, fee-free checking and debit card to help them learn financial management skills and responsibility.
3. 55+ - For members age 55 and older, fee-free checks and checking, document copying, traveler's checks and faxing.
4. Open Deposit Savings - No-fee membership savings account opened with a minimum deposit of \$5 that pays a good dividend that is compounded quarterly.
5. Automated Deposit Options – Direct deposit and payroll deduction for County, Health Care Center and Special Education employees, our core membership groups. We also provide debit origination service to enable members to transfer funds from other financial institutions.

6. Money Market Super Share Savings – If you are looking for an investment account that earns a higher rate of return, then look no further.
7. Holiday/Vacation/Secondary Savings – Fee-free accounts to save for a specific purpose that can be tailored to meet individual savings and withdrawal needs.
8. Certificates of Deposit – We will match rates offered by other institutions on Share Certificates. We will open a certificate for children with an amount as low as \$100.
9. IRAs – Fee-free Open IRAs and Certificate IRAs of all types: Traditional, Educational, Simplified Employee Pensions, Conversion Roth and Roth.
10. Fee-Free Checking Accounts – Dividend paying accounts with no minimum balance requirement, and no monthly or per check fees with direct deposit. The Annual Percentage Yield on this account is among the best in the market.
11. Overdraft Protection – Protection from possible NSF returns; funds are transferred from a designated account or line of credit to cover overdrafts.
12. Traveler's Checks and Money Orders - \$1 per \$100 for Traveler's checks and \$.50 per money order.
13. Cashier's Checks – Free of charge to members.
14. Master Money Cash and Check Card – Used as both an ATM and debit card, it provides convenient access to cash at ATMs, and point-of-sale transactions around the world.
15. VISA and VISA Gold Credit Cards –11.9% APR and 25-day grace period.
16. Small Signature Loans - Loans as small as \$300 to help a member establish credit.
17. Risk Based Lending – Members' determine the interest rates on their loans by their personal financial management practices. An objective assessment determines their credit score and subsequent interest rate.
18. Mortgage Loans – Offered in partnership with Wausau Insurance Employees Credit Union (WIECU), real estate lending for purchase, construction, home equity and home equity lines of credit.
19. Home Equity Loans – 100% financing on closed end home equity loans.
20. Consumer Loans – Competitive rates and no pre-payment penalty.
21. Vehicle Loans – Car, truck, motorcycle, boat, RV, motor home, 5th wheel, camper, personal watercraft, snowmobile and ATV loans with flexible terms and payment options.
22. Auto Warranty Service – Less expensive than warranties sold by dealerships with the advantage that the member selects the repair shop.
23. Leasing – Automobile leasing offered in partnership with WIECU.
24. Free Business Checking – For members who operate small businesses to encourage use of Credit Union services and save money. For example, the fee for NSF checks is the \$3 fee charged to the Credit Union instead of the customary \$15 fee.
25. Small Business Accounts – Savings and checking accounts for small businesses, non-profits, and clubs including investment clubs, bowling leagues, unions, to name a few.

26. Government Insured Student Loans – To provide financial assistance for post-high school education.
27. Savings Bonds – We offer sales and redemption of U.S. Savings Bonds as yet another way for our members to save.
28. Credit Bureau Reporting – To help members establish a credit rating. We issue monthly reports to the Credit Bureau on good and bad loan history.
29. Consumer Credit Counseling – In cooperation with Consumer Credit Counselors, we will refer and pay the fees for a member who chooses to use this service to reorganize her/his financial affairs.
30. Web Site – Visit www.mcecu.org for everything from online banking to applying for a loan.
31. Financial Planner – We will refer members to Larry Guthman, CUNA Mutual Life Insurance Company, for free financial planning services.
32. Easy Access - MCECU employees can be reached through 9 telephone lines, 4 with voice mail, 4 email addresses and online web site at www.mcecu.org.
33. MARS: Member Audio Response System - Toll-free telephone teller service available 24 7 to obtain account information or transfer funds.
34. CU Online – Online access to your account 24 hours a day. Visit our Internet branch at www.mcecu.org.
35. MEMBERS Financial Center – Our online center for all your financial needs.
 - a. My Financial Center
 - b. Money Management
 - c. Insurance and Investments
 - d. Brokerage Center
 - e. Education Center
36. Drive Through Teller Line – Mobile convenience of one lane expandable to two.
37. Coin Counter – Bring in the coins off the dresser or from the piggy bank and put it to work earning interest.
38. Notary Service – Free notarizing of documents.
39. Inter-office Mail Delivery – For County departments in our membership group served by the Mail Courier, members can have needed documents or checks delivered within hours.

MEMBER EDUCATION

Believing that informed individuals are best able to determine their financial future, MCECU is committed to member and consumer financial education. That education includes providing information about the uniqueness of the credit union philosophy and values.

We currently provide the following programs to support member education and advocacy:

1. Home Buyer Seminar – An annual seminar to assist first-time home buyers provided in cooperation with WIECU.

2. Student Loan Seminar - An annual seminar on student loan programs provided in cooperation with WIECU.
3. Consumer Credit Counseling Alliance – MCECU is a member this alliance of Wisconsin Credit Union League, Consumer Credit Counseling Service and other credit unions to provide reputable credit counseling to members who would benefit from it.
4. MoneyCents Newsletter – Our newsletter carries articles that regularly put before our members information about their credit union's unique qualities and philosophy as well as reminders and updates on services they can benefit from.
5. Lobby Resource Library – A resource center with consumer reports, educational brochures and NADA, National Auto Dealers Association, - vehicle information is available to members in the Credit Union lobby.
6. The Rumor Mill – A Marathon County employee newsletter to which MCECU contributes a page every other month. This page is used to provide educational information about how members can benefit from Credit Union membership and services.
7. Children's Miracle Network (CMN)/WAOW TV 9 Partnership – MCECU has worked with CMN and WAOW TV 9 to raise funds for needy children at Saint Joseph's Hospital. For it's part directly, MCECU conducts a fall Packer Raffle and a February Chain of Hearts Campaign fundraisers.
8. Education Center – Our Online Education Center provides you with a vast amount of information concerning your financial well-being.

INVOLVEMENT/GOVERNANCE

Since our inception, MCECU has asked its members to voluntarily contribute to review of loans, auditing and evaluation activities of our Credit Union. We will continue to preserve the time-honored democratic credit union principles that encourage broad-based representation and volunteer participation in credit union activities. Our programs that support the concept of Involvement/Governance include:

1. Board of Directors – Members may become directors through nomination and election by the membership. Directors are elected from and by the membership at the annual meeting.
2. Audit Committee – This voluntary four-member committee is responsible for auditing Credit Union transactions to ensure safety and soundness for members.
3. Committee Involvement – MCECU has had, and establishes as needed, committees comprised of members to accomplish various functions or services for the Credit Union. Examples include credit committee, audit committee, asset liability management, and web site development.
4. Member Involvement – MCECU has established a network of liaisons in departments within our field of membership. Through the network we are able to provide information to and receive feedback from members. The network informs new and current employees about the Credit Union and invites them to join. We seek member participation in long range planning and, through survey activities, in determining the services we provide.

DIVERSITY

MCECU believes there is value in social, cultural and ethnic diversity among our staff, volunteers and membership. It is a goal of ours to bring people of varying backgrounds and experience into roles of leadership within our Credit Union. We promote this value through:

1. Supported Employment Partnership - We have joined with the Supported Employment Agency to employ a person who can benefit from regular and ongoing work experience with increasing levels of responsibility while also receiving assistance from other social and health related services. Our employee works 9 hours a week performing filing, document handling and marketing duties.
2. Equal Employment Opportunity – MCECU abides by the EEO guidelines and seeks to fill vacancies without regard to race, creed, religion, or socio-economic status.

COMMITMENT TO THE CREDIT UNION MOVEMENT AND OTHER COOPERATIVE ACTIVITIES

MCECU will work to build and strengthen our unique credit union movement by contributing financial and in-kind assistance to others within the credit union community. We will actively advocate for the credit union difference at all levels of government and in other forums.

MCECU will participate in local, state and national credit union-related activities to build and strengthen relationships with other sectors of the national cooperative financial movement.

We currently demonstrate this commitment in the following ways:

1. Leadership - MCECU's senior management employee serves on boards and committees for credit union related organizations, including Wisconsin Credit Union League Government Affairs Committee, Wisconsin Valley Credit Unions Chapter, Marathon County Employees Retirement Recognition Dinner, Marathon County Employees Association, Solutions Computer User Group, National Product Advisory Committee, and the American Cancer Society's "Relay for Life".
2. Small Credit Union Partnership – MCECU lends assistance to small credit unions.
3. Mentoring – MCECU's President provides training, conducts planning sessions and helps solve service-related problems for other credit unions.
4. Cooperative Advertising – MCECU participates in the State-Wide Advertising Program (SWAP) for the collective advertising of credit unions.
5. Political and Regulatory Advocacy – MCECU actively participates in campaigns to inform and shape political and regulatory outcomes that are important to the Credit Union movement by contributing staff time, hosting fundraisers, and organizing activities that support the effort at hand.
6. Employee Continuing Education – MCECU provides financial support for education that will further our employees' careers in the Credit Union field.
7. Credit Union Night at the Movies – MCECU sponsors a movie at the Grand Theater for our members and their family members.
8. Credit Union Night at The Ballpark – As part of this all-credit unions sponsored annual event, MCECU buys its share of tickets for our members to attend a college league Woodchucks game. A lot of prizes are given away at the gate and during the game.
9. Junior Achievement – MCECU supports Junior Achievement at Wausau's Thomas Jefferson Elementary School.

10. Children's Miracle Network - MCECU raises funds year long for Saint Joseph's Hospital in Marshfield.

PUBLIC SERVICE/CORPORATE CITIZENSHIP

MCECU is an active participant in community improvement activities. We do this because we believe that being good corporate citizens is in keeping with the Credit Union philosophy of being people who help people.

We believe that it is right to raise the overall level of social and economic well being of people in our community, to help to strengthen ties within the community, and to reach out and serve people with the greatest need of affordable financial services.

MCECU demonstrates these beliefs through the following activities:

1. Children's Miracle Network - With St Joseph's Hospital, Marshfield, being the benefactor, we undertake the following year-round sales to raise funds: teller-line candy bars, Christmas music CD's, cookbooks, and coin holders. We raffle Green Bay Packer game tickets in the fall and sell links to the "Chain of Hearts" in February. All monies that we raise go to help thousands of Wisconsin children treated at Children's Miracle Network Hospitals.
2. American Cancer Society "Relay For Life" – Since 1995 we have partnered with other Wausau-area credit unions to sponsor this fundraiser. Over \$145,000 has been raised in a single outing. MCECU helps by booking the school for the event, planning the event, securing entertainment and organizing a team to participate.
3. Junior Achievement – A MCECU employee participates as mentor in this program.

Adopted by the Board of Directors: February 26, 2002