

Statement of Commitment to Members

Sentry Credit Union

As a member-owned, not-for-profit financial cooperative, **Sentry 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 **Sentry 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 **Sentry 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.

Section 1: Service to Members

Sentry 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. Savings Accounts - \$5.00 minimum balance required, quarterly dividends

2. Checking Accounts – no fee, no minimum balance Premium Checking and Premium Plus Checking that pays a monthly dividend, but requires a minimum balance of \$500
3. Share Certificates of Deposit - \$500 minimum deposit, low early withdrawal penalties, and Customiser Coupons issued on longer-term Share CDs that allow the Members to bump their rate up and/or add a deposit into their existing Share CD
4. Roth, Educational and Traditional IRA's – no fee, no minimum balance requirement, open deposit (no term, no withdrawal penalty) or Share CDs for investment options
5. Money Market Accounts – low opening balance of \$2,000 required, \$1,000 minimum balance to maintain account, weekly dividends
6. Online Banking – no fee, no other requirements to use this service
7. Online bill paying – three month free trial period, then \$3.95 per month for unlimited bills
8. Credit Card – VISA credit card with no annual fee, no late payment fee, no over-limit fee, low fixed rate, enhanced services include extended warranty and purchase protection coverage
9. ATM/Debit Card – no fee card for purchases and ATM withdrawals, several ATM networks provided for no fee withdrawals, no fee for debit purchases
10. Travelers Checks – VISA Travelers Checks provided with no fee to Members who have a loan, credit card or checking
11. Money Orders – Travelers Express money orders provided with a nominal fee
12. U. S. Government Savings Bonds – sold and redeemed at no fee
13. Kirby Kangaroo Club – a savings club for kids
14. Mortgage Loans – 15 year fixed rate mortgages (for purchases and refinancing) provided in and around the Stevens Point area
15. Home Equity Loans – no closing costs, no annual (or other) fees with the rate set at Prime + 0.00%

16. New and Used Auto Loans – no down payment requirement (amount financed up to value of vehicle) with affordable repayment terms, lower financing rate if repayment on payroll deduction/automatic transfer
17. Credit Union Reserve Account – a no fee line of credit tied to a checking account
18. Overdraft Protection – automatic transfers from a Member's deposit account to cover checks otherwise handled as NSF, a minimal fee charged per transfer
19. Signature Loans – unsecured credit granted to creditworthy Members for prudent purposes
20. Direct Deposit – convenient and automatic way to deposit payroll and retirement proceeds into an SCU account
21. Payroll Deduction – convenient and automatic way to deposit a specific amount from payroll proceeds into an SCU account
22. Certified Checks – official checks issued to payees as directed by our Members to ensure payment are certified for a nominal fee
23. Payment of credit card over the counter – payments on credit card accounts can be made over the teller counter for the convenience of our cardholding Members
24. Wire Transfers/Western Union Commercial Money Orders – Members can wire funds to other financial institutions or send money around the world to any Western Union office (both services provided for a fee)
25. Check copies – Members can request a copy of a check from their account or official check from their account for a nominal fee (fee is waived for Members needing check copies for IRS audit)
26. Reoccurring payment and auto transfers – no fee service for Members to have funds transferred internally between their accounts or to make payments on their loans
27. Electronic statements – a no fee service for Members to receive and store their statements electronically
28. Notary service – notary services provided with no fee
29. Signature Guarantee service – special guarantee service, provided with no fee, required for stock/bond transactions

30. Credit Life and Credit Disability – low cost, Member paid, protection for their SCU loans

31. Audio Response system – 24 hours per day telephone system provides Members with account information, transfers, check clearings, tax information and more with no fee

32. ATM's – SCU operates three no surcharge ATMs in the Sentry Insurance buildings located in Stevens Point and provides no fee withdrawals for Members at TYME, PULSE and SHAZAM ATMs in addition to providing no surcharge ATM withdrawals at Alliance One and Privileged Status ATMs

33. Website service includes calculators, etc. – Members can view information about SCU products and services on the SCU website in addition to other financially educational and informational features

34. Christmas Club accounts – Members can use this no fee, no minimum balance account to save for their special holiday needs

35. Piggy Bank savings accounts – Members can use this no fee, no minimum balance account to save for their special needs

36. Coin counting for members – Members can deposit or cash their saved coin with no fee

37. Share secured and stock secured loans – Member can pledge their SCU shares or shares of stock to receive an SCU loan

38. Recreational vehicle and computer loans – Members can use these special loans to finance their purchases

New Services Planned for the Future:

1. Involvement in Shared Service Center Corporation
2. Consideration of Payday Loan Program

Section II: *Member Education*

Sentry 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. We have a quarterly newsletter to discuss current issues, new services, rates and other various information.
2. We have a newsletter for children that is done twice a year and includes financial articles and other items of interest to them.
3. We do one on one financial counseling with our members where we discuss various options with them and help them in troubled times.
4. We have the Home and Family Finance Newsletter on our website which assists members with financial concerns.
5. We have brochures in the lobby which address a number of financial matters.
6. We do new employee orientation for our employees on matters which concern our members.
7. Our website has a wealth of information which deals with many financial matters.
8. We do an annual report which details our activities for the year and gives a financial review of our credit union.
9. We have PC Carbook and other resources to do valuations for new and used automobiles.
10. Recreational vehicle valuation guides.
11. We refer our members to CCCS.

New Programs Planned for the Future:

1. We are contemplating offering seminars on mortgages, home buying, etc.
- 2.
- 3.

Section III: *Involvement/Governance*

Sentry 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. We invite the entire membership to our annual meeting where elections are held for available seats on the Board of Directors. We also draw for door prizes and offer refreshments to help entice members to attend.
2. We have an Examining Committee with members of that Committee on the Board of Directors who attend board meetings and take an active role in credit union management.
3. The credit union periodically surveys the membership for feed back about the credit union, our programs and areas that need focus in the future.
4. Our web page allows the members to contact us through email to ask questions and make suggestions concerning our services.
5. We solicit volunteer participation on our committees.
- 6.
- 7.
- 8.
- 9.
- 10.

New Programs Planned for the Future:

1. None planned for the future.
- 2.
- 3.

Section IV: *Diversity*

Sentry 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:

1. We have a Nominating Committee which strives to find members from all types of backgrounds and views in order to ensure a diverse board of directors.
2. We actively seek to fill vacancies by hiring qualified candidates without regard to race, creed, religion, or social-economic status, seeking to represent the community in which we operate.
3. The credit union periodically surveys the membership for feed back about the credit union, our programs and areas that need focus in the future.
4. Our sponsor is a diverse company and this permeates into the credit union.
5. We are an Equal Opportunity Lender and grant loans for all of our diverse membership without regard to race, creed, or socio economic status.
- 6.
- 7.
- 8.
- 9.
- 10.

New Programs Planned for the Future:

1. None planned for the future.
- 2.
- 3.

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

Sentry 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, **Sentry 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. We attend Central Wisconsin Chapter meetings and our president is currently the President of the Chapter. We also support all chapter activities.
2. We are involved in a mentoring program for smaller credit union and have supplied staff to credit unions to assist them during times of transition.
3. We assisted a Polish delegation who was trying to develop the credit union movement in their country.
4. We have a continuing education program for staff and directors which assists them in all phases of their credit union education.
- 5.
- 6.
- 7.

...And other Cooperative Activities:

- 8.
- 9.
- 10.

New Programs Planned for the Future:

1. None planned.
- 2.
- 3.

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, **Sentry 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. Humane Society
2. American Red Cross
3. Children's Miracle Network
4. Operation Boot Strap
5. United Way
6. Community Parks Improvement Committee
7. Sentry Employees Club
8. Church activities
9. Stevens Point Area Catholic Schools
10. Special Olympics of Wisconsin
11. Salvation Army
12. Domestic Abuse Committee
13. Boy Scouts and Girl Scouts Committees
14. Involvement in food drives for the needy

New Public Service Activities Planned for the Coming Year:

1. None planned.
- 2.
- 3.