

## **Credit Union Statement of Commitment to Members**

As a member-owned, not-for-profit financial cooperative, Forest Area Federal Credit Union is committed to our members. We will uphold our fundamental responsibility to actively serve people within our field of membership and the communities in which they live. We will treat all members with dignity and respect 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 underserved in our field of membership. Finally, we will continually, in all facets of our operation, demonstrate the value of membership in Forest Area 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 Forest Area 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.

### **Section I: Services to Members**

Forest Area Federal Credit Union strives to offer services designed to improve the economic and social well being of all backgrounds, including our low and moderate income members. We also pride ourselves in our ability to 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:***

***Regular Share Accounts:*** These accounts are available for deposits, withdrawals, transfers, and all other transactions.

***Christmas Club Accounts:*** Regular deposits free members from the burden of borrowing and enables them to have funds available for the holidays. A higher interest rate provides greater savings potential than our regular share accounts and a no withdrawal policy ensures that savings are kept in the account specifically for the purpose of Christmas.

***Share Draft Accounts:*** There are no per check charges for individuals. There is also no monthly service fee for members with direct deposit, for senior citizens, or for members

who fall into our Platinum tier. Overdraft Line of Credit and Overdraft Transfer plans are available to help members avoid bouncing checks. Carbonless check copies and online check copies are also available.

***Certificates of Deposit:*** We offer a low \$500 minimum deposit on most of our CD's. Tiered CD's have a minimum deposit of just \$100. Terms range from 3 months to 5 years. Members have the choice of whether to have their dividends added back to their CD, deposited into an account, or mailed to them in the form of a check. CD's automatically renew at the end of a 10 day grace period, which commences upon maturity.

***Individual Retirement Accounts:*** Traditional, Roth, and Coverdell Educational IRA's are available to help members save for retirement or education. No annual maintenance fees are associated with our IRA's. IRA Certificates are also available.

***Loans:*** Our quick approval process, usually the same day, is convenient for members. We offer a wide range of loans, including unsecured and secured loans, construction and vacant land loans, first and second mortgages, home equity lines of credit, share secured loans, open-end lines of credit, overdraft protection lines of credit, and credit cards. We also offer loan extensions to help members stay current during times of emergency or poor cash flow.

***Visa Cards:*** We offer both a Classic and Platinum Visa program, both with no annual fees. Both programs offer a low, fixed interest rate with a 25 day grace period on new purchases. Cash advances are available through our ATM network, at any of our branches, or online.

***ATM Cards:*** We offer 24 hour ATM services surcharge free at any Co-op Network ATM. These machines allow our members to easily make deposits, withdrawals, and transfers from anywhere an ATM is available.

***Debit Cards:*** Members can use their debit card as a check alternative at no extra cost. Debit cards save members time and money compared to a traditional written check.

***Silver Savings Club:*** This club is available to members age 60 and older. As a member, there is no monthly service fee on share draft accounts, no charge for traveler's checks or money orders, and no charge for our copying or faxing services.

***Online Bill Payment:*** CU\*EasyPay! is offered free to all members, allowing them to quickly pay their bills or send money using the Internet. Members can also set up recurring payments, eliminating the need to manually send a check each month.

***Home Banking and Audio Response:*** These technologies allow members to access their accounts 24/7/365 to make transfers, view their balances, open a sub-shares or CD, or even apply for a loan. Access to both systems is completely free, although a limited number of home banking minutes are available to basic and silver tier members.

**Tiered Services:** Members who use a high number of Forest Area FCU services are rewarded by being enrolled in one of our higher level tiers. As a member's tier status goes up, they are offered a variety of benefits, including more foreign ATM transactions, no monthly share draft fees, and a CD renewal incentive.

**Branch Offices:** We have four convenient credit union locations in Fife Lake, Kalkaska, Kingsley, and Manton. Each location offers drive through facilities and an ATM.

**Shared Branching:** Because we belong to the Xtend network of CU\*Answers credit unions, we are able to offer limited service at any other credit union with a shared branching agreement. This provides over 100 locations across the country for our members to perform simple financial transactions!

**Other Services:**

Drive Through Service	Deposit by Mail	Night Depository
Money Orders	Traveler's Checks	Visa Gift Cards
Fax Service	Copy Service	Vehicle Pricing
Notary Public	Scholarship Awards	Savings Bonds
Land Contract Collection	Life Insurance	Debt Cancellation
Auto Insurance Discounts	Tax Prep CUSO	Payroll Deduction
FTD Deposits	Wire Transfers	GLE Bill Collection
And more...		

## **Section II: Member Education**

Forest Area 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.

### ***Current Programs that Support Member Education and Advocacy:***

**Quarterly Newsletter:** Our newsletter informs members on topics related to their financial well being. Current industry, FAFCU, and community events are highlighted in each edition. Our newsletter also serves as a medium to provide members with our current dividend rates and any special CD rates currently available.

**Free Informative Pamphlets in Our Lobbies:** At each of our locations we offer free information about direct deposit, electronic funds transfers, understanding ATM and debit cards, credit union facts and history, how to use our online services, and much more.

**Web Site:** Our website, located at [www.forestarea.com](http://www.forestarea.com), provides access to a wealth of information about our credit union and the services that it offers. The content is updated regularly, so information contained on the site is rarely outdated. If a specific piece of information is not posted on our site, or if the member has a specific question, our

website allows members to quickly contact us by displaying our addresses, phone numbers, and email addresses.

### **Section III: Involvement/Governance**

Forest Area 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:***

***Annual Meeting:*** Our Annual Meeting enables our members to participate in the affairs of their credit union. We promote this meeting each year with posters, newsletter articles, and web site announcements.

***Board Volunteers:*** Our Board of Directors is made up of community volunteers that care about the best interests of our membership as a whole. The members of our board are encouraged to complete various volunteer achievement programs and to attend various credit union management training events.

***Annual Planning Session:*** Each year, our Board of Directors and management staff come together for a multi-day planning session. This session is moderated by an outside individual known for their experience in the credit union industry. Throughout this session, credit union leaders communicate their ideas and plan for ways to better improve our service offerings to the communities in which we operate.

***Weekly Management/Staff Meetings:*** Each week, the management of Forest Area Federal Credit Union meets to discuss recent issues affecting our institution. Decisions are made and communicated to the rest of the staff at full-staff meetings, usually held the next day.

### **Section IV: Diversity**

Forest Area 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 experience into leadership and other roles at the credit union.

#### ***Current Programs that Promote Diversity:***

***Equal Opportunity Employment:*** We actively seek to fill positions without regard to race, creed, religion, or socio-economic status.

***Full Service Opportunity:*** Members are eligible to apply for all credit union services that we offer, regardless of race, creed, religion, or socio-economic status, as long as they maintain a \$10.00 par value balance in their regular share account.

***Low Deposit Limits:*** Our program helps members, regardless of their income, to get started with a savings plan by requiring no more than the \$10.00 par value balance in our regular share accounts.

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

Forest Area 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, Forest Area Federal Credit Union will strive to build and strengthen relationships with other sectors of the national cooperative movement.

### ***Current Activities that Support the Credit Union Movement:***

***Member of the Michigan Credit Union League:*** Forest Area Federal Credit Union is an active member of the Michigan Credit Union League. We help to support this league and the credit union movement as a whole by providing key advertising dollars and participating in league functions. Forest Area Federal Credit Union is a member of the Paul Bunyan Chapter of Credit Unions.

***Continuing Education of Staff:*** In addition to the training provided to our staff as part of their employment at Forest Area Federal Credit Union, we also offer a tuition reimbursement plan so that employees may further their careers and education as part of the credit union movement. We also offer our staff the ability to further their education after working hours by providing a wide range of job specific training books.

***Board of Directors Training:*** The Board of Directors participates in many conferences and educational seminars sponsored by the Michigan Credit Union League and other credit union related groups to develop expertise in the fulfillment of their duty to the membership and staff.

***Support of Credit Union Affiliates:*** Forest Area Federal Credit Union is fully supportive of the Michigan Credit Union League, the Paul Bunyan Chapter of Credit Unions, Michigan CenCorp, CuCorp Images & Ink, CUMIS Insurance companies, and other credit union related entities. We buy, use, and offer services and products from all of these groups whenever and wherever feasible.

## **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, Forest Area 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 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.

### ***Activities Performed that Demonstrate Public Service/Corporate Citizenship:***

- Cystic Fibrosis Foundation Pumpkin Pin-up Program
- K.A.I.R. (Kalkaska Area Interfaith Resources) Gift Collection Site
- Children’s Miracle Network Fund Raiser
- Adopt-A-Highway Program
- Employee Casual Day Donations to Various Organizations
- Other Local Donations
  - Large Cash Donations to Local Libraries
  - Donations to Schools for Specific Projects
  - Donations to Special Olympics and Other Organizations
- Supporter of Kalkaska County Fair 4-H Auction
- Staff Volunteers to Answer Phones at CMN Telethon
- Staff Volunteers to Clerk the Kaliseum’s Annual Silent Auction

Forest Area Federal Credit Union will continue to work towards creating better communities throughout the life of our organization. As demonstrated in this Statement of Commitment, we try to go above and beyond the duties required of us as a financial institution. We care about the communities in which we operate and we act accordingly. We are “People Helping People.”