

## **Linn-Co Federal Credit Union Statement of Commitment to Members**

As a member-owned, not-for-profit financial cooperative, Linn-Co Federal Credit Union is committed to our members. We will uphold our fundamental responsibility to actively serve both the people and the community within our field of membership. We will treat all members with respect and dignity. We too 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. Through all facets of operations, we will demonstrate the value of membership in Linn-Co Federal Credit Union.

We will monitor and communicate our service to members in a meaningful way. All members, potential members, legislators, regulators, and the community at large will understand and appreciate the unique role member-owned financial cooperatives play in their lives.

Throughout Linn-Co 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: Service to Members**

Linn-Co Federal Credit Union strives to offer services designed to improve the economic and social well being of *all* members from *all* socioeconomic backgrounds, including our low-and moderate-income members, and return financial value to all those who participate in our member-owned financial cooperative.

The **current** services that help improve the economic and social well being of members include:

1. Student loans
2. Internet Banking
3. No surcharge ATM service
4. CO-OP ATM access to no surcharge ATMs nationwide
5. Check Cashing with low minimum balance

**New** programs planned for the coming year:

None at this time

## **Section II: Member Education**

Linn-Co 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.

The **current** programs which support member education and advocacy include:

1. Celebration of International Credit Union Day
2. Full and fair disclosure on pricing
3. Home Buyer's seminars
4. Member Appreciation days
5. Quarterly newsletter containing educational and informational articles
6. Web site information links to
  - a) Albany Democrat Herald and Lebanon Express
  - b) CNN Broadcasting
  - c) Consumer Information Center in Pueblo, Co
  - d) CUNA
  - e) IRS
  - f) Lebanon, Albany, and Sweet Home Chambers
  - g) Linn County On-line
  - h) NCUA
  - i) USA Today
  - j) Weather
  - k) Googolplex

7. Partnerships with local schools offering classroom presentations on subjects such as: (see also “Community Youth Education Commitment” below)
  - a) Applying for a loan
  - b) Buying a car
  - c) How savings and checking accounts work
  - d) How to establish and use credit
  - e) Importance of credit rating
  - f) Interest rates

### **Community Youth Education Commitment**

Linn-Co is committed to assisting our community with available resources for educating the youth of Linn County on financial health and safety. This is evident in the involvement with the following activities

1. Sweet Home Health and Safety Camp – “Healthy Financial Future”
2. Albany Summer Safety Camp – “Is Your Money Safe?”
3. Central Linn Alternative School – “Budget/Balance/Save”
4. Pioneer School – “Snack Bar Balance/Deposit Training”
5. Pioneer School – “Career Day”
6. West Albany High School – “Career Day”
7. North Albany Middle School – “Career Day”
8. North Albany Middle School – “Business School Partnership” – we teach all 8<sup>th</sup> graders (5 classes) financial topics once each month

**New Programs Planned for the Coming Year:**

None planned at this time

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

Linn-Co Federal Credit Union will endeavor to preserve credit union democratic principles, including demographic representation and volunteer participation in credit union activities.

**Current** programs supporting involvement/Governance:

1. Instruct Nomination Committee to actively seek wider member representation on credit union boards and committees
2. Publish notice once per year in the newsletter soliciting volunteers for the Board of Directors and/or Supervisory Committee
3. Strive to make annual meetings more accessible in order to accommodate the majority of members

**New** programs planned for the coming year:

None planned at this time.

#### **Section IV: Diversity**

Linn-Co Federal Credit Union recognizes the value of demographic diversity in staff as well as in volunteers. We 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. Consistent hiring questions through an interview worksheet
2. Credit union-wide solicitation for volunteers through the newsletter
3. Seek out volunteers, staff and management that reflect the diversity of our membership

**New** programs planned for the coming year:

None planned at this time.

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

Linn-Co 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. We will also actively advocate the credit union difference at all levels of government and in other appropriate public forums. In addition, Linn-Co Federal Credit Union will participate in local, state and national cooperative activities as appropriate. Linn-Co will strive to build and strengthen relationships with other sectors of the national cooperative movement.

**Current** activities that support the Credit Union Movement include:

1. Attend Capitol Chapter meetings
2. Attend CEO, Marketing, Compliance, and similar roundtable discussions coordinated through CUAO in an effort to share ideas and concerns with the industry and the movement
3. Attendance of credit union rally in Salem
4. International Credit Union Day Celebration
5. Key staff and volunteers attend CUAO annual meeting and Ed. Conference
6. Fundraiser for CUAO's Political Action Committee
7. Partnership with CO-OP to drive ATM functions
8. Support politicians who's ideals are aligned with the credit union movement
9. CEO involvement as member of the Board of Directors for CUAO
10. Credit Union for Kids auction participation along with various other CU for Kids fundraiser involvement

**New programs** planned for the coming year:

1. Send representation when possible to meet with legislative associates to express our cause

## **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, Linn-Co Federal Credit Union strives to be an active partner with 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 groups **currently** receiving financial or other in-kind support and current public service activities include:

1. 45 Summer Camp Scholarships
2. ABC House
3. Albany Kiwanis
4. Albany Public School Foundation
5. Albany Summer Safety Camp
6. American Heart Association
7. ARC of Oregon
8. Boy's and Girls Club of Lebanon
9. Calapooia Science Olympiad Team
10. Child Spree
11. Cub Scout Bicycle Rodeo & Safety Fair
12. Doernbecher Children's Hospital Foundation
13. Holley Elementary School Auction
14. Law Enforcement Torch Run
15. LBCC Awards Banquet
16. LBCC Career Fair
17. Lebanon High School Booster Club
18. Lebanon Christian School Auction
19. Lebanon Concert in the Park Series
20. Lebanon Cub Scout Bike Rodeo
21. Lebanon High Grad Celebration
22. Lebanon High Yearbook Camp
23. Lebanon Strawberry Festival
24. Lebanon/SH Concert Association
25. Lebanon Wrestling Senior National Tournament
26. March of Dimes Walk America
27. Mid-Willamette Valley YMCA
28. Muscular Dystrophy Association (Linn Co.)
29. Newspaper's in Education Program
30. Oregon Jamboree
31. Oregon Special Olympics
32. Pioneer School Auction
33. SAHS Kids Making Miracles

34. Scio Senior Celebration
35. SH Jr. High Dance Team Coach
36. Shriner's of Linn County
37. South Albany Southern Belles
38. S Albany Senior Celebration
39. South Shore Elementary School Carnival
40. Southside Church of Christ
41. Sunrise School Carnival
42. Sweet Home Senior All-Night Party
43. Sweet Home's Sportsman's Holiday Rodeo
44. The Salvation Army
45. The Singing Christmas Tree
46. United Way of Linn County
47. Veteran's Commemoration Association
48. Waverly Elementary School Carnival
49. West Albany Senior Celebration

**Community service organizations** that our staff currently belong to or serve positions on:

1. Altrusa Club of Lebanon Member
2. Cascade School Site Council Member
3. Lebanon Area Chamber of Commerce Ambassador
4. Lebanon Boys & Girls Club (Fundraising Committee)
5. Lebanon Fire Department Civil Service Commission (Chair)
6. Lebanon Masonic Lodge
7. Linn Benton Employer Council (Treasurer)
8. Lions Club of Lebanon
9. New Hope Pregnancy Center (Board Member)
10. Santiam Board of Realtors (Treasurer)
11. United Way of Linn County (Board Member)

**New** Public service activities planned for the coming year include:

1. Habitat for Humanity Art in the Park