

TACU CREDIT UNION
STATEMENT OF COMMITMENT TO MEMBERS

1) CREDIT UNION STATEMENT OF COMMITMENT TO MEMBERS

- a) As a member-owned, not-for-profit financial cooperative, TACU 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 TACU Credit Union.
- b) 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.
- c) Throughout TACU 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.
- d) 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.

2) SERVICE TO MEMBERS

- a) TACU 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:

i) Accounts

- (1) Savings
- (2) Certificates
- (3) Escalator Accounts
- (4) Individual Retirement Accounts (IRA)
 - (a) Traditional
 - (b) Roth
 - (c) HSA Health Savings Account
- (5) Coverdell Education IRAs
- (6) Business Share Draft Accounts
- (7) Christmas Club Accounts

- (8) Education Club Accounts
- (9) Real Estate Tax Accounts
- (10) Share Draft Checking Accounts
- (11) IBRETA/IOLATA Accounts

ii) Loans

- (1) Consolidation Loans
- (2) Kwik Cash Loans
- (3) Home Equity Loans
- (4) Home Improvement Loans
- (5) MasterCard
 - (a) Access Point
 - (b) Alerts
- (6) Mobile Home Loans
- (7) Mortgage Loans
- (8) New and Used Automobile Loans
- (9) New and Used Cycle Loans
- (10) New and Used Truck Loans
- (11) New and Used Recreational Vehicle Loans
- (12) Recreation Loans
- (13) Student Loans
- (14) Any Prudent Loan that improves the economic and social well-being of our member

iii) Services

- (1) Internet Account Access at www.tacuonline.com
- (2) Mobile Account Access at TACU.mobi
- (3) Freedom Checking Account with no monthly fees
- (4) Member Access Line available 24/7
- (5) Loans of all types
- (6) Account Reconciliation
- (7) Automatic Payments to Loans from Checking or Savings
- (8) Automatic Payments to Savings from Checking or Savings
- (9) Coin Counting
- (10) Counter Checks
- (11) Debt Counseling
- (12) Direct Deposit of:
 - (a) Federal Payroll Checks
 - (b) Insurance Checks
 - (c) Payroll Checks
 - (d) Pension and Annuity Checks
 - (e) Social Security Checks
- (13) E-Statements
- (14) Drive Up Window
- (15) Fax Machine
- (16) Federally Insured
- (17) Notary Service
- (18) Night Deposit Box
- (19) Money Orders

- (20) Payroll Deduction Loan Repayments
- (21) Payroll Deduction Savings Plan
- (22) Photocopies
- (23) Safe Deposit Boxes
- (24) Savings Counseling
- (25) Annual Education Scholarship
- (26) Visa Debit Card
 - (a) Shazam Bolt\$ Alerts
- (27) Member Payment Protection
 - (a) Consumer Loans
 - (b) MasterCard
 - (c) Mortgages
- (28) U.S. Savings Bonds:
 - (a) Redeem
 - (b) Calculate values for members
- (29) Wire Transfers

b) No new Services Planned for the Coming Year

3) MEMBER EDUCATION

- a) TACU 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:

- i) Newsletter- TACU Credit Union publishes a monthly and quarterly newsletter to the TACU website to discuss current issues, new services, rates and other valuable information.
- ii) Financial Counseling – When a member has financial concerns with their credit, the credit union can help by granting loans when possible and can also offer advice about ways to work towards solving credit problems.
- iii) Value Resources – The credit union will make available to members N.A.D.A. vehicle, boat, mobile home, farm equipment and mobile home guides to assist members in making informed purchase decisions.
- iv) Explain how interest works – On occasion, the credit union educates members about the way that interest is calculated and the effect different methods have on total interest paid/earned.
- v) Home Buyers Seminar – On occasion, the credit union will host a free home buying seminar educating members and consumers, alike, about what to expect when buying a home, including mortgage options, closing costs and more.
- vi) Website – The credit union's website contains valuable consumer information and provides valuable links to auto pricing guides, investment advice, financial calculators, etc.

vii) High School seminars – On occasion, our credit union is invited into the local schools to conduct sessions related to how to handle a checking account, how to obtain loans, career paths and how to establish a budget.

b) No new programs planned for the coming year.

4) INVOLVEMENT/GOVERNANCE

a) TACU 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) Board Elections – All board members are voted in by the general membership attending the annual meeting in February. Each year the credit union has a minimum of two seats available for election. The newsletter, statements messages, TACU website, Facebook and lobby displays are all used to encourage attendance.

(2) Board Vacancies – When the situation arises where a board member resigns during his/her term, the board has a practice of reviewing the past election to determine who received the most votes but was not elected. This way the member's voice helps determine the replacement.

i. No new programs planned for the coming year.

5) DIVERSITY

a) The 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:

i) TACU Credit Union uses Demographic Analysis to help determine the demographic makeup of its members so that products and services may be specifically targeted to meet their needs.

ii) Equal Employment Opportunity – This credit union actively seeks to fill vacancies by hiring qualified candidates without regard to race, sex, color, religion, national origin, disability, veteran status or any other basis protected by law.

iii) No new Programs Planned for the Coming Year:

6) COMMITMENT TO THE CREDIT UNION MOVEMENT AND OTHER COOPERATIVE ACTIVITIES

a) TACU 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, TACU 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:

- i) Leadership Roles – TACU's President serves on the WISCUB Board of Directors, a credit union owned CUSO.
- ii) Continuing Education for Staff - The credit union assists with undergraduate education so that employees may further their careers in the credit union industry.
- iii) ...And other Cooperative Activities:
 - (a) TACU is a willing provider of experience and information to any credit union who requests information regarding services we offer to enable the requesting credit union to offer the service to their members as well.
- iv) No New Programs Planned for the Coming Year.

7) PUBLIC SERVICE / CORPORATE CITIZENSHIP

- a) Through direct financial support or other in-kind contributions to worthwhile local organizations, and by participating in public service activities, TACU 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.
- b) Community/FOM Groups Currently Receiving Financial or Other In-Kind Support (including the support given) and Current Public Service Activities:
 - i) Tomah Chamber of Commerce
 - (1) Chamber Ambassadors Club
 - ii) Forward Tomah Development Corporation
 - iii) Tomah Lions Club
 - iv) Tomah Rotary Club
 - v) Boys and Girls Club of Tomah
 - vi) Boy Scouts and Girls Scouts of America
 - vii) Children's Miracle Network Hospitals
 - viii) LaGrange, Miller, Oakdale, & Lemonwier, St. Mary's, and St. Paul Schools PTO Groups
 - ix) Tomah High School
 - x) Tomah Area Cancer Support (TACS)