

Statement of Commitment to Members

As a member-owned, not-for-profit financial cooperative, Chesterfield Federal Credit Union is committed to our members.

- We will uphold our fundamental responsibility to actively serve people within our field of membership.
- We will treat all members with respect and dignity 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.
- We will look for better ways to reach out to everyone in our field of membership.
- We will continually, in all facets of operations, demonstrate the value of membership in Chesterfield Federal Credit Union.
- We will strive to become our members' Primary Financial Institution.
- 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.
- We will 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.

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

Chesterfield Federal Credit Union strives to offer services designed to improve the economic and social well being of its members from *all* socio-economic backgrounds, and return financial value to all those who participate in our member-owned financial cooperative.

Existing Services:

1. My Time Club - A special club that offers benefits for our distinguished members who are at least 60 years of age. Benefits include free Credit Union checks, fee-free travelers checks and 0.25% discount on loans.

2. Starter Checks - Chesterfield Federal Credit Union provides a small supply of starter checks which allows members to have immediate access to their funds.

3. Shared Branch Network - Chesterfield Federal Credit Union is a participating member of a shared branch network. This provides members greater convenience and access to hundreds of locations nationwide.

- 4. CU-24/CUHere Network** - This credit union network allows participating credit unions access to an extensive ATM network nationwide. Credit Union members are able to make deposits and withdrawals at designated national ATMs.
- 5. SmartMove Relocation Program** - Chesterfield Federal Credit Union members can use the SmartMove relocation program and earn a cash rebate of up to \$5,000.
- 6. Home Equity Loans** - This loan allows members to purchase a vehicle and use their home as collateral in order to receive additional tax benefits.
- 7. Membership Applications On-line** - This service provides greater convenience to members and potential members who would like to enroll via our web site.
- 8. Christmas Club Accounts**
- 9. Certificates of Deposit**
- 10. Money Market Checking and Savings Accounts**
- 11. IRA's (Traditional, Roth, Educational, CD's)**
- 12. ATM & Debit Cards**
- 13. Overdraft Protection Options**
- 14. Direct Deposit**
- 15. Payroll Deduction**
- 16. Teller Checks**
- 17. Travelers Cheques**
- 18. Online Bill Paying Service**
- 19. Wire Transfers**
- 20. Check Copies**
- 21. Temporary Checks**
- 22. Loans (Car, Signature, Etc.)**
- 23. Enterprise Car Sales Partnership**
- 24. Visa Classic & Visa Platinum Credit Cards**
- 25. Visa Cash Advance**
- 26. Credit Life Insurance**
- 27. Credit Disability Insurance**
- 28. Mechanical Breakdown Insurance**
- 29. GAP Protection Insurance**

- 30. Member Mortgages (Member Options Mortgage Co. & Members Solutions)**
- 31. Accidental Death & Dismemberment Insurance**
- 32. CUNA Mutual Insurance (Car, Homeowners, Life, Etc.)**
- 33. Home Banking**
- 34. E-statements**
- 35. Money Orders**
- 36. American Express Gift Cards and Gift Cheques**
- 37. Signature Guarantee Service**

Section II: *Member Education*

Chesterfield 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:

- 1. Web site** - Chesterfield Federal Credit Union's web site contains valuable product information to our membership. Members can utilize loan calculators and apply for loans on-line. Members can login to our home banking service and pay bills 24 hours a day, 7 days a week.
- 2. Newsletter** - Chesterfield Federal Credit Union's member newsletter provides up to date articles on products and services and any special services or offerings that we provide.
- 3. New Employee Orientations** - A Chesterfield Federal Credit Union representative provides on-site employee presentations on all products and services. Potential members can complete applications at on-site presentations.
- 4. School Presentations** - Chesterfield Federal Credit Union representatives provide classroom presentations on a variety of subjects, such as establishing credit and maintaining and balancing checkbooks.

Section III: *Involvement/Governance*

Chesterfield Federal Credit Union will endeavor to preserve credit union democratic principles and volunteer participation in credit union activities.

Section IV: *Diversity*

Chesterfield 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 experiences into leadership and other roles at the credit union.

Current Programs that Promote Diversity:

1. Equal Employment Opportunity Employer (EEOE) - Chesterfield Federal Credit Union actively seeks to fill vacancies by hiring qualified candidates without regard to race, sex, color, religion, national origin, disability or any other basis protected by law.

2. Charitable Contributions - Chesterfield Federal Credit Union actively partners with a variety of community groups in an effort to strengthen our ties in the community.

3. Black History Month - Chesterfield Federal Credit Union is an active contributor and participant in special events organized for Black History Month.

4. Asian-American Month - Chesterfield Federal Credit Union is an active contributor and participant in special events organized for Asian-American Month.

Section V: *Commitment to the Credit Union Movement*

Chesterfield Federal Credit Union will 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, Chesterfield Federal 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.

Existing Activities that Support the Credit Union Movement:

1. Virginia Credit Union Political Action Committee (VACUPAC)- The credit union participates in VACUPAC sponsored fundraisers throughout the year.

2. Local Chapter of Credit Unions Representatives - Chesterfield Federal Credit Union encourages employees to participate in chapter events and at various times serve on chapter committees.

3. Continuing Education for Staff - Chesterfield Federal Credit Union supports staff members who are interested in furthering career development.

4. High School Co-Op Program - Chesterfield Federal Credit Union supports the local Cooperative Office of Education by providing students opportunities for hands-on work experience.

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, Chesterfield 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 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.

Existing Activities:

1. College Scholarships - Chesterfield Federal Credit Union donates three \$1,000 scholarships to high school seniors who will be attending a higher learning institution. These scholarships are named in honor of Charles R. Quaiff, Sr., a charter member of the Credit Union.

2. Make-A-Wish - Each Wednesday, employees may make a donation to Make-A-Wish for the opportunity to dress casually at work.

If you have any questions about this *Statement of Commitment* and the principles stated within, please contact Gail Strother at 804-717-6680 or gstrother@cefcu.net.