

March 2, 2009

**Lourdes Hospital Federal Credit Union's**  
**Credit Union Statement of Commitment to Members**

As a member-owned, not for profit financial cooperative, **Lourdes Hospital Federal 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 underserved in our field of membership. And we will continually, in all facets of operations, demonstrate the value of membership in **Lourdes Hospital Federal Credit Union**.

We will monitor and communicate our services 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 **Lourdes Hospital Federal Credit Union's** strategic plan, we will make 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". We truly strive to be an institution where "people are worth more than money."

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**

**Lourdes Hospital Federal 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:

**Deposit Accounts**

- No Fee Checking with Minimum Balance
- Share Accounts
- Christmas Club Accounts
- IRA Accounts
- U.S. Savings Bonds
- Super Savers

**Lending**

- Secured Loans
- Signature Loans
- Risk Based Lending
- Home Equity Loans

**Card Programs**

- Credit Card program
- Debit Card Program

**Insurance**

- Accidental Death & Dismemberment Insurance
- Life Savings Insurance
- Credit Life Insurance
- Disability Insurance

**Financial Planning**

- Financial Education

**Other Services**

- Payroll Deduction
- Online Account Access
- 24 Hour Telephone Services
- Online Bill Payment Services
- Online Loan Calculators
- Overdraft protection
- Automatic payment Transfers
- Money Orders
- Direct Deposit
- Scholarship Program
  
- Member Survey
- Wire Transfers

**Section 11: Member Education**

Lourdes Hospital Federal Credit Union is committed to member and consumer financial education; in addition we are committed to education members and consumers, alike, about credit union uniqueness, philosophy, and values.

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

- Newspaper Articles
- Web Site Articles
- Louisiana Credit Union League Co-Op Promotional Advertising Campaign
- Scholarship Program
- Information Booth at Local Events
- Members Financial Services
- SEG Visits

**Section III: Involvement Governance**

Lourdes Hospital 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:**

- Volunteer Board
- Board Nominations & Elections
- Annual meeting
- Employee Orientation
- Continuing Employee Training
- Volunteer Orientation
- Continuing Volunteer Training
- Community Activities (Volunteers and Staff Involvement)  
Participate in fund raising for L.A.R.C., MDA, Relay for Life, and Christmas in April.
- Louisiana Governmental Affairs Conference (Manager Involvement) Ina Burchett has attended GAC.
- CULAC Fundraisers

**Section IV: Diversity**

**Lourdes Hospital 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:**

- Equal Opportunity Employer
- Equal housing Lender
- Board Representation
  
- Board Training
- Staff Training

- Risk Based Lending

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

Lourdes Hospital 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 Lourdes Hospital 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.

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

#### **Memberships**

- Member of Louisiana Credit Union League
- Member of Cuna & Affiliates
- Member of Chamber of Commerce
- Member of Better Business Bureau

#### **Education**

- Employee Orientation
- Continuing Employee training
- Volunteer Orientation
- Continuing Volunteer Training
- Newsletter Articles
- Web site Article

#### **Involvement**

- Chapter Activities  
Serve the community by helping with fund raising for L.A.R.C., Relay for Life, MDA and Christmas in April.

#### **Political Activities**

- CULAC Fundraisers
- Louisiana Governmental Affairs Conference  
(Manager, Ina Burchett has attended GAC.)

#### **Outreach**

- International credit Union Day
- Meeting Facility Sharing
- LCUL Co-Op Promotional Advertising Campaign
- Internships

## **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, **Lourdes Hospital 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.

### **Community/FOM Groups Currently Receiving Financial or Other-In-Kind Support (including the support given) and Current Public Service Activities:**

- **American Cancer Society**  
Lourdes Hospital Federal Credit Union participates in Relay for Life and raises money for cancer research.
- **American Red Cross**  
Donations are made to the American Red cross for disaster/hurricane relief.
- **Muscular Dystrophy**  
Lourdes Hospital Federal Credit Union Staff participates in fund raising for MDA.
- **Toys for Tots**  
Lourdes Hospital Federal Credit Union, through the Lafayette Chapter, has collected for the Toys for Tots program.