



MembersAlliance Credit Union

Mission Statement

To be the leader in our community in providing financial products, exceptional service and financial education

Board Purpose Statement

The MembersAlliance Credit Union board of directors provides oversight and guidance in the areas of policy, financial performance, risk management, regulatory compliance, and ethical standards. Always acting in the best interests of stakeholders, the board plans for board, executive management, and institutional stability to ensure the future of the Credit Union as a thriving financial Cooperative.

Code of Ethics

The Credit Union is a member owned, non-profit cooperative thrift institution formed for the purpose of encouraging savings by offering a good return, using collective monies to make loans at competitive interest rates to members and providing other member services on a cooperative basis. Members are united by a defined field of membership and democratically operate the Credit Union under state and federal laws and regulations.

This Credit Union will conduct its relationships and operations in accordance with this purpose and uphold its fundamental commitment to serving its members. This Credit Union is committed to the highest standards of responsibility and conduct and subscribes to the following guidelines:

To Members:

- a. To provide the highest level of personal financial services in a courteous and professional manner and to treat all individuals fairly without regard to race, creed, national origin, sex, religion, social or economic level.
- b. To encourage thrift and savings and to protect the assets placed in our care and custody.
- c. To provide consumer loan services at the least possible cost in the exercise of wise use of credit.
- d. To practice and maintain high standards of sound management, including efficiency, integrity, and economy of operations.
- e. To provide members with timely and accurate information regarding the financial conditions, operations, and services of the Credit Union and of



their individual accounts or transactions.

- f. To preserve and protect the privacy and confidentiality of all member financial records and transactions. Disclosure of financial conditions or transactions will be made only with the written approval of the member, due legal process, or in accordance with law.
- g. To abide by the letter, spirit and intent of state and federal consumer protection laws and regulations and to provide members with complete and accurate information concerning their rights.
- h. To increase knowledge and ability of members to manage and control their financial well-being through counseling and by providing educational information, materials, and programs.

To Credit Union Movement:

- a. To promote and protect always the best interests and reputation of the Credit Union Movement and avoid and resist influences and practices which are detrimental to it.
- b. To associate and cooperate with other credit union organizations in building a strong democratic movement for more effective service to members.

To Society:

- a. To participate in community affairs as a responsible member of the society in which the Credit Union is a part.
- b. To support and participate in programs which favorably affect the society, citizens and communities served by the Credit Union and to the fullest extent possible, seek solutions to its social problems and concerns.
- c. To make credit union membership available to as many people as possible.

Standards of Leadership for Officials and Staff:

- a. To observe the highest standards of personal conduct at all times.
- b. To strictly uphold the laws, by-laws, rules and regulations relating to the operation of a credit union.
- d. To guard against the use of the credit union position for personal or financial advantage or special privilege and avoid conflicts of interest with its policies and operations.
- e. To carry out the duties and responsibilities of the credit union position to the best of one's abilities and to seek out and participate in opportunities to increase knowledge and skill.
- f. To adhere to open, democratic procedures in the election of officials and in their formulation of credit union policy and practices.



Qualifications of Board Members

The success or failure of any credit union rests, to a large extent, in the hands of the members who are elected to serve on the Board of Directors. In their selection process, the nominating committee will search for members who:

1. Believe in, save in, and borrow from the Credit Union.
2. Believe in the Credit Union Movement. A board member should show a desire to work with other credit unions through Chapter and League activities.
3. Are willing to take the necessary time to prepare for, attend, and participate in all Board and Committee meetings.
4. Are qualified to make business decisions in the overall interest of the Credit Union.
5. Base decisions on fact and experience. Be objective in consideration of all matters discussed.
6. Are informed and study the issues and the details on the subjects where decisions need to be made.
7. Work in cooperation with other Board Members and support majority decisions.
8. Provide direction to the Credit Union. Address major problems facing the Credit Union and not administrative problems better assigned to others.
9. Are willing to accept and adapt to change, welcome new ideas, and be imaginative.
10. Cultivate skills in the art of communication. Produce results via persuasion, not manipulation.
11. Understand the economic and social environment in which the Credit Union operates.
12. Constantly seek self improvement as a director by way of participation in education programs and reading pertinent materials.