



Statement of Commitment to
MEMBERS



Statement of Commitment to Members

As a member-owned, not-for-profit financial cooperative, Interra Credit Union's commitment is to its members. Our members' needs drive the menu of products and services the credit union offers. ***The members' needs are always top priority at Interra – it is our mission to be our members most trusted and valued financial resource.***

Interra Credit Union Service Commitments

We are committed to:

- providing you with an exceptional level of service.
- making it easy for you to do business with us.
- treating you with the highest standards of respect and professionalism.
- identifying your financial needs and offering solutions that will improve your financial life.
- delivering accuracy in all of our work.

At Interra, we consider it a privilege to do business in the communities we serve. In addition, we assume the responsibility of "corporate citizenship" in supporting the many community activities and organizations that lift up people in need and enhance the quality of life in our communities.

The credit union volunteers, management and staff work to monitor member and community needs and respond with products, services and educational opportunities to meet those needs. It is also our role to communicate the value and perspective a member-owned financial cooperative offers members and potential members. In addition, it is also important to "tell our story" to legislators, regulators and the community at large.

Interra Credit Union believes in the credit union philosophy of promoting thrift and savings among our members. It is our responsibility to provide financial tools, resources and consultative services that help enable our members to develop plans and goals to achieve financial security. We place high importance on educational opportunities that help members reach their financial goals.

This statement of commitment supports sound business practices that ensure the financial strength and stability of the credit union on behalf of the members we serve. The actions and direction provided by the board of directors and management since this

credit union was founded more than 75 years ago have laid a strong foundation of fiscal responsibility. The sound capital position allows the credit union to return value to the members in the form of higher savings and certificate rates, competitive loan rates, fewer fees, more office locations, more ATMs, more service delivery options, investment in technology, and recruitment and retention of a competent and professional staff.

Cooperative Principles

As a financial cooperative, Interra Credit Union is an autonomous association of member-owners who have joined voluntarily to meet their common needs.

Values – Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity and solidarity. In the tradition of their founders, cooperative members believe in the ethical values of honesty, openness, social responsibility and caring for others.

These seven cooperative principles are guidelines by which cooperatives, like Interra, put values into practice.

#1	Inclusive	Membership should be open to all
#2	Voice	Members should call the shots
#3	Benefit	Rates and fees should benefit members
#4	Independent	Autonomy and independence set us apart
#5	Education	Financial education should be free and available to all
#6	Cooperation	Cooperation among cooperatives is vital
#7	Community	Giving back to the community is an obligation

These seven principles are founded in the philosophy of cooperation and its central values of equality, equity and mutual self-help. They express, around the world, the principles of human development and the brotherhood of man through people working together to achieve a better life for themselves and their community.

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I. Service to Members

Interra Credit Union strives to offer a wide range of products and services designed to improve the economic and social well-being of our member-owners. In today's environment, that includes a mix of personal and technological services in response to the needs of a diverse membership.

Existing products and services:

- Savings accounts
- Checking accounts – no monthly service charge; no minimum balance required
- My Rewards Checking
- INtunes (rewards) Checking
- Benefits Plus® - discount and savings program for checking members
- Checking line-of-credit

- Sign & Save – signature-based debit card “bump-up” transaction savings program
- MMSA – Money Market Share Account
- Christmas Club – with special account and savings incentives
- Young Explorers Savings Club – program available for children through age 11 years, send birthday cards with \$2 bills to all youth, provide a summer picnic, educational seminar, and more
- HSAs – Health Savings Accounts
- Opportunity Checking – a “second-chance” checking program to help members re-establish a checking account
- Share certificates with low \$500 minimum deposit
- Smart Saver – add-on certificate to help more members start and stay with a systematic savings/investment plan; minimum starting balance only \$100
- Traditional and Roth IRA savings accounts and certificates
- ATM and debit cards
- Loans – consumer, including mortgage and home equity; agricultural; small business
- Private student loan program, Credit Union Student Choice
- Online Mortgage Center and applications
- Indirect auto dealer relationships, including an online directory of participating dealers
- Online loan application
- Visa Programs:
 - Visa Classic credit card
 - Visa Platinum credit card
 - Visa Family card (available in Classic card or Platinum card)
 - Visa Business credit card
- Cash advances – Visa and MasterCard
- Visa Online
- Visa Rewards
- Credit life and disability insurance
- GAP credit protection program
- Mechanical breakdown protection
- AD&D insurance products
- Website – interracu.com
- e-Alerts and text alerts
- e-Statements
- Mobile Services
 - Mobile Banking
 - Mobile texting
- Overdraft protection
- Courtesy Pay program
- Direct deposit
- Automatic transfer of funds
- Interra Connect telephone banking – bilingual
- Interra Online banking

- Interra Bill Pay
- Interra Online Deposit
- ACH origination services
- Merchant processing services
- Money orders
- Cashiers checks
- Certified checks
- Travelers checks
- Wire transfers
- Visa® gift cards
- Money transfer services – ACH Direct to Mexico, Canada and Panama.
- Facebook® page
- ITIN accepting agent
- Notary public
- Safe deposit boxes (available at 8 locations)
- Night depositories
- Series EE and I U.S. Savings Bonds – purchase and redemption
- Elkhart County property tax payments
- Ten offices to serve members and 14 proprietary ATMs
- Coverdell Education savings accounts and certificates
- 529 plans
- College Choice Plan
- 1031 property exchange – qualified intermediary
- Interra Investments
 - Professional Staff
 - Registered Member Services Representatives (RMSR) – Trained and licensed Interra employees who can help develop financial plans.
 - Licensed insurance specialist
 - Certified trust officer
 - Manage personal finances
 - Manage your debts
 - Reduce your tax burden
 - Establish an estate plan
 - Plan for retirement
 - Educational programs
 - Investment options
 - Financial management analysis
 - Individual and SEP IRA programs
 - Mutual funds
 - Fixed and variable annuities
 - Unit investment trusts
 - Universal life insurance
 - Term life insurance
 - Mortgage life insurance
 - Long-term care protection

- Health insurance
- Brokerage service

What makes Interra Credit Union different?

The products and services listed above are not unlike those offered at many banks, credit unions and thrifts. What makes credit unions different? What makes Interra different? IT’S ALL ABOUT THE MEMBERS! When the credit union looks at the structure of a product or the introduction of a new service, you will often hear credit union managers and board members ask, “What’s best for our members?” The credit union takes its charge seriously.

Our staff is trained to assist members as they develop strategies to achieve financial security. The credit union’s education program offers free seminars to help members learn about technology, home ownership, estate planning, retirement planning, investments and college savings...to name a few.

The credit union’s loan portfolio is full of personal stories from providing nonconforming loans for Amish members and small business loans, to members who provide important and needed services in our communities, but are considered “too small” for the banks. And, this credit union has never been in the “subprime” mortgage business. The trusted mortgage professionals at Interra work diligently to help members in the mortgage process. At Interra, the guiding principle is helping members achieve sustainable home ownership which benefits them, their neighborhoods and the communities in which they live and work.

New services planned:

- Considering services for those “outside” the credit union, like check-cashing. The goal being to help these people move to a relationship with the credit union.
- Employee committee formed to research and develop a plan to better serve the youth/young adult market, especially in the 13-24 age group. The youth services have been divided into three age groups, birth-11, 12-17 and 18-24.
- A “New Americans” committee meets regularly, particularly to address the needs of the growing Hispanic and Russian/Ukraine communities.
- Continued development of e-mail and e-services
- Online member application
- Online banking enhancement/upgrade 07.11

II. Member Education

Interra Credit Union is committed to member and consumer financial education. This education takes the form of financial programs, but also those that educate members, potential members and the community about credit union uniqueness, philosophies and values.

Current programs that support member education and advocacy:

- InTouch monthly member newsletter and e-newsletter
- InSight “Financial Fitness” Seminar Series – recent topics including:

- Estate Planning
- Investment Basics
- Home Buying and Financing in the Current Economy
- Financing a College Education
- Protecting Your Assets and Your Identity – frauds, scams & identity theft
- The Money-Savvy Woman – Women and Investing
- First Time Home Buyers
- Understanding Your Credit Score
- Kids and Money
- Annuities: Income for a Lifetime
- Making the Most of Your Retirement Plan at Work
- Economic-related seminars to work with members in current economic circumstances.
- E-Training – Hands on sessions for members needing assistance with credit unions online services (online banking, e-Statements, e-Alerts, Visa Online, mobile banking, etc.)
- And more...
- “Master Your Money,” a four-week workshop designed to provide members with information and strategies to make smart financial choices and establish plans for the future.
- Interracu.com –
 - offering *Home and Family Finance* and the *Financial Resource Center*, complete with articles, resources, financial calculators, etc.
 - community and financial links,
 - Financial Wisdom’s “Small Business Resources”
 - Credit Unions Rock
 - Streaming videos, commercials, boldchat, podcasts, etc).
- School Programs: At the request of teachers, Interra staff members present financial education to local elementary, middle school, high school and Goshen college students in the classroom. In addition, many schools (pre-school through college) bring fieldtrips to the credit union for financial education opportunities.
- NEFE – In collaboration with another local credit union, the program reaches ALL Goshen High School students with in-class financial literacy programs. A similar program is ongoing at Fairfield High School.
- Indepth “learn at work” program – Seminar programs and educational opportunities for Interra business partners, offered on-site at work locations. More and more business partners are taking advantage of these opportunities.
- Employee Orientation and Training – Interra provides a comprehensive employee orientation program. In addition to the development of job skills, employees are informed about credit union uniqueness and philosophy, products and services, compliance, security and other areas that help ensure a competent and professional staff, positioned to be our members’ “financial consultants.” Ongoing staff education and training also includes regular meetings, with topics ranging from compliance updates, fraud and security, products and services knowledge, serving members better, etc.

- Interra University – an ambitious program of educational opportunities for staff professional development – including monetary incentives for higher level “classes/majors”

New programs planned:

- Working with Elkhart County government to provide regular financial seminars for their employees.
- Additional opportunities for credit union volunteers

III. Involvement/Governance

Interra Credit Union strives to preserve credit union democratic principles, including representation and volunteer participation in credit union activities.

Current programs supporting involvement/governance:

- Annual meeting – The credit union has implemented a more inclusive voting process, offering in-branch and online voting venues, and contested elections.
- Nomination process – The credit union has revised and formalized the nomination process, offering the opportunity for members to submit their names for consideration and requiring standardized supporting documentation for all nominees.
- Board of directors – seven member board, elected from the membership to three-year terms.
- Annual board planning session and long-range planning.
- Supervisory committee – three-member committee, elected from the membership to three-year terms.
- Educational opportunities – volunteers are encouraged to participate in educational activities and programs.

IV. Diversity

Interra Credit Union operates as a member-owned, democratically and locally controlled financial cooperative. Credit union volunteers, management and staff bring a variety of backgrounds to help ensure diversity in the leadership and staff. In addition, the credit union works to meet the needs of an increasingly diverse membership base.

Current Programs

- Interra is an equal opportunity employer.
- Interra is an equal opportunity lender.
- The credit union supports many organizations that serve the underserved. With free checking and savings accounts, the credit union offers access to financial services.
- Business partner Program – The credit union reaches out into the communities we serve, offering business partner relationships to area employers.
- Continued financial and service support of LaCasa, a provider of housing and other services to low-income families, many of whom are New Americans.
- Interra Credit Union opened the Monroe office in November, 2006, the first bilingual office to serve the changing demographics of the service area

communities. The credit union makes a conscious effort to hire bilingual staff in other areas to best serve our members, and offers a wage differential, acknowledging those skills. The credit union has translated several brochures, informational pieces and applications to meet a growing Hispanic and Russian/Ukraine member base. (Portions of the interracu.com are available in Spanish.)

- Employee committee meets regularly to execute plans of services and marketing to “New Americans.”
- The Interra staff participates in “diversity awareness and training” programs.
- One member service representative is designated the “Hispanic services coordinator,” assisting with current programs and planning new ones.
- Interra personnel are active in the Goshen Chamber of Commerce initiative to recruit and develop Hispanic business memberships and involvement.
- Interra is an ITIN accepting agent.
- Serving the Amish community – The credit union provides nonconforming and special mortgage programs to meet their needs; we have hitching posts at our offices, and several personal touch-points for our members’ convenience.

V. Commitment to the credit union movement and other cooperative activities

Interra Credit Union embraces the cooperative spirit in its dealings and relationships within the credit union movement – involving other credit unions as well as local, state and national cooperative activities. It is imperative that credit unions work together to ensure a successful future for the credit union movement, credit unions and especially the members we serve.

Current activities that support the credit union movement:

- St. Joe Valley Chapter – The credit union takes an active role in the St. Joe Valley Chapter of credit unions, by dues support, attending meetings and other chapter activities, and sponsoring a meeting each year. Interra has been represented on the board of directors for more almost 20 years.
- Shared Branch Network – Interra participates in this network in Indiana. The credit union was a charter member of the Credit Union Centers of North Central Indiana in 1995 and Sanford Miller, vice president of branch administration served on the board of directors, three years as president.
- Credit Union Centers & Outlets – Interra participates in the international network, offering real-time account access to credit union members at thousands of participating locations.
- Branch outlets – Interra Credit Union became a credit union shared branch outlet in 2007, allowing members of other credit unions to conduct transactions for their other credit union’s accounts at any Interra location.
- Alliance One ATM network – The credit union is a member of this reciprocal organization, which offers members surcharge-free ATM access at thousands of locations.
- Indiana Credit Union League – The credit union is an active participant, attending seminars and conventions, serving on committees, etc.

- CUNA – Credit union staff and board members regularly attend the national Governmental Affairs Conference, held each year in Washington, D.C.
- The credit union is a member of the Filene Research Institute.
- Interra Credit Union has “opened its doors” to other credit unions for assistance and observation. The loan department coordinator has provided training to several area credit unions on the mortgage platform.
- For several years, Interra Credit Union has provided financial support to various credit union movement initiatives, such as national branding campaigns, political efforts and cash contributions.
- Interra Credit Union is one of the leading credit unions in Indiana and one of the top financial institutions nationally, in the coin sale program, which helps raise funds for the Political Action Committees at both the state and national levels. We are proactive, investing funds to purchase lobby display cases that help promote the coin sales.
- Credit Union Title Services (CUTS) – started in 2007, is a joint venture with Teachers Credit Union and Interra Credit Union. Working with a respected title firm, this program allows the credit unions to better serve members with title searches.
- Community Sustainability Project – Interra provides financial support to this local organization, supporting local growers and craftsmen through the Farmers Market and other related initiatives.
- Cooperatives 101. Interra has hosted seminars and staff members have participated in related seminars on a regular basis.
- Commercial loan participations with another Indiana credit union.

New Programs Planned:

- The credit union is active in researching new ways to “collaborate among cooperatives”
 - Expanding the CUTS program.
 - Exploration of additional closing services.
 - Evaluating additional commercial loan participation opportunities.

VI. Public service/corporate citizenship

Interra Credit Union is proud of its ability to contribute to the people who live in and around the communities we serve. Interra helps make a positive impact, through donations of staff/volunteer time and talents, financial and in-kind contributions and participation in the work of worthwhile public and private organizations. Many times, our members join beside the credit union’s volunteers and staff to make our projects more successful than we could have imagined.

- Chambers of Commerce – Interra is an active member of the chambers in the communities we serve, often assuming leadership positions and involved in various committees. In addition, Interra participates in events and offers financial support to these organizations. Interra is and has been represented on the Goshen Chamber board of directors; Goshen Chamber Ambassadors; presidents of Chambers, etc. In addition, other staff members volunteer in various capacities within the communities served by the credit union.

- Elkhart County Economic Development Corporation (EDC) – financial support.
- Christmas Service Projects:
 - The credit union raises literally thousands of dollars in money and items, helps create awareness of organizations and the clientele they serve.
 - Interra Credit Union has been awarded a Dora Maxwell Award for Social Responsibility for several years and has received honorable mention at the national level on three separate occasions.
 - In 2007, the credit union’s board of directors authorized a special corporate commitment of \$7,500 in observance of the 75th anniversary.
 - In 2008, the credit union’s board of directors authorized a special corporate commitment of \$15,000, with a commitment to match another \$2,500 in member donations. This was a direct result of the economic downturn in the Elkhart County area. Service agencies needed funds. The total donation was \$20,000, including the matching funds.
 - In 2009, the credit union adopted a program similar to the 2008 efforts, adding a “pay-it-forward” element.
 - In 2010, the program continued with the larger financial commitment and an expanded pay-it-forward initiative.
- Dollars for Scholars – Five \$1,000 scholarships to high school seniors – awarded annually in the five high schools in which we have offices (Concord, Fairfield, Goshen, Northridge, Northwood). Criteria states that the award should go to those who exemplify the credit union “people helping people” philosophy.
- Boys and Girls Clubs – Annual auctions, service project, staff member on the board of directors. Interra supports the clubs of Goshen, Middlebury and Nappanee.
- “Bak-Pak-A-Kid” – Interra is one of the major sponsors, at \$1,000 annually, to the local program, which provides backpacks and school supplies for needy children in the community. Credit union staff members also volunteer to pack the bags and serve on the committee.
- CAPS (Child and Parent Services) – long-time monetary and commodity support.
- LaCasa – The credit union provides loan pool funds, financial contributions, work project programs. Interra is represented in leadership and fund-raising roles.
- Family Christian Development Center, Nappanee – Financial support, donations through our annual *Harvest Food & More Drive* and holiday project donations. Represented in leadership roles.
- Salvation Army – Support annual Pancake Day, Christmas bell-ringing, auction and other projects. Interra staffs a “Bell Ringing” site for two days during the holiday. Long-time representation in leadership roles.
- Elkhart County Family Services/Elkhart County Women’s Shelter – Offer monetary donations and service project recipient.
- Bashor Children’s Home – Service project recipient, monetary donations; have sponsored Christmas parties for the residents. Provide ongoing support to “stock” the nurse’s office.
- Fairfield Food Pantry – donations through our annual *Harvest Food & More Drive*.
- Jefferson Food Pantry – donations through our annual *Harvest Food & More Drive*.

- Middlebury Food Pantry – donations through our annual *Harvest Food & More Drive*.
- The Window – Goshen organization, provides a soup kitchen, food pantry, and clothes closet, and houses Meals on Wheels -- donations through our annual *Harvest Food & More Drive* and Christmas Service Project.
- Interfaith Hospitality Network – Goshen organization for the homeless – donations and financial support.
- Elkhart County 4-H Fair and 4-H programs – 4-H livestock auction; “Farmstead of Yesteryear” underwriter; sponsor “Barnball” at the fair; co-sponsor of 4-H Leader Banquet; pay for all 4-H pins in Elkhart County. These efforts represent a significant financial commitment on the part of the credit union.
- Oaklawn Mental Health facility – Help sponsor annual fund-raising gala. The credit union recently committed \$25,000 as part of a capital campaign for the school and other facilities. Interra represented on boards.
- Greencroft Retirement Community – Provide financial support at golf outings, annual gala, and other events. Interra represented on the board of directors.
- Goshen College
 - Support Michiana Student Aid Fund - \$1,000 annually;
 - ATM on campus – with no surcharge;
 - Help underwrite athletic scholarship golf outing and other events;
 - Continued support of the Music Building and its cultural programs.
 - Work with international students and new students to answer questions and sign up new accounts at orientation.
- Shop-With-A-Cop – An Interra staff member is active with this event and the credit union has been a long-time financial supporter.
- Church Support – Offer support to churches and parochial schools for special events.
- Riley Children’s Hospital – Through Fairfield High School event and Goshen Sunrisers Kiwanis “Roses for Riley.”
- Service Clubs
 - Rotary – Two Interra employees
 - Kiwanis – Five Interra employees
 - Optimists – Four Interra employees
 - Exchange Club – Two Interra employees
- School programs and presentations – Fire prevention and drug awareness program support; provide speakers and participants in a variety of classroom settings; support student athletes and athletic programs; arts and music support; guest speakers and NEFE financial literacy programs.
- Student Athlete Support – Donations and support to Little Leagues, game broadcasts, Sports Boosters, Sports programs.
- Popcorn program – Interra provides popcorn boxes/bags and pays for the popcorn and supplies for area schools.
- Shred-it-Days: The credit union sponsors a 2-day shred event each summer and pays for members to shred up to 50-pounds free. Credit union employees assist members and provide identity-theft information at the event.
- Support the Arts – school arts programs, Community Chorale, etc.

- Michiana Mennonite Relief Sale – help underwrite “Run for Relief” and other support annually.
- American Cancer Society – Monetary support and participation in “Daffodil Days” and golf outing. Participated in the Elkhart County Relay for Life event in 2005, 2006, and 2007, raising more than \$6,000 each year.
- United Cancer Services – assisting Elkhart County residents who suffer from cancer with a variety of support services.
- American Heart Association – Leadership roles, participation and monetary support for annual “Heart Walk” event, golf outings, etc.
- Assets – The credit union supports this small business education program.
- With three other organizations, co-sponsored “Pete’s House,” the 100th Habitat for Humanity House built in Elkhart County.
- Disaster Relief – Interra comes to the aid of national and local disasters and traumatic events, including the Oklahoma City Bombing, 9-11, the Tsunami and Hurricane Katrina. Recently, the credit union donated \$5,000 for the Nappanee Tornado fund.
- Middlebury Fall Festival sponsor.
- Nappanee Apple Festival sponsor.
- Wakarusa Maple Syrup Festival sponsor.
- Memorial and benefit accounts.

New programs planned:

- In addition to continued and ongoing support of the many causes and organizations listed above, the credit union will be called upon, and respond, to meet new needs identified in our communities.

SUMMARY

Anyone can make a “statement of commitment.” It is vision and action that give a commitment credibility and value. At Interra Credit Union, we believe it is important to give life to the words – to “walk the talk” in the products and services we provide and in the way we serve our members. We believe that we are also part of a “bigger picture” in the credit union movement. And, we believe we need to give back to our communities for the privilege of doing business. The difference shows.

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