

# POLICE FCU MEMBER PLEDGE



- 🛡️ All members visiting the branches will be greeted immediately by the first available Police FCU staff member, with a friendly, “Hello” and “Welcome.”
- 🛡️ We will be courteous, respectful, responsible, and professional at all times.
- 🛡️ When being served, we will give you our full and complete attention.
- 🛡️ We will be available to assist you with your financial transactions 24/7, by providing a combination of live and automated support options.
- 🛡️ To ensure we are meeting all of your needs and providing a value added member experience, we will be knowledgeable about our jobs and the credit union’s products and services, so that we may assist you to the best of our abilities, and share with you, beneficial solutions, and offer additional assistance so you feel comfortable about your options and financial decisions.
- 🛡️ Finally, we will thank you for your membership, because we know that serving you, our member, is a privilege and our highest priority. We know that you have options and we thank you for giving us the opportunity to serve you.

*To ensure we are meeting our Service Standards, you may be asked to complete a survey from time to time to assess how we are doing. By completing this survey, we can better evaluate our efforts in providing you with exceptional service.*

## THANK YOU FOR YOUR MEMBERSHIP.