

10 Years in Review...

Here are some of the recent accomplishments of the UICCU's volunteer Board of Directors.

Added Member Convenience by developing...

- A new, full service office to serve North Liberty's members
- A dedicated call center to better serve all inbound phone calls
- A larger, more convenient office in Coralville
- A full service office to serve Grinnell's 2,000 plus members
- New "CU Online" services
- More ATMs than any other financial institution in Johnson County
- New online Bill Payer service
- A new office at the Iowa Memorial Union
- All ATMs on University of Iowa and UIHC campus
- A joint issuance of student ID cards on UI campus

New Member Services offered to the membership include...

- Trust services
- Brokerage services
- Commercial loans
- Commercial deposits
- Low Income, First Time Homebuyers Programs
- PAL Loans (an alternative to predatory payday lenders)
- Educational seminars

Other accomplishments...

- "Total Return to the Member" improved to first in the state of Iowa (out of 150 credit unions) and 12th in the nation (out of 8,536 credit unions)
- The "Statement of Commitment" to members (found at www.uiccu.org)
- Increased average staff tenure from 3.0 to 7.2 years, resulting in dramatic improvement in member service and accuracy
- Developed "Best Rate Guarantee" on member certificates of deposits and IRAs
- Developed tracking mechanisms to quantify member service and tied to employee compensation – average service scores have improved every year since we began tracking in 2003
- In the year 2006 alone, staff of the credit union helped raise \$55,000 and volunteered almost 1,300 hours

**Assets have grown 301% - from \$139 million to \$560 million
in the last 10 years - making each of the above enhancements in service possible.**