

Treatment of Members as Consumers

NuUnion Credit Union values and respects the relationship you have established with us. You have placed your trust and confidence in us. The Board of Directors of NuUnion established a policy entitled Treatment of Members as Consumers. This policy was established to insure all members receive treatment that is safe, fair, dignified, and respectful of privacy.

If you feel you have received treatment that was unsafe, unfair, undignified, or not respectful of privacy you are encouraged to contact the CEO of the credit union as follows:

In writing: NuUnion Credit Union
501 S. Capitol Avenue
Lansing, MI 48933-2320

Phone: 517.267.7200

E-Mail: ceo@NuUnion.org

The following is a copy of NuUnion's policy entitled *Treatment of Members as Consumers*.

With respect to interactions with members as consumers or those applying to be members, the CEO shall not cause or allow conditions, procedures, or decisions which are unsafe, unfair, undignified, or unnecessarily intrusive.

Including, but not limited to:

1. Use application forms that elicit information for which there is no clear necessity.
2. Fail to establish with members as consumers a clear understanding of what may be expected and what may not be expected from the service offered.
3. Fail to inform members as consumers of this policy, and to provide a way to be heard for persons who believe they have not been accorded a reasonable interpretation of their protections under this policy.
4. Fail to give members as consumers an alternative to direct payment of fees whenever possible; and, when necessary, establish fees charged to members as consumers which are limited to recovering costs and providing a fair return.
5. Fail to protect members as consumers from the harmful effects of smoking while in credit union buildings.
6. Fail to establish a policy concerning prohibiting members as consumers from carrying concealed weapons on NuUnion premises and to inform the members, as consumers, of this policy.