



***Omega Psi Phi Fraternity Federal Credit Union
OPPFUCU***

2020 Annual Meeting

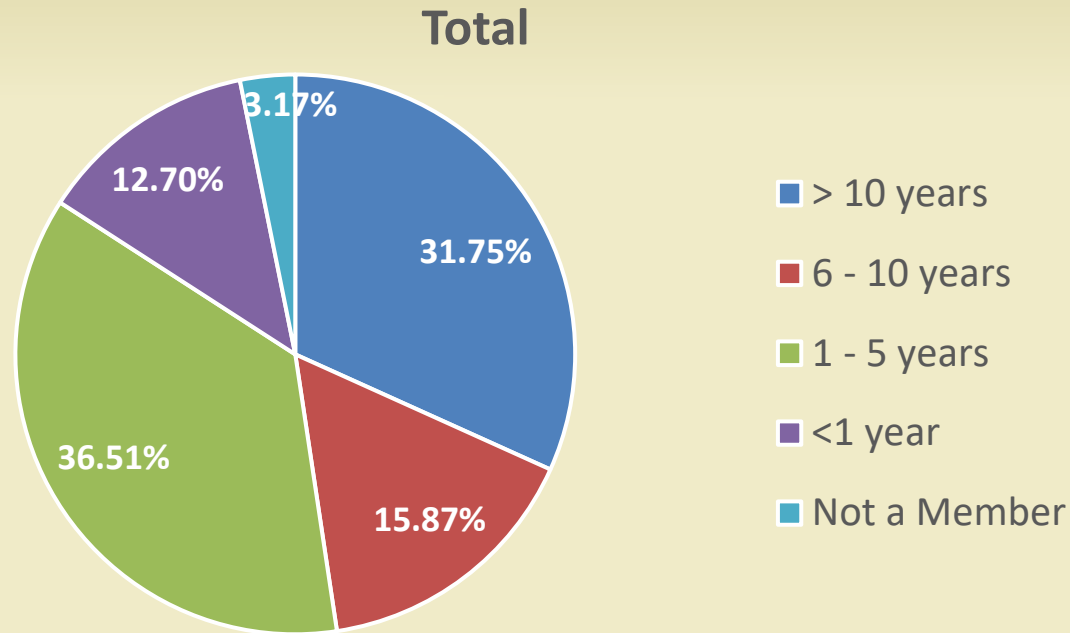
Survey Results – Member Interest

July 17, 2020

Demographics

“THE BEST FEDERAL CREDIT UNION FOR OMEGA MEN AND THEIR FAMILIES”

- **Question 1:** How long have you been a member of OPPFFCU?



- OPPFFCU has long term members and new members. This reflects long term commitment and attraction to new members, which indicates growth of the credit union.

www.oppffcu.com

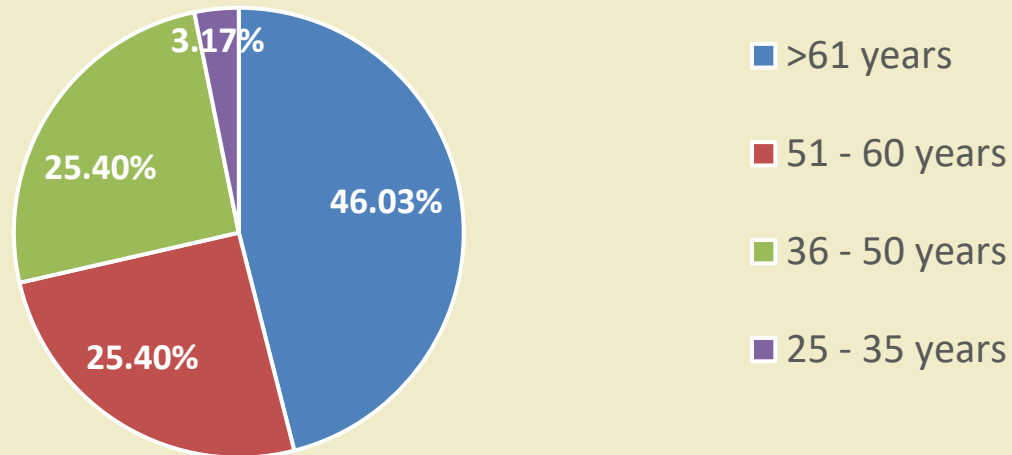


Demographics – cont'd

“THE BEST FEDERAL CREDIT UNION FOR OMEGA MEN AND THEIR FAMILIES”

- Question 13: What is your age?

Total



- OPPFFCU has seasoned members. We are working on plans to attract younger members that are expanding their financial platform.

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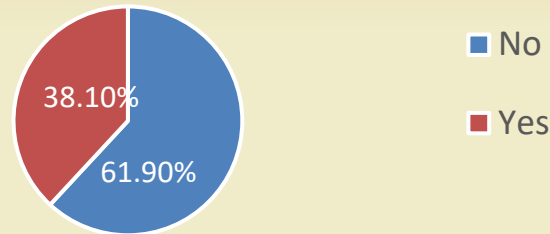


Borrowing Money from OPPFFCU

“THE BEST FEDERAL CREDIT UNION FOR OMEGA MEN AND THEIR FAMILIES”

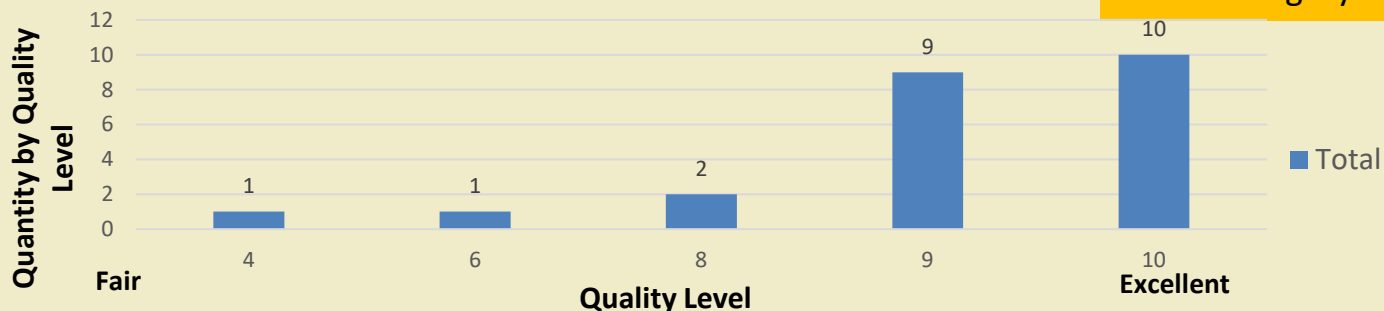
- **Question 7:** Have you ever taken a loan from OPPFFCU?

Total



- **Question 8:** If you answered YES to (Q7) - Taking a Loan, what was your experience?

Total



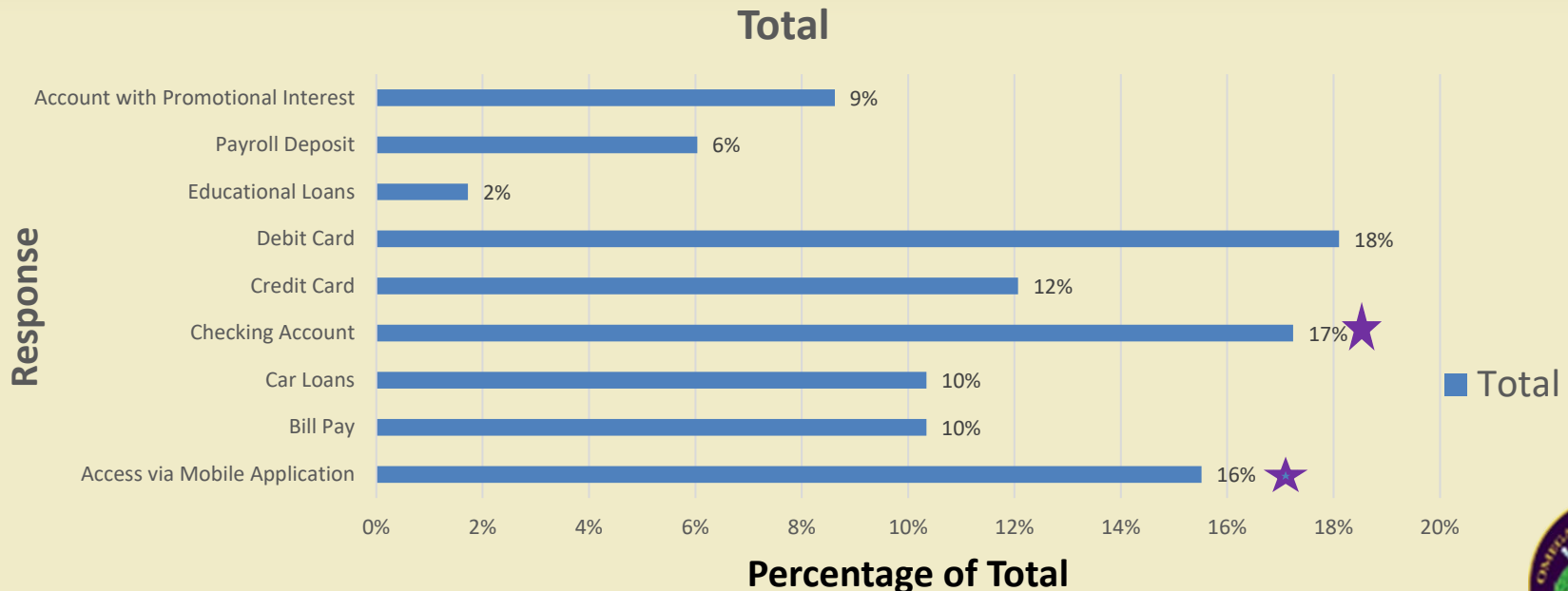
OPPFFCU is proud that services rendered rated in the 80% or better category



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- **Question 9:** What services will attract you to utilizing OPPFFCU more? (Select all that apply)



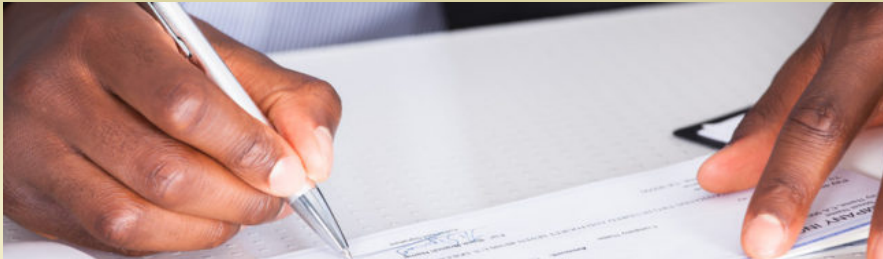
★ Top Products members requested – OPPFFC has two (2) of the three (3)

www.oppffcu.com



Top Products Requested

“THE BEST FEDERAL CREDIT UNION FOR OMEGA MEN AND THEIR FAMILIES”



Features:

- Share (Savings) Account – Maintain \$50 balance
- Share Draft (Checking) Account
 - ✓ No monthly service charges
 - ✓ \$25 Deposit to open an account
 - ✓ Overdraft protection with an automatic transfer from your Share Account (Savings) or Money Market Account, if applicable. Instant record of all transactions
 - ✓ Monthly statements
- **Debit Cards** – OPPFFCU is evaluating the feasibility to provide Debit Cards with minimum financial impact to the Shareholders.

www.oppffcu.com

Features:

- Access to all your accounts
- Send money to other people and your other financial institution(s) using **OMEGA PAY**, advance security over other Peer to Peer Services, e.g. Zelle, CashApp\$, etc.
- Join the Credit Union from the App



Answers to Members' Concerns/Questions

“THE BEST FEDERAL CREDIT UNION FOR OMEGA MEN AND THEIR FAMILIES”

1. Does OPPFFCU offer a method to conduct business electronically without calling the Credit Union Office?
 - **Response:** Yes, OPPFFCU offers online access to accounts via the HOME BANKING option from the website, www.oppffcu.com, or the member may use the Mobile App to access his/her account.
2. Is it possible to deposit / transfer funds into my account via a Mobile App, website or Direct deposit?
 - **Response:** Member Initiated - The Person to Person (P2P) feature in HOME BANKING and the Mobile App provides access to
 - a. Transfer funds from your OPPFFCU account to another financial institution (Transfer Limitations on amount applies)
 - b. Transfers funds to another OPPFFCU member or non-OPPFFCU member (Transfer Limitations on amount applies)
 - **Response:** Member Initiated - from Other Sources
 - a. A member may execute a payroll deposit initiated thru his/her employer payroll deduction process.
 - b. A member may initiate a Bank-to-Bank transfer from his/her other Financial Institution to transfer funds into his/her OPPFFCU account
 - **Response:** OPPFFCU Initiated - A member may request OPPFFCU to execute a recurring Automated Clearing House (ACH) request from a member's other financial institution.
3. Are there other methods to make deposits for members outside of the Lawrenceville, GA area because PayPal charges too much?
 - **Response:** Refer to responses to item 2.
www.oppffcu.com



Answers to Members' Concerns/Questions

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4. Does OPPFFCU plan to offer more Credit Union Office locations?

- **Response:** No - OPPFFCU is not a “brick and mortar” operation. There is no office with a teller for OPPFFCU. All operations are performed over the phone and electronically.

5. How do I reach the office with a question or concern?

- **Response:**
 - a. You may reach an OPPFFCU representative via phone at (762) 348-6808 or (800) 42- OMEGA.
 - b. You may send a SECURE email by logging onto HOME BANKING, select the SECURE MESSAGES and send an email.
NOTE: All information is secured because the email is transmitted via the INTRANET (internal system) not the INTERNET (external system).

6. Why am I charged a fee for no activity on my account?

- **Response:** Per Georgia Banking and Finance Rules, Credit Unions are permitted to charge a maintenance fee for non-active account.

Rule 80-1-8-.01 Dormant Accounts: Service Charges

1. Dormant accounts are hereby defined as:
 - a. Demand Deposit Accounts are deemed to be dormant when the depositor, ... shall include a member in the case of credit unions ..., has neither increased or decreased the amount of the deposit nor corresponded with the financial institution regarding the deposit for a period of not less than twelve months...
 - a. Where the signature card ... of the financial institution's contractual obligation relative to a deposit account does not make provision for maintenance or service charge on a dormant account ..., such a charge may be assessed in an amount not to exceed \$5.00 per month.

