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?

![Pie chart showing membership duration]

- 36.51% > 10 years
- 15.87% 6 - 10 years
- 31.75% 1 - 5 years
- 12.70% <1 year
- 3.17% Not a Member

- 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](http://www.oppffcu.com)
Demographics – cont’d

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

• Question 13: What is your age?

Total

- >61 years
- 51 - 60 years
- 36 - 50 years
- 25 - 35 years

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

www.oppffcu.com
Borrowing Money from OPPFFCU

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

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

  Total

  - 38.10% No
  - 61.90% Yes

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

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

![Quality Level Chart]
Borrowing Money from OPPFFCU

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

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

![Bar chart showing the percentage of total responses for different services.]

- **Account with Promotional Interest:** 9%
- **Payroll Deposit:** 6%
- **Educational Loans:** 2%
- **Debit Card:** 18%
- **Credit Card:** 12%
- **Checking Account:** 17%
- **Car Loans:** 10%
- **Bill Pay:** 10%
- **Access via Mobile Application:** 16%

🌟 Top Products members requested – OPPFFCU has two (2) of the three (3)

www.oppffcu.com
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.

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www.oppffcu.com
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Answers to Members’ Concerns/Questions

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 Imitated - 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
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.