



TREATMENT OF MEMBERS AS CONSUMERS

Our passion is to make a difference in our members' lives. We truly value and respect the relationship we have with you. And we're grateful you have placed your trust and confidence in us. We want to delight you each and every time, in every interaction we have with you, making your life easier.

The Board of Directors of Lake Trust Credit Union established our *Treatment of Members as Consumers*. This policy ensures all members receive treatment that is safe, fair, dignified, and respectful of privacy. If you feel you haven't received this treatment, we want to know. You can contact our CEO the following ways:

Writing: 4605 S. Old US Highway 23
Brighton, MI 48114

Phone: 517.267.7200

Email: laketrust@laketrust.org

To ensure you're treated to an exceptional experience, we're committed to the following:

1. Ask members for only the information needed on an application to process.
2. Provide members a clear understanding of what may or may not be expected from the products and service offered.
3. Let members know of this policy, and provide them a way let the CEO know if they received treatment that wasn't safe, fair, dignified, or respectful of privacy.
4. Give members an alternative to paying fees whenever possible; and, when necessary, establish fees which are limited to recovering costs and providing a fair return.
5. Protect members from the harmful effects of smoking while in Credit Union buildings.
6. Prohibit members from carrying concealed weapons on Lake Trust premises and to inform members of this policy.