



Hughes

Federal Credit Union

Service Mission

Always make a positive difference in each member's financial life.

Should you be hired for a position with Hughes Federal Credit Union, you will be expected to meet the Service Standards outlined below. If you are willing to commit to meeting the Service Standards should you be hired, please sign the bottom of the last sheet and return it with your application for employment.

SERVING MEMBERS EXTENDS TO ALL CREDIT UNION PERSONNEL. IF YOU ARE NOT SERVING A MEMBER FACE-TO-FACE OR ON THE PHONE, YOU ARE SERVING AN EMPLOYEE WHO IS. SERVICE STANDARDS ARE EXPECTED TO BE FOLLOWED BY EVERYONE AND ARE TO BE APPLIED TO CO-WORKERS AS WELL AS MEMBERS.

Service Standards

Our pledge to our members and each other:

- I will provide an immediate and friendly greeting.
- I will listen and respond to your request quickly.
- I will take ownership of the situation.
- I will provide accurate information.
- I will provide information that will improve your financial life.
- I will thank you for your business.

If hired, I understand I will be expected to satisfactorily fulfill each of the above Service Standards and I commit to doing so.

Applicant's Signature

Date

2/02