



**Associate Member
Volunteer Service Application Packet**

Thank you for showing an interest and a desire to serve as one of our credit union volunteers.

To formally submit your application for a volunteer position, please fill out the enclosed documents which includes a volunteer service application. All documents should be returned to our Administration Department. In addition to a completed volunteer service application packet, we ask that you please submit a copy of your resume.

Once our Administration Department has received and reviewed your volunteer application packet for completeness, they will then forward the packet to our Board of Directors for review. Thereafter, our Board of Directors may reach out to you to set up an interview to potentially serve as an Associate Member.

Please send your completed volunteer service application packet and resume to our Administration Department by:

Email: volunteer@cuwest.org

Fax: 602.749.2995

Mail: Credit Union West
Attention: Administration
PO Box 7600
Glendale AZ 85312-7600

Please feel free to contact Jaime Burt, Administration Manager, directly at 602.631.3416 with any questions or comments you may have in regards to the application process.

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Appendix XV- Associate Member - Job Description

The responsibility of the credit union's Board of Directors and Supervisory Committee is to serve as trustees for the member-owners in determining and demanding appropriate organizational performance. An Associate Member serves in a learning capacity for future Board of Directors and/or Supervisory Committee development.

- 1) An Associate Member is appointed by the Board of Directors and/or as part of a merger agreement for the purpose of future development.
- 2) An Associate Member will become acclimated to the environment and learn the duties and responsibilities of the Board of Directors and/or Supervisory Committee by attending regular monthly meetings and interacting with the Official Family.
- 3) An Associate Member will **not** have the ability to participate in making motions, seconds or voting during meetings. The Associate Member will be allowed to offer comments during the meetings if he/she is recognized by the Chair.
- 4) An Associate Member will perform in compliance with credit union policies, by-laws and external regulations pertaining to the Board of Directors or Supervisory Committee.
- 5) Although meeting attendance is optional, it is important that an Associate Member remain active, informed and current in the credit union's monthly meeting business in order to be considered for appointment into a vacant Board of Director or Supervisory Committee position, as the need arises.
- 6) An Associate Member may participate in internal and/or external training opportunities as they arise with prior approval from the Board of Directors. If approved, the Associate Member will receive reimbursement for actual costs associated with the training, according to the credit union's travel policy.
- 7) An Associate Member is not eligible to participate in any Board of Directors or Supervisory Committee governing committees (Nominating Committee, etc.).
- 8) The Board of Directors may terminate the appointment of any Associate Member at any time, **for any reason, with or without cause or notice. The Associate Member may also resign at any time.**

Reviewed: 4/26/16

Appendix XXI – Associate Member - Code of Conduct

An Associate Member has an educational responsibility to the Credit Union, the Board of Directors, the Supervisory Committee, and the members and employees of Credit Union West. The following code of conduct must be adhered to by an Associate Member:

- 1) Remain active, informed and current in the credit union's monthly meeting business.
- 2) Be prepared to actively listen and/or possible participate in all meetings.
- 3) Become familiar with the credit union's Official Family's governing policies and procedures, as well as the Credit Union West's bylaws.
- 4) Participate in opportunities that will increase the knowledge and skills necessary to perform at the highest level of value to the organization.
- 5) Observe the highest standards of personal and professional conduct at all times.
- 6) Show respect for others and their right to disagree.
- 7) Relate to other individuals with integrity, honesty, and straightforwardness.
- 8) Avoid actual or apparent conflicts of interest in all personal and professional relationships.
- 9) Provide information that is accurate, complete, objective, relevant, timely and understandable.
- 10) Abide by the letter, spirit and intent of rules and regulations of federal, state, local and other appropriate regulatory agencies.
- 11) Preserve and protect the privacy and confidentiality of all members' financial records and transactions.
- 12) Proactively promote ethical behavior as a responsible team member in the work environment and in the community.
- 13) Promote diversity in the credit union by treating all individuals fairly and deliver the highest level of service in a courteous and professional manner without regard to race, national origin, gender, sexual orientation, religion, creed, disability, ancestry, military service, social or economic level or any other legally protected characteristic.
- 14) Support and participate in programs that favorably reflect and seek solutions for the citizens and communities served by the credit union.
- 15) Refrain from holding outside discussions that pertain to credit union business reviewed within the boardroom.
- 16) Carry out the duties and responsibilities required of the position, to the best of their ability.
- 17) Invest personal energy and skills in the purposes and objectives of Credit Union West, seeking opportunities where individual skills and abilities can be appropriately applied to the Official Family's work.

I have read and understand the Code of Conduct Statement Policy. I agree to follow the above and I am aware that any violation of these statements, standards and guidelines will result in corrective action up to and including immediate removal from Associate Member status.

Print Name

Date

Signature

Revised: 9/27/2016

Appendix XXII – Associate Member - Business Ethics Policy

A Credit Union West Associate Member, will maintain the highest ethical standards in the conduct of Credit Union West affairs. The intent of these policies and guidelines is that each Associate Member will conduct Credit Union West's business with integrity and comply with all applicable laws in a manner that excludes considerations of personal advantage or gain.

Financial Responsibility:

- 1) Any Associate Member having information or knowledge of any unrecorded funds or assets or any prohibited acts shall promptly report such matter to their Chair, as appropriate, including, but not limited to:
 - a) The use of any funds or other assets of, or the providing of any services by the credit union for any purpose, which is unlawful under the laws of the United States, any state thereof or any jurisdiction is strictly prohibited.
 - b) Any undisclosed or unrecorded funds or assets of the credit union or any subsidiary.
 - c) False or misleading entries shall be made in the credit union's books or records for any reason and any person engaging in any arrangement that results in such prohibited acts.
 - d) Any payment on behalf of the credit union made with the intention or understanding that a part or all of such payment is to be used for any purpose other than that described by the document supporting the payment.
 - e) Any payment made on behalf of the credit union which could be considered bribery or a political contribution.
- 2) Gifts, favors, and/or payments may not be given to any Associate Member at Credit Union West's expense, unless they meet all of the following criteria:
 - a) They are consistent with accepted business practices.
 - b) They are of sufficiently limited value and in the form that will not be construed as a bribe or payoff.
 - c) They are not in violation with applicable laws and generally accepted ethical standards.
 - d) Public disclosure of the facts will not embarrass Credit Union West.
- 3) Associate Members are prohibited from soliciting, for himself or herself or for a third party (other than the credit union itself), anything of value from anyone in return for business, service or confidential information of the credit union. Associate Members shall not seek or accept for themselves or others any gifts, favors, entertainment or payments without a legitimate business purpose from any persons or business organizations that do or seek to do business with or is a competitor of Credit Union West.
- 4) Associate Members may accept for themselves common courtesies usually associated with customary business practices. As a general guideline, if the value of the gift given to an individual is greater than \$50.00, it must be reported to their Chair. These include but are not limited to:
 - a) Lunch and/or dinner with vendors.
 - b) Gifts of small value from vendors, such as calendars, pens, pads, etc.
 - c) Gifts in cash or cash equivalent, in any amount, are not allowed (other than bona fide salary, benefits and incentives.)
 - d) Tickets to events (such as sports, entertainment, etc.) are acceptable if offered by the vendor.
 - e) Gifts of perishable items usually given during the holidays, such as cookies, nuts, etc. are acceptable.
 - f) Day outings, such as golf, are acceptable if offered by the vendor and with the vendor's attendance.
 - g) The receipt and irresponsible use of alcoholic beverages is not acceptable while representing the credit union.

Personal Conflicts of Interest:

- 1) Associate Members should avoid any situation that involves or may involve a conflict between their personal interest and the interest of Credit Union West. Associate Members dealing with members, vendors, suppliers, contractors, competitors or any person doing or seeking to do business with Credit Union West are to act in the best interest of the company.
- 2) All Associate Members shall make prompt and full disclosure in writing to their Chair of any potential situation that may involve a conflict of interest. This disclosure must be filed at the start of taking office and annually thereafter. The directors will resolve any apparent conflict of interest based on the disclosure.
- 3) When matters pertaining to the specific personal interest of an Associate Member are discussed, the affected Associate Member shall not engage in the discussion. The minutes shall reflect this situation.
- 4) Although an Associate Member does not have voting rights, it is pertinent to understand that if more than one board or committee member is involved in the same conflict of interest and a vote is called, the number voting must exceed the quorum requirements for the meeting or unanimous action is required of the remaining voting board or committee members. Such conflicts include, but are not limited to:
 - a) Ownership by an official or family member with a significant interest in any outside enterprise which does or seeks to do business with or is a competitor of Credit Union West.
 - b) Serving as a director, officer, partner, and consultant or in a managerial or technical capacity with an outside enterprise that does or is seeking to do business with or is a competitor of Credit Union West.
 - c) Acting as a broker, finder, go-between or otherwise for the benefit of a third party in transactions involving or potentially involving Credit Union West or its interest.
 - d) Any other arrangement or circumstances, including family or other personal relationships which might dissuade the official from acting in the best interest of Credit Union West.

Confidential Information

- 1) Disclosure or use of any confidential credit union product information, data on decisions, plans or any other information that might be contrary to the interest of Credit Union West without prior authorization by their Chair is prohibited (except as necessary in the course of normal business activities). The misuse, unauthorized access to or mishandling of confidential information, particularly member and personnel information is strictly prohibited. It is imperative that an Associate Member handles all member information and transactions with Credit Union West in strict confidence. This includes, but is not limited to:
 - a) Credit union related information should be discussed within the credit union only as necessary in processing transactions. Applications, credit reports and other documents in member loan files should not be distributed or copied within the credit union except as necessary in processing transactions.
 - b) Member financial information and loan documents should not be distributed or disclosed to persons outside the credit union except as necessary in the ordinary course of credit union business, such as data transmissions to a credit reporting agency or disclosures necessary to protect the member and/or the credit union or as required by law or regulation.

Associate Member Accounts:

- 1) Associate Members are required to join Credit Union West and encouraged to utilize its services as our member.
- 2) Associate Members must keep their accounts reconciled and in good standing at all times. They are expected to conduct their financial affairs in a manner deserving of public trust and confidence that reflects favorable on Credit Union West. In no instance may an Associate Member's personal transactions create a conflict of interest or be illegal or fraudulent in any way.

Equal Opportunity and Diversity:

- 1) All Associate Members will abide by Credit Union West's commitment to equal opportunity and diversity as follows:
 - a) Credit Union West is committed to a policy of equal opportunity and strives to provide an environment where every employee and member – regardless of race, religion, sex, pregnancy, age, national origin, color, citizenship, disability, veteran or military status, or genetic states – feels respected and valued. By respecting the richness of our differences in individual traits, skills, beliefs, and talents, not only does our organization benefit but it also contributes to the success of the community we serve. Diversity makes Credit Union West a better place to work, helps us better understand our members' needs, and enables us to provide outstanding service.
 - b) Credit Union West will aim to create a culture that respects and values each other's differences and recognizes that diversity is a great asset to us and the people we serve, raise awareness of and promote a belief in the advantages of diversity, and ensure all employees and volunteers are aware of the objectives within this policy and are encouraged to support its objectives.

Harassment and Discrimination

- 1) All Associate Members will abide by Credit Union West's commitment supporting a workplace that is free from harassment and discrimination as follows:
 - a) Credit Union West is committed to maintaining a workplace that is free of discrimination, harassing conduct, bullying, and unwelcome sexual advances or requests for sexual favors. All types of harassment or discrimination, whether based on sex, pregnancy, race, color, religion, age, disability, genetic or military status, or other status protected by federal, state, local or other law, against employees, volunteers, officials, visitors, vendors and members is prohibited. As part of our commitment we will not tolerate verbal, visual or other communication (such as e-mail, voice mail or internet), physical conduct or other actions by anyone, including all employees, volunteers, officials, visitors, vendors or members which harasses or interferes with another's job performance or which creates a hostile working environment.
 - b) Credit Union West seeks to provide a professional work environment in an atmosphere of mutual respect.
 - c) Sexual harassment is unacceptable behavior and is an unlawful activity. It includes unwelcome conduct, advances, and requests for sexual favors or communication based on sex that adversely affects a person's employment relationship or working environment. Harassment may be directed at men or women and includes heterosexual and homosexual behavior. Sexual harassing conduct includes, but is not limited to instances where:
 - a) Submission to or rejection of the conduct is used as a basis for an employment decision.
 - b) Submission to such conduct is an explicit or implicit term or condition of employment.
 - c) Conduct has the purpose or effect of substantially interfering with a person's work performance or of creating an intimidating, hostile or offensive work environment.
 - d) Sexual teasing, offensive or suggestive remarks about someone's appearance, sexual advances, repeated requests for a date, inappropriate physical conduct (such as patting, pinching or

- brushing up against someone), obscene or degrading language, offensive e-mail, internet or other communications, showing or posting sexual or foul pictures or posters and unwanted or inappropriate questions that infringe upon individual privacy.
- d) All Associate Members are expected to behave in a professional manner and avoid behavior that might suggest or be interpreted as harassing or discriminatory. Associate Members also have a special duty to ensure that work environments are professional and free of all forms of harassment and unlawful discrimination.
 - e) Any Associate Member who believes that he/she has experienced or witnessed harassment or discrimination in our workplace should immediately report the incident to their Chair or President/Chief Executive Officer. All complaints will be taken seriously, treated as confidentially as possible and investigated by Management of Human Resources. Associate Members are required to cooperate in any investigation (except as may be prohibited by law.) There will be no retaliation against anyone who makes a charge of harassment or who assists in an investigation.
 - f) Appropriate corrective action up to and including removal from Associate Member status will be taken against any person found to have violated this policy. False accusations or inappropriate behavior, which may not be unlawful or violate this policy may still constitute “conduct unbecoming a person” and will also be subject to corrective action up to and including removal from Associate Member status.

Intellectual Property:

- 1) For purposes of this document, Intellectual Property is defined as any equipment provided by Credit Union West for business use, including but not limited to personal computers (PC), tablets or smartphones, email, Internet access, Intranet access, computer software programs and applications, fax machines, phone and voice messaging, etc. All Intellectual Property is subject to be monitored, reviewed and examined as business needs require and at any time. When Associate Members use Intellectual Property for business purposes, they are:
 - a) Prohibited from viewing, sending or downloading sexually explicit, discriminatory, harassing, threatening or other messages that are offensive or harmful to business operations.
 - b) To ensure that credit union related information and files are password protected. Computer passwords are strictly confidential and should not be shared with others.
 - c) To be respectful and professional in their communications. Be careful using humor, sarcasm and inappropriate or easily misinterpreted verbiage.
 - d) To maintain the integrity of our resources do not alter or remove company hardware or software or execute programs that infiltrate computer systems, except as authorized by the Information Technology department. Be aware of viruses and related procedures to control them.
 - e) The potentially serious consequences of security breaches and possible legal costs because of improper use require that we strictly enforce our Intellectual Property guidelines. According to applicable copyright laws, persons involved in the illegal reproduction of software can be subject to civil damages and criminal penalties including fines and imprisonment. Credit Union West does not condone the illegal duplication of software.

Compliance and Irregularity Reporting:

- 1) Associate Members are held accountable for ensuring that his/her credit union activities comply with established policies, procedures, and processes and with the letter and spirit of all applicable laws and regulations.
 - a) It is the responsibility of all Associate Members to immediately report any and all irregularities of which they become aware of, which might indicate the actual or suspected existence of a loss, fraud, harassment, discrimination, embezzlement or similar impairment of credit union funds, resources or property. “Irregularities” include, but are not limited to

the use by a credit union employee or official of improper operating procedures, suspicious activities or the presence of suspicious persons at the credit union.

- b) This policy prohibits any disciplinary or discriminatory action against any Associate Member who reports a legitimate concern about possible violations of any policy, law or regulation by the credit union.
- c) When an Associate Member has knowledge of or a concern of illegal, unethical or dishonest fraudulent activity or conduct, he/she is responsible to report the facts of which he/she is aware of to his/her Chair.
- d) If the Associate Member believes for any reason that reporting to their Chair may not be effective or feel it appropriate to submit an anonymous concern or complaint, then he/she must report the matter to one of the following:
 - i) President/CEO
 - ii) Internal Audit/Compliance Manager
 - iii) The Supervisory Committee - mail written correspondence to:
PO Box 8182
Glendale, AZ. 85312
- e) All complaints will be taken seriously, treated as confidentially as possible and investigated by management of Credit Union West or the Supervisory Committee, whichever is appropriate.
- f) Any violations of these policies will subject the Associate Member to disciplinary action, up to and including immediate removal from Associate Member status. Inappropriate behavior which may not be unlawful or violate this policy may still constitute "conduct unbecoming an person" and will also be subject to corrective action up to and including removal from Associate Member status. In addition, a credit union Associate Member will be subject to disciplinary action, up to and including removal from office as provided for in the bylaws of the credit union, if he/she:
 - i) becomes aware or suspicious of any irregularity and fails to report the facts immediately or,
 - ii) reports an intentional false accusation of any irregularity.
- g) Board of Directors reserves the right to revise these policies and guidelines, as needed, to safeguard the security, privacy and integrity of Credit Union West, its members and employees.

I have read the Business Ethics Policy and agree to abide by the provisions outlined in the policy.

I agree to follow the above and I am aware that any violation of these statements, standards and guidelines will result in corrective action up to and including immediate removal from the Associate Member status.

Print Name

Date

Signature

Revised: 9/27/2016



Volunteer Service Application

CREDIT UNION MISSION STATEMENT: We enhance quality of life by helping our members, employees and community achieve their goals by establishing long-term, high-trust relationships through sound ethical advice and superior service.

QUALIFICATIONS

1. Be a member in good standing of the Credit Union. Conditions under which a member may be classified as not in good standing are defined as:
 - a) Member has caused the Credit Union a loss.
 - b) Member has an overdrawn account.
 - c) Member has a delinquent loan.
 - d) Member has exceeded authorized credit limit.
 - e) Member has an attachment and/or tax levy.
 - f) Member has failed to provide security documentation as specified in their loan/security agreement.
 - g) Member has misrepresented information or provided a false document to the Credit Union.
 - h) Member has destroyed Credit Union property, threatened employees, or caused a disruption at the Credit Union.
2. Attend all regular, committee, and special meetings as required.
3. Be committed to learning about the Credit Union, its services, laws, and regulations that govern it, and the responsibilities of an Associate Member.
4. Possess the ability to take and handle criticism for making necessary but unpopular decisions.
5. Have an open mind, the ability to use sound judgment, a willingness to accept responsibility, and the ability to make group decisions with colleagues.
6. Have experience in an aspect of finance and/or leadership dynamics.

DISCLOSURES

1. It is important that potential candidates understand that there is a risk of liability associated with acting as a Credit Union official. The Credit Union provides a number of protections such as Bond and Insurance coverage to protect the Officials and Credit Union in the case a matter of liability arises. We may also enter into indemnification agreements. However, there are some circumstances under applicable laws where such coverage may not be sufficient or available. It is recommended that an applicant consult with such persons as he or she feels appropriate to further assess this consideration before committing to volunteer for the Credit Union. Further, to act as a volunteer you must be "bondable." You agree to provide all information required to by an approved bond or insurance company to determine "bondability/insurability"; and understand that you may not serve as a volunteer if such coverage is for any reason not offered, denied or cancelled.
2. The Credit Union shall complete background check including, without limitations, a credit check on all potential candidates; obtain and/or furnish information concerning your credit affairs to any association, firm, corporation or personnel office; check your employment and credit history; and to obtain credit reports in connection with this application. This may also include criminal and other background checks/investigations.
3. All application information is confidential and will stay at the credit union. If you request, the credit union will tell you the name and address of any credit bureau from which it received a credit report on you.
4. If you are selected as a candidate, you may be required to attend a formal interview with the Board of Directors and/or the Nominating Committee.

APPLICANT

Full Name:		E-Mail Address:	
Daytime Phone #:		Date of Birth:	
Employer:		Position:	
Work Phone #:		Social Security #:	
Mailing Address:			

REFERENCES

Reference #1:			
Name:		Relationship:	
Company:		Contact Phone #:	
Reference #2:			
Name:		Relationship:	
Company:		Contact Phone #:	
Reference #3:			
Name:		Relationship:	
Company:		Contact Phone #:	
Reference #4:			
Name:		Relationship:	
Company:		Contact Phone #:	

VOLUNTEER SERVICE QUESTIONNAIRE

Please answer the following questions in the spaces provided (attach additional sheets, if necessary):
1. Have you ever been a member of a Board or governing body of any organization? If yes, please tell us about them.
2. Please list all past or current volunteer positions you have held for Credit Union West:
3. Why do you want to serve as a volunteer of Credit Union West?
4. Do you serve on any other community service boards or committees? If yes, please tell us about them.
5. Describe your present job. Is there a potential conflict of interest with the confidential aspects of the credit union and your job and other activities in which you may be involved? Explain.
6. What is your educational background, including formal education and/or specialized training?
7. What other interesting information can you share with us? Hobbies? Interesting travel? Past employment? Military service?

8. What do you see as your responsibilities as a member of the credit union's volunteers?
9. What expertise and skills do you have that are related to a financial institution? How do you see these skills being of value to the credit union's volunteers activities and responsibilities?

SIGNATURE, CONSENT AND AGREEMENT

By signing below, I agree to fully comply with all laws, rules, regulations and the Credit Union's Bylaws, as may be amended from time to time. I certify all information provided is true and correct. I consent that the Credit Union or its Board and/or Committees may undertake to verify information provided; and I authorize the Credit Union to obtain information concerning my credit history, including any credit reports and all other investigations noted in this application or otherwise as deemed appropriate by the Credit Union and/or its Board/Nominating Committee. I agree that if appointed I may be removed from the Board or any Committee by a majority vote of the Board if the Board determines in its sole discretion that: (1) I have a conflict of interest in serving as an Associate Member, for any reason whatsoever (and that the merest appearance of any conflict or impropriety is the standard that shall apply in such determinations); (2) I fail to perform my duties pursuant to the Credit Union's Bylaws; (3) I do not in all respects comply with all laws, rules, regulations and governmental requirements; (4) if the Board determines such action to be in the Credit Union's best interests; or if there is any material misstatement in this application or I fail to meet the qualifications set forth herein. This Agreement shall be governed by and interpreted consistently with the Arizona State laws. Except as provided herein, no amendment or waiver in the provisions of this Agreement shall be effective unless in writing and signed by the parties. No failure on the part of the parties to exercise, and no delay in exercising, any right shall preclude any other or further exercise of any other right. Should any provision of this document be deemed unenforceable by a court of competent jurisdiction, all remaining provision shall remain valid and binding.

Further, I understand that all information provided to me in connection with service as an associate member or in any other capacity with the Credit Union shall at all times be absolutely confidential. I represent and warrant that I shall not disclose such information, documentation, data, etc., absent a requirement to do so per a valid legal order or other valid legal process. I agree to entry of an injunction against such disclosure or further disclosure if I should in any way violate this promise; and understand that any violation of privacy by me may result in other damages.

By signing and submitting this application form, the applicant understands the time commitment service as an credit union official; and agrees to be available for meetings during normal business hours at the Credit Union West Corporate Center, i.e., Monday through Friday, 8:30 a.m. to 5 p.m.

Signature of Applicant	Print Name	Date
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Notification to Applicant that a Consumer Credit Report **may be obtained**

In compliance with Public Law 91-508 (the Fair Credit Reporting Act), as amended by Public Law 104-208 (the Consumer Credit Reporting Reform Act of 1996) and applicable state law, this notice is to inform you that a consumer credit report may be obtained in connection with your Volunteer Service Application with the Credit Union West.

Authorization for Credit Union West to obtain a Consumer Credit Report

My signature below represents my voluntary authorization for Credit Union West, including its agents and representatives, to obtain a consumer credit report on me. I also acknowledge and certify that Credit Union West has provided me with prior written notification that a consumer credit report may be obtained on me, and that I have been given a copy of the written notification.

Signature of Applicant

Print Name

Date

Authorization for Credit Union West to complete a Background Check

My signature below represents my voluntary authorization for Credit Union West, including its agents and representatives, to complete a background check on me. I expressly authorize, without reservation, Credit Union West, its representatives, employees and agents to contact and obtain information from all references (personal and professional) employers, public agencies, licensing authorities, and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume, or job interview. I hereby waive any and all rights and claims I may have regarding Credit Union West, its agents, employees or representatives, for seeking gathering and using such information in the employment process and all other persons, corporations or organizations for furnishing such information about me.

Signature of Applicant

Print Name

Date