

Louise Herring Award for Philosophy in Action

Credit unions that demonstrate their commitment to the practical application of the *People Helping People* philosophy will be honored with this award. The award will be presented during the Ohio Credit Union League ZENITH10, April 15-16, in Cincinnati.

In 2008, CSE Federal Credit Union and Day Air Credit Union received the Louise Herring Award for Philosophy in Action. CSE FCU fundamentally changed its lending practices so it could better help local underserved citizens, and received an Honorable Mention in the national competition. Day Air CU is allowing students of Centerville High School to learn, through first-hand experience, how to manage a checking account, grow savings, and build credit.

Recognized as the "Mother of Credit Unions" by the Ohio General Assembly, Louise McCarren Herring organized more than 500 credit unions in Ohio and managed several of them at different times. Herring was an unfailing supporter of credit unions as institutions with a social agenda, not a purely economic one.

Purpose:

The Louise Herring Award for Philosophy in Action formally recognizes credit unions that demonstrate, in an extraordinary way, the practical application of the *People Helping People* philosophy and promote that philosophy.

Procedure:

A committee appointed by the Ohio Credit Union League Board of Directors will select winners from each of the following categories:

- Less than \$50 million
- \$50 million and over

Eligible Activities:

Credit unions could receive an award for programs or policies that demonstrate their commitment to the practical application of the *People Helping People* philosophy. Some examples of eligible activities are:

- Provisions for the small saver or borrower
- Member programs for youth, seniors, or other groups that are often economically challenged
- Internal programs or services that help differentiate the credit union from other financial services providers
- Programs that do an extraordinary job of encouraging thrift and provide a source of unbiased money management and consumer information, which could be difficult or impossible to obtain elsewhere
- Evidence of an exceptional degree of service to members

Selection Process:

Support materials for the project should be included in the binder or notebook. Electronic media is not encouraged. First-place winners in each category will be forwarded to the Credit Union National Association for consideration in the national judging. State-level winners will be asked to submit two years' (current and previous year) balance sheets and income statements and/or the National Credit Union Administration's Financial Performance Report for the national competition.

Entries are limited to one per credit union.

Nominations are due by noon on Feb. 26, 2010.



Credit Union: Toledo Police Federal Credit Union

Street Address: 4280 Heatherdowns

City: Toledo

State: OH

Zip: 43614

Contact Person: Lorraine Ford

Title: CEO

Phone Number: 419-385-0101

E-mail Address: lford@tpolcu.com

Asset Size: Less than \$⁵⁰100 million

Credit union's field of membership: We have a TIP Charter for the Police Protection Industry

Number of credit union branches: 2

Number of credit union members: 3,326

Number of credit union employees: 9

Number of credit union employees involved in implementing the project: Everyone

Include promotional materials, descriptions, and photos of projects/events with your entry form. Submit materials in a non-permanent three-ring binder, notebook, or folder.

Answer the following questions using additional paper:

- If your credit union was involved in multiple projects, list them. If not, proceed to question 1.
- Select and describe the **one** project that was the most successful and unique, and best exemplifies the Louise Herring Award for Philosophy in Action.
Our "project" doesn't really have a name. Our actions in response to a difficult situation simply highlight the credit union philosophy of "People Helping People."

The following questions must be answered based on the **one** project named in the previous question.

1. **How does your project help your members?** Our members were in desperate need of some positive solutions to very real financial concerns due to an unprecedented lay-off of 75 Toledo Police officers. In addition, the officers remaining on the job would be hit with increased deductions and no overtime payments for nearly a year as part of a contract agreement with the City.
2. **Describe how your credit union implemented the project (i.e., explain the process).** First we made ourselves visible and spoke directly to our members at City informational meetings about the lay-off. We contacted the unions so they could get information to our mutual members. We wanted our members to know that we were well aware of the situation and cared about them and their families. Second, we actually told our members that we are not in the foreclosure and repossession business but rather in the "how can we help you" business. Third, we provided solutions and even developed a new loan product. Fourth, the Board of Directors and every employee were committed to the program.
3. **How does the project differ from day-to-day operations? How could it be used throughout the credit union system?** It differed from day to day operations in that we needed to respond immediately to a lay-off situation new to our members and the credit union. Be pro-active. Look for opportunities. Be flexible. (But don't give away the store.)
4. **Explain how members were educated about the project/process and how it showed true credit union philosophy.** As mentioned earlier, we made a personal appearance at the City informational meetings and

contacted the unions. We actively participated in "Operation Blue Blanket" sponsored by the TPPA. This was a program to help support the laid-off officers that began with the union providing free dinners for them and their families. The dinners were supported by donations made by others who came for the dinner. We are happy to report that the dinners were well attended by credit union officials and staff. The credit union also provided TPFCU logo merchandise as door prizes for some of the bi-weekly dinners. We also included information on our web site and newsletter. We placed "Operation Blue Blanket" collection bins at our main office for cleaning supplies, canned goods etc. We wanted to continue our involvement beyond those initial City meetings so that our members would know we meant what we said.

5. **How is this project going to be used to serve the credit union's members on a consistent basis?** We are reminded that we provide vital services to our members every day, not just during trying times. Our members are reminded that we are their partner, not just a bank.
6. **How does the project show your credit union's commitment to the credit union principles of democratic structure, service to members, on-going financial education, and social goals?** Our commitment to our members was demonstrated by our willingness to jump in and reach out to them before they found themselves facing foreclosure or repossession. We worked out payments they could afford and helped them to budget their unemployment dollars. The Board approved blanket policy exceptions to waive the early withdrawal penalties for laid-off members with share certificates and loan deferral limits.
7. **Describe the measurable or defined results the project achieved.** We extended terms and deferred payments on over \$300,000 of credit union loans protecting the security of at least 12 members and their families. We also wrote over \$12,000 in loans for 6 members who were struggling with the reduced net income from the contract negotiations. But the most valuable result of the project is the new, stronger, relationships we developed with the younger officers who may now look at their credit union a little differently than before.

Apparently, our efforts didn't go unnoticed. Earlier this month we received a letter from the TPPA thanking us for our commitment to our members. I thought "Oh, that's nice."

Then a letter of appreciation arrived from the Chief of Police and I thought "Hmm. Maybe we really did something here."

And that's why you have this in your hands right now.

Credit Union Philosophy in Action

The brutal economic conditions and staggering unemployment throughout the U.S. has had an affect on Northwest Ohio and the City of Toledo. The City, facing a multi-million dollar budget deficit, made the decision to lay off 75 Toledo Police officers in the spring of 2009.

There had been rumblings about lay-offs for several months (actually, during the 24 years I've worked here, the City had threatened lay-offs many times) but this time, it was definitely going to become a reality.

So TPFCU decided to take a proactive approach and personally contacted the president's of the unions involved, followed up with written communication. (Copies attached.) Basically, we wanted to get the word out right away that the credit union is ready to help.

A lay-off date was scheduled a month out and the union president's were feverishly trying to get money-saving contract concessions approved to avoid the actual lay-offs. In the mean time, the City also scheduled informational meetings for the affected officers to include the unemployment application process, health insurance and other benefits.

When I heard about the scheduled meetings, I contacted the Chief's office in an effort to get on the agenda as a speaker on behalf of the credit union. After all, these were our members! We felt the credit union was an "other benefit" that needed to be addressed.

We wanted to reach out to our members - up close and personal - to let them know that the credit union was aware of the situation and prepared to help in the difficult times ahead. And that we had some real solutions for them to consider.

Many officers work second jobs, or "projects" to supplement their incomes but because they had to turn in their equipment and uniforms, they were unable to work those jobs during the lay-off which was expected to last 3 to 6 months. How's that for a double whammy?

With just a day before the scheduled meetings, we put together the attached leaflet and made enough copies for the meetings, the union halls and the roll call rooms. At the meeting, it was difficult looking out into the room at the shocked expressions on the faces of the officers and their families. I explained that being a member of a credit union is a lot different than being a customer at a bank. Hey had a lot of questions and we were busy for several weeks with budgeting, extensions and deferrals.

It was a blast because we knew we were getting back to our roots - helping people in a very real way. How rewarding is that?

It didn't stop there though. The contract concessions went on to create financial problems for the officers still working. Police officers, particularly those who work midnights, tend to accumulate a significant amount of overtime. Once they arrest the bad guys, they have to make appearances in court during the day. The accumulated overtime can be taken in time off or the officer can request payment quarterly. Well, the quarterly payments were put on hold until March of 2010.

Of course our members turned to us for relief so we created a single payment loan product just for this purpose.

The silver lining? I think the credit union gained a significant amount of member loyalty among the younger officers and renewed appreciation among the older officers. We are proud of what we do.



TOLEDO POLICE PATROLMAN'S ASSOCIATION LOCAL 10 — I.U.P.A.-AFL-CIO

1947 FRANKLIN AVENUE • TOLEDO, OHIO 43604

— 419-241-8914 —

FAX: 419-241-8333

e-mail: TPPA@AOL.COM

VOICE OF THE PATROLMAN



January 12, 2010

Toledo Police Federal Credit Union Board of Directors,
c/o CEO Lorraine Ford
4280 Heatherdowns Blvd
Toledo, OH 43614

Early in 2009, the City of Toledo and the Toledo Police Patrolman's Association were embroiled in contentious contract negotiations. The downturn in the economy led to a large budget deficit for the city, which necessitated the unprecedented lay off of 75 patrolmen. Additionally, concession bargaining resulted in a temporary 7% reduction in pay and all overtime payments were frozen for a nine month period. The 7% equated to a \$300-\$400 monthly pay reduction and some officers lost more than \$1000 a month when their overtime was frozen.

Officers and their families were faced with difficult circumstances. Bills needed to be paid, tuition payments were due, vacations were cancelled and lives were turned upside down. The officers felt they had no where to turn and even bankruptcy was contemplated in some situations.

The Toledo Police Federal Credit Union Board and CEO Lorraine Ford stepped in and provided much needed assistance. The laid off officers were initially allowed to defer credit union payments for three months, which was later extended to six months. In some instances payment plans were restructured to address specific needs. A unique single payment loan was developed to assist the officers that were still working, but in need of financial help. The single payment loan gave officers an opportunity to receive compensation in anticipation of overtime that would be earned, but not available until March of 2010.

All officers have returned to work and most are receiving full pay. The overtime can be cashed out this March and the crisis is almost over. But, without the assistance of the Toledo Police Federal Credit Union many lives could have been changed dramatically. Personally and on behalf of the Toledo Police Patrolman's Association I would like to thank the Toledo Police Federal Credit Union Board, CEO Lorraine Ford, and all credit union employees for their understanding and committed efforts to ease the financial concerns of our members during this time of need.

Sincerely,

Detective Bart Beavers
2nd Vice President TPPA

CITY OF TOLEDO



DEPARTMENT OF POLICE OPERATIONS

January 19, 2010

Ms. Lorraine Ford, Manager
Toledo Police Federal Credit Union
4280 Heatherdowns Boulevard
Toledo, OH 43614

Dear Ms. Ford:

This letter is being written to thank you for the proactive position the Toledo Police Federal Credit Union took to assist laid off Toledo Police officers, many of whom are members of the Credit Union, during much of 2009. Immediately upon notification that layoffs would be implemented, you asked to be included in informational meetings with the affected employees to provide reassurance that options were available to ease their financial concerns. The personalized attention you offered made a huge difference to the officers and their families.

Having been a member of the Credit Union for many years (including time served on the credit committee) I appreciate the continued efforts to carry out the business philosophy of "People Helping People". This was never more evident than during this time of economic hardship affecting 75 of our police officers.

I'm happy to report that all 75 officers have been recalled to duty. Many heartfelt thanks go out to the Credit Union Board and all of its employees for the commitment and concern shown to our officers during their time of crisis.

Sincerely,

Michael J. Navarre
Chief of Police

clh



Michael J. Navarre, Chief of Police
525 N. Erie Street, Toledo, Ohio 43604 U.S.A. Phone 419-245-3200 FAX: 419-936-3706
www.toledopolice.com

— A Nationally Accredited Law Enforcement Agency —





Make plans to attend a gathering open to all members of the Toledo Police community to support our laid-off brothers & sisters

Laid Off? Dinner is FREE for you & your family
(for those not laid off, a donation is greatly appreciated)

Questions? Call Sgt Mike Gilmore 419-509-7405
or Tracey Britt 419-343-6893

Wednesday, May 27th - 5PM-7PM at TPPA Hall

How the New Credit Card Law May Affect You...

A new law call the "Credit Card Accountability, Responsibility and Disclosure Act of 2009" is likely to change the way you manage your credit cards. The changes will be phased in with parts of the law already in effect and additional provisions of the law effective in February, 2010 and August, 2010.

This is intended to provide you with some information about the changes and apply to credit cards in general. (Not TPFUC VISA accounts specifically.)

Here are some key areas you may want to know about:

Fees and Payments:

- Statements must be mailed at least 21 days before the next payment due date.

Interest Rates and Terms:

- Low, introductory rates will remain the same for at least 6 months then may increase to the contract rate per your credit card agreement.
- No increases to the contract rate are allowed during the first year.
- After the first year, the lender must give you 45 days notice before increasing your interest rate or increasing fees.

Beginning in August, 2010, if you are late on a payment and the lender begins charging a penalty rate, you can get your old rate back by paying on time for the next six consecutive months.

Gift Cards:

- Beginning August, 2010, gift cards will not expire for at least five years.

Students and Credit Cards:

- Anyone under the age of 21 will need to have a parent or guardian co-sign for them OR prove that they have independent means to pay for the credit, before they are issued a credit card.

TPFCU Open End Signature and Home Equity Line of Credit Loans are also affected by this legislation. Here's what you can expect:

- If you usually receive a quarterly statement, you will now receive your statements monthly.
- Because we are required to send you a statement 21 days prior to the due date of the loan, the due dates of your loans will advance to the last day of the month.
- You will see the payment amount and next due date appear as a message on your monthly statement.

For our members that already carry a TPFUC VISA card, you know that we do not surprise you with increases in the interest rate for no apparent reason. And we do not charge a penalty rate when you send in a late payment. Late fees are assessed when the payment arrives ten or more days past the due date.

Managing your credit wisely is an important aspect of your overall financial stability. Education is the first step so please be aware of these changes as they begin to take effect over the coming year.

Don't worry, we'll keep you updated.

In the Line of Duty

Congratulations

To **Sergeant Michael Gilmore** who has been chosen Command Officer of the month, to **Officer Tom Hanus** who has been named Patrol Officer of the month, and to Civilian Employee of the month **Charline Gray**.

Retirement Wishes

Go out to **Officer Kimberly Steidinger!** Congrats!

Welcome Back

We would like to welcome back all of the officers who have been recalled from lay-off, its great having you back. Let's continue to support the 15 remaining officers.

Way to Go Penny and Flo!

Officers Penny Halcomb and **Floella Wormely** are the subject of an impressive editorial written by George Hathaway who they stopped to help on one of those hot 90° days. Mr. Hathaway's car stopped running on I-475 in heavy traffic, he got over as far as he could to the guard rail but he couldn't get his car started again. He was on his way to take his wife who has Parkinson's disease to her neurologist. His car was so close to the guard rail he couldn't get his wife out of the car and the heat was getting too much for her. Without a cell phone he's starting to get desperate. Then Flo and Penny arrived and pushed his car past the guard rail where they could get his wife into her wheelchair and to the patrol car. Her neurologist's office was called, AAA was called for his car and they were taken home. It's nice to know you are appreciated!

Congratulations!

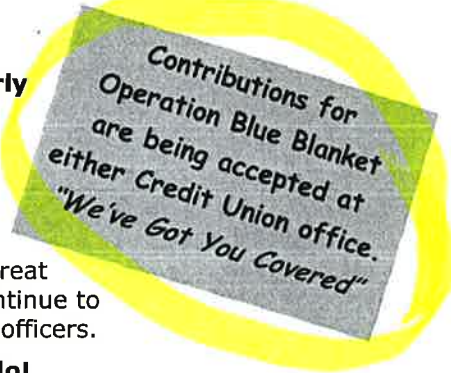
To **Sergeant Sam Harris** on his Hole in One at Riverby Hills Golf Course on July 30th, hole #14.

Cooking with Commo

Chocolate Zucchini Cake

1/2 c. margarine	4 T. cocoa
1/2 c. oil	1/2 t. baking powder
1-3/4 c. sugar	1 t. baking soda
2 eggs	1/2 t. cinnamon
1 t. vanilla	1/2 t. cloves
1/2 c. sour milk (add 1 t. lemon juice to 1/2 c. fresh milk)	2 c. peeled & finely chopped zucchini
2-1/2 c. flour	1-1/2 c. chocolate chips or chocolate chunks

Cream together margarine, oil and sugar. Add/beat in eggs, vanilla and sour milk. Sift together flour, cocoa, powder, soda, cinnamon and cloves and mix into the egg mixture. Stir in, by hand, the zucchini. Pour into greased and floured 9X13 inch pan. Sprinkle with chocolate chips and bake at 325° for 40-45 minutes.



Toledo
POLICE
Federal Credit Union



To Serve Your Financial Needs, To Protect Your Financial Future

September, 2009
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**You have a choice when it comes to banking.
Thank you for choosing TPFUCU!**

Happy Credit Union Day 2009!!

We're celebrating that special day again this year, and as a member of TPFUCU you're always a big part of it. So..

Join us Oct. 15th to celebrate International Credit Union Day.

Your money is hard-earned, and in a time of economic uncertainty, it's safe in the hands of your credit union. More than 177 million people worldwide belong to a credit union.

Credit unions don't belong to shareholders hoping to turn a profit from your cash. Credit unions are member-owned, and any earnings are returned to you in the form of better rates and higher earnings. Take full advantage of your credit union membership with our member-friendly, low-priced services.

It's your money, and this International Credit Union Day, we want to thank you for trusting TPFUCU to take care of you. We have only your best interests in mind. Let us know how we're doing and what we can do to make your credit union membership even better.

In honor of our history and International Credit Union Day we will once again have gifts and refreshments at both credit union offices.

Call us today or stop by on October 15th and say hello. As always, we look forward to seeing you.



Contributions for
Operation
Blue Blanket
are being accepted at
either Credit Union
office.
*"We've Got You
Covered"*

**Our offices will be
closed for the
Thanksgiving holiday
Thursday,
November 26th and
Friday,
November 27th**



Welcome Back...

It was an exciting day for TPD when the City announced that the remaining laid-off officers would be called back to duty.

The Operation Blue Blanket dinner scheduled for that evening turned into a celebration as the officers were welcomed back. The Pot Luck affair was a big food-a-rama with the best home-made fare you could imagine. (We hope to publish some of those recipes right here in the Blues News soon.)

The Credit Union would like to recognize the efforts of Tracy Britt and Mike Gilmore for all their hard work in organizing the bi-weekly dinners and in keeping the effort alive over such an extended time period.

And to all the formerly laid-off officers—

Welcome Back!
We need you.



Holiday Helper Loans are Available Again This Year

It's that time of year again! We know you're going to need some cash for your holiday shopping, and you know we're going to have a special holiday loan, so here's the scoop:

- \$ 1,000.00 X 7.0% X 12 months = \$ 86.54 per mo
- \$ 2,000.00 X 7.0% X 12 months = \$173.08 per mo
- \$ 3,000.00 X 7.0% X 12 months = \$259.61 per mo

Give us a call and before you know it, you'll be on your way to the mall with all the cash you need for those special holiday purchases.

In the Line of Duty

Congratulations

To **Sergeant Michael Gilmore** who has been chosen Command Officer of the month, and to **Officer Thomas Davis** who has been named Patrol Officer of the month.

Retirement Wishes

Congratulations to **Lieutenant Deb Toth** on her retirement in September and to **Officer Marty French** and **Detective Jay Schramm** on their retirement from the department in October. Thank you and best of luck to you!

17TH Annual GATOR Party Scheduled

The 17th Annual GATOR Party will be held February 10th through 14th, 2010 in sunny Ft. Myers, Florida.

A block of rooms has been reserved under the name Toledo Police at the Roberts Hotel Coral Bridge Inn and Suites (formerly Best Western, same hotel as last year) in Ft Myers. If you are interested in making a reservation, you must call the hotel at least one month prior to the reunion to get your room. (239) 454-6363

Scheduled for the event is a Euchre Tournament, a cruise on JC Cruise Ship, golf and of course several meals together.

If you have any questions you can contact Juanita or Dick Lewis at (941) 625-8639, or send them an email - twoenines@yahoo.com.

Christmas Club



For our members with Christmas Clubs, the funds have been transferred to your regular share accounts just in time for your holiday shopping needs. Your clubs and any direct deposits into them will automatically renew for 2010. If you want to make any changes, just give us a call.

Saving for the holidays is always a good idea so if you do not already have a Christmas Club account, now might be a good time to open one for 2010.

You'll be glad you did!

Ask us for details.

Cooking with Commo

Caramel Apple dessert

- 1 (8 oz.) frozen whipped topping
- 1 (3.4 oz.) instant butterscotch pudding, dry
- 1 (8 oz.) can crushed pineapple, with juice
- 3 c. diced apples
- 1 c. dry roasted peanuts or pecans
- 1 c. mini marshmallows



Mix together whipped topping, dry pudding mix and crushed pineapple with juice. Add apples, nuts and marshmallows. Refrigerate before serving. Sounds good to me.



*To Serve
your financial needs.
To Protect
your financial future*

April 18, 2009

Mr. Daniel Wagner, President
Toledo Police Patrolman's Association
1947 Franklin Ave
Toledo, OH 43604

Dan,

Toledo Police Federal Credit Union is aware of the possibility of lay-offs within TPD. While we do not know the extent of the lay-offs and which officers will be affected, we are prepared to help in any way we can.

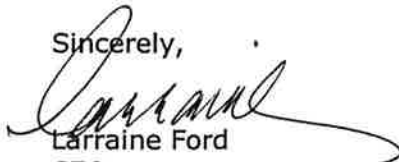
Many of the affected officers may have accounts with the credit union and may even have their auto or mortgage loans here. With that in mind, I ask that you advise your members that we are positioned to provide financial counseling and budgeting services for our mutual members. We are able to re-work loan terms to arrive at affordable monthly payments among other options.

However, the lines of communication must be open. That is, members must communicate with us as soon as possible to avoid any negative action or damage to their credit history. We want to help! Please let your members know that if they have loans with the credit union they should be contacting us right away to work out a solution.

TPFCU has proudly served the law enforcement community since 1940 and is committed to working with our members successfully through this difficult time.

Thanks for your help.

Sincerely,



Lorraine Ford
CEO

4280 Heatherdowns
Toledo, OH 43614
(419) 385-0101

Toll free: (866) 467-0101

525 N. Erie
Toledo, OH 43604
(419) 241-9730

www.tpolcu.com
members@tpolcu.com



**To Serve
your financial needs.
To Protect
your financial future**

April 18, 2009

Mr. Terrence Stewart, President
Toledo Police Command Officer's Association
151 Michigan Ave
Toledo, OH 43604

Terry,

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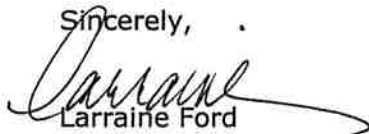
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Thanks for your help.

Sincerely,


Lorraine Ford
CEO

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(419) 241-9730

www.tpolcu.com
members@tpolcu.com

SINGLE PAYMENT LOANS – ADVANCE PAYMENT OF COMP TIME

From time to time our members have a special need to borrow from the credit union, without making monthly payments, and repay the balance in full at the end of a specified period.

With this in mind, the credit union will make available to our members the following single payment (balloon note) loan:

- For advance payment of compensatory time when the scheduled interval for payment by the City exceeds 6 months

Our loan officers will apply the same lending approval procedures for single payment loans as those set forth in section 113 of this manual.

Applicants will provide the following:

- Verification of the number of accumulated overtime/compensatory time hours at the time of application,
- Estimated overtime/compensatory time per month,
- Verification of total overtime/compensatory time paid during the previous year,
- Verification of work assignment (some assignments average more overtime than others), and
- Verification of service date. (Some levels of seniority may be exempt from pay out exclusions.)

In addition, the following applies:

- These loans are subject to the \$15,000 aggregate unsecured debt limitation,
- Maximum term is determined by the next scheduled overtime/compensatory time pay out date, not to exceed 180 days,
- Maximum loan amount is 50% of accumulated plus estimated hours at 1 ½ times the applicants rate of pay,
- The interest rate charged will be consistent with the current signature loan rate.

Calculating loan term/amount example:

- Next pay out date: March 22, 2010
- Application received December 27, 2009
- The maximum loan term for this loan is 85 days (Dec 4 days, Jan 31 days, Feb 28 days and Mar 22 days)
- Accumulated time: 100 hours
- Estimated overtime is 50 hours per month
- Hourly rate: 27.00

The maximum loan amount is:	Accumulated hours	100	
	Estimated additional hours	150	(Jan, Feb, Mar @ 50 hrs each)
	Total hours	250	
	X 50%	125	
		X	40.50 (rate of pay X 1.5)
		\$	5,062.50 Maximum loan amount

Approved by the Board of Directors: 8-19-09