

www.iucu.org

IU Credit Union

Indiana University Employees
Federal Credit Union

August 31, 2004

Mailing address for all
Bloomington branches:
PO Box 368
Bloomington, IN 47402-0368
Telephone 812-855-7823
Fax 812-856-4214
www.iucu.org
memberservice@iucu.org

Winslow Branch and
Administrative Offices
105 E. Winslow Road

17th Street Branch
510 East 17th Street

Eastland Branch
410 S. Woodcrest Drive

Whitehall Plaza Branch
3289 West 3rd Street

Indiana Memorial Union
Lobby Level, IMU

REGIONAL BRANCHES:
IPFW Branch
2101 Coliseum Blvd. E
Fort Wayne, IN 46805
260-481-6263

IU Northwest Branch
3400 Broadway
Gary, IN 46408
219-980-6850

IU Kokomo Branch
2300 S. Washington
Kokomo, IN 46902
765-455-9311

IU Southeast Branch
4201 Grant Line Road
New Albany, IN 47150
812-941-2311

IU South Bend Branch
1700 Mishawaka Avenue
South Bend, IN 46615
574-237-4206

John Floyd
John Floyd & Associates
125 South Burnett Drive
Baytown, TX 77520

Dear Mr. Floyd:

I wanted to take a moment to pass along our compliments to your staff that assisted us with the installation of the Overdraft Privilege program at the IU Credit Union.

Ron Jennings did a terrific job during the initial presentation. He was very thorough and his materials were very helpful. He followed up with emails and telephone calls through out the year.

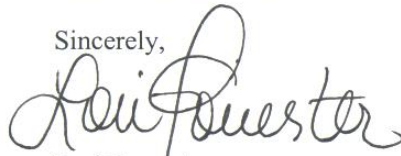
George Buest, our Engagement Manager, and Pat Snodgrass, our Engagement Consultant, spent many hours with us reviewing our data to determine our baseline figures. We had a number of questions and George and Pat were very helpful and professional throughout the entire process.

From a training standpoint, we elected to use one of your employees, Dick Kendall. Dick did a real nice job and he brought a lot of humor to each training session. We added some additional information to the training packet that George had provided us and Dick was more than willing to make a few adjustments in the training sessions to accommodate what we wanted to cover. Dick even traveled to Kokomo, Indiana on a Saturday morning to host a training session with our employees that work in our northern Indiana branches.

One other employee that we want to recognize is John Cohron. John has been wonderful to work with. He is extremely knowledgeable about the Privilege Manager software and our IT department really enjoyed working with him during this past year.

Please pass our compliments on to your staff. Everyone's dedication and hard work really paid off. The results have been truly amazing!

Sincerely,



Lori Forrester
Member Service Support Manager