



1610 Eglin Street • Hanscom AFB, MA 01731 • 800.656.4328 • www.hfcu.org

September 30, 2004

To Whom It May Concern:

It was a pleasure working with John M. Floyd & Associates in the development of Hanscom Federal Credit Union's Overdraft Privilege program, "Check Guardian".

Similar to most credit unions, Hanscom FCU was in need of additional capital. Our objective was to increase net income without adversely impacting our member relationships and remaining true to the credit union philosophy of "People Helping People". It was determined that we were in need of increasing our non-interest income while reducing expenses.

John M. Floyd & Associates completed a thorough analysis of our operations area and the full effectiveness of our Share Draft/ACH Return Procedures. They presented a comprehensive analysis on how to improve our operations while enhancing our bottom line.

Our NSF Income more than doubled in the first month of implementation. Within the first year of the program all expectations were exceeded. Members were happy, non-interest income was increased, and losses associated with the program were minimal.

With a proactive solution based mindset, the Floyd team was extremely easy to work with. I would recommend them to anyone who is looking for an improvement to their bottom line.

Sincerely,

A handwritten signature in black ink, appearing to read "James C. Potter", written over a white background.

James C. Potter
VP Operations