



John M. Floyd  
125 North Burnet Drive  
Baytown, TX 77520

Dear John Floyd:

In the fall of 2003 after many debates, including a visit to our Board Planning Session by Dick Miller, we decided to begin an over draft program. Starting in March 2003 we met with three other vendors, but Floyd was selected based on good feedback from other XP client credit unions and based on your concern for compliance. (Speaking of this, even though our contract has expired can we not pay a premium to insure against any legal issues related to compliance?).

We were introduced to Eric Hudgins the summer of 2004 and he held three training classes for our staff beginning August 21, 2004. The first class went so well that when our board of directors heard about it they had two representatives at meeting three. Eric presented detailed examples and brought all employees along from the newest to the 15 year veteran.

We tested, had two months of trial reporting, and launched the program in December 2004. Eric had excelled in helping us get our member disclosures, collection letters, GL set-ups, and software all working prior to our start. It was very smooth and the results were outstanding. Out of 30,000+ members in the program we only had two complain, basically they were older members that did not understand, and we received calls everyday with members thanking us for looking out for them.

On the financial side, we met projections and made over \$1MM in 12 months. With these funds we will better serve our members as we have purchased two lots for future branch locations.

There was one negative: In working with all parties involved; our processor XP, FBFCU, and your company we were unable to "turn on" ODP at our ATMs.

Still, in the final analysis it was a huge success and much of the credit needs to go to Eric. Thanks to him, Dick Miller, and others at your company that made this happen for our members.

Sincerely,

Ken Hawkins, VPL Fort Bragg FCU

Hefner Plaza  
South PX Drive  
Fort Bragg, NC 28310

1638 Skibo Road  
(401 Bypass & Yadkin Road)  
Fayetteville, NC 28303

P.O. Box 70240  
Bastogne Drive  
Fort Bragg, NC 28307

910-864-2232  
1-800-793-2328