



June 21, 2004

To Whom It May Concern:

Within the last year our Credit Union installed an Overdraft Privilege program with John M. Floyd & Associates, and their consultant J. Eric Hudgins. Our management team, working closely with Eric, implemented the service, trained staff, installed collections software, modified our core processing system, and notified members of the service all within a few months.

JMFA worked with us to help make the Privilege available to all channels, including ATM and POS. We believe making the Privilege available in avenues other than drafts and ACH recognizes that electronic channels are where future growth in usage will take place. In addition to being a well-received member service, the Overdraft Privilege program has generated a substantial increase in our income.

One of the greatest benefits of the Overdraft Privilege is the security that it provides to our members. Thanks to the training and guidance John M. Floyd and Associates provided, we have been successful at communicating the benefits of Overdraft Privilege to our members, and they have responded very positively.

John M. Floyd & Associates has been a good vendor/partner. I recommend them and their consultant Eric Hudgins for establishing a successful Overdraft Privilege program.

Best Regards,

Hank Flurry  
President  
Educators Credit Union