



EPCO Credit Union

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To Whom It May Concern:

John M. Floyd & Associates engaged in work for our credit union beginning January 2004. During this time JMFA implemented our Overdraft Privilege program and installed collections management software. These changes resulted in considerable increases not only in our overall non-sufficient funds (NSF) income, but in reductions in refunds, and to minimize charge-offs.

We found John M. Floyd & Associates' analysis and recommendations to be very informative and professional. JMFA provided us with detailed materials analyzing our existing NSF and overdraft volumes and officer waivers. Using their materials, and working with our Engagement Managers, Tieman Dippel and Judy Polovich, we were able to successfully install their recommendations and make a significant difference to income in a time of declining interest margins.

Installing the JMFA Overdraft Privilege, we increased our NSF fee income approximately 151% while keeping our charge-offs under 11%. We had expected greater charge-offs, but working with John M. Floyd & Associate's Privilege Manager software, and their collections partner, Transworld, we got real results and kept our recoveries up.

John M. Floyd & Associates helped us to introduce a new service the customers love, and helped us to great increases in income from our current account holders. I gladly recommend John M. Floyd & Associates as a successful partner and friend. I am pleased to say we would certainly use them again.

Regards,

Laura L. Parham
Senior Vice President of Member Services
EpcO Credit Union