

Community Financial Credit Union Lending Philosophy

Our Ends state we will focus on equitably serving as many people, organizations, and businesses, as possible from our broader communities and beyond. We will serve a diverse range of individuals, ensuring equitable access for all members of our communities, including the historically disenfranchised. We will prioritize inclusion and empowerment for everyone within our membership, recognizing the unique challenges faced by those who have been marginalized.

As such, Community Financial extends lending products which enable the advancing our Ends.

While lending is a judgment business, we do more than educate ourselves to use solid practices in decision making. We challenge ourselves to look beyond the black and white of a credit file, and caution against making assumptions about a member's choices or circumstances.

We know many people have not been able to obtain credit. We do not hold that against them. We strive to lend to those who those traditionally ignored or denied. Like Daisy, our mother bear, we are nurturers and developers of relationships by being there for members in dark spots and bright moments.

We strengthen existing relationships, and our research shows that members often pay us even when they are unable to pay others. While we do not ignore this, we also do not solely deny loans based on this, especially if the member has paid the credit union in the past and we believe they will continue to do so in the future.

We will consider a member's credit score, but generally will not deny a loan due to a score. Instead, we use the score for pricing and partner with our members to improve theirs and their financial positions.

Bad things can happen to good people. We understand mistakes can and do happen. Our members deserve a fresh start. Our goal is to come up with a solution for every member – even if it's a stepped approach to achieving their dreams.

The easy loans should be seamless, and the harder loans should be afforded the time and partnership of our amazing team in order to get to "yes" for our members. It is crucial to get the story when lending if an immediate approval isn't easy. That is where we shine and change lives.