



People **he**lping **ple**-It's who we are-it's what we do.

Mission Statement

We are dedicated to the financial well-being of our community.

Vision Statement

The "pheple" vision is to be the financial partner for our members, our employees and the community by providing the tools, resources and solutions that promote financial independence.

Core Values

Integrity: Promotes an honest and fairness approach toward our internal and external members.

Positive: Promotes, encourages and optimistic attitude toward internal and external members as well as our work environment.

Supportive: Promotes compassionate, helpful and understanding environment for internal and external members.

Respectful: Promotes a courteous and considerate atmosphere for internal and external members

Teamwork/Team: Promotes working together to succeed and accomplish goals.

Member Service Standards

Engage: By giving full attention to the member that you are waiting on by listening, interaction, and finding the best possible resolution to the member(s) needs as well as on a personal level to build a lifetime relationship.

Educate: Always teaching our members about product and services that will help improve their financial needs.

Respect: Treating all members a like regardless of their financial situation, WE DO NOT JUDGE.