

From: [Krystal Janssen-Fleck](#)
To: [Regulatory Comments](#)
Subject: Risk-Based Capital Comment
Date: Tuesday, February 10, 2015 4:07:12 PM

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From: Krystal Janssen-Fleck
CU*Northwest

02/10/2015

Dear Mr. Poliquin:

With major instability in banking and unprecedented failures and buy-outs, it may feel like the only safe place to put your money is under your pillow. While even through buy-outs your money remains FDIC-insured, this is a good time to consider an alternative to for-profit private banks, like credit unions. Through CO-OP Network, members have the nation's largest network of credit union ATMs – 28,000 surcharge-free locations (9,000 of which accept deposits)! And credit union service centers provide 4,000 nationwide shared branch locations for consumers. "Credit unions are outperforming big banks, and gaining members because of it. In 2009, consumers saved \$7.3 billion by using credit unions rather than banks" For more than 20 years, customer satisfaction with credit unions has consistently rated higher than for big banks. In fact, these surveys find credit unions to be the most trusted segment of the financial services industry. While banks have clients, credit unions have part owners or members. When you open an account, your account is actually a share and provides you voting rights. Instead of a board of directors, decisions are made by vote from shareholders. Each member has a voice in how operations are run, no matter how small their share may be. Every time that I need help I know that I can count on talking over the phone with an actual person that works at my credit union — no redirects to distant call centers. Some clerks even know me by name after so many years. This gives me the confidence of handling matters over the phone and knowing that any issue can be resolved.



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