

HOPE

HELPING
OUR PEOPLE
EVERYDAY

2009 Hope Awards

On October 15, 2009 credit unions all over the world will be celebrating how they make a difference in member's lives every day, this year's theme is "*Your Money. Your Choice. Your Credit Union.*" Each year during International Credit Union Week the Hope Award gives you an opportunity to select one employee from your credit union "caught in the act" practicing the credit union philosophy every day while building member relationships.

Does your credit union staff consistently exceed member's expectations? If so, don't miss this opportunity to nominate an employee "caught in the act" while providing quality member service.

Nominating an employee for the **Hope Award** is easy. Some examples of exceptional quality service, above and beyond the call of duty, include:

- ♥ a service breakdown was turned into a positive situation;
- ♥ handling a volatile situation in a calm professional manner;
- ♥ fostering better communication to promote higher productivity and improve relations among staff and members;
- ♥ or any event exhibiting how your credit union is a better place because of his/her actions.

Your nominee will receive recognition within his/her own credit union, and be acknowledged with a certificate, a gift, and a formal presentation at the corresponding Chapter Credit Union Day Dinner. In addition, one statewide winner will be selected from all the nominations submitted.

Please remember that this award is for employees only. If you have questions, please call Crystal Maldonado at (602) 264-6701x215 or (800) 352-0387.

Please fax your completed nomination form to
(602) 241-9642, or mail by September 25th to
ACUL, 10210 N. 25th Ave, Suite 211, Phoenix, AZ 85021.



