



## AGM 2011 Q&A SESSION

Comment	Good job of increasing revenue and total assets. But net income and dividends have gone down. Hope this will increase in the future
Response	Dividends are a function deposit supply. The only other option to control deposit growth is capping monthly deposits. Net income was impacted by numerous assessments from the Federal Government for losses at other credit unions. Board will continue to monitor expenses to improve net income.
Suggestion	Perhaps some prize or recognition in AGM maybe given to member or employee who gives best suggestion or feedback which may help in getting more and better feedback
Response	Worthy suggestion. Will be evaluated for next year
Suggestion	Health Insurance plan for members
Response	As a financial institution , we do not have the authority to provide health insurance. However, we can establish relations with insurance carriers to provide to the members. Board will review the various options available, including a 'group' discount affiliation
Suggestion	Money transfer service to Pakistan / India
Response	Board considered in 2010. Felt like it was not cost effective given the limited interest and high costs
Comment	Some of the personal loans are denied even though there is appropriate backing
Response	Loans may be turned down due to the lack of capacity of borrower to repay. Even though there are guarantors, the borrower must have the capacity as well as the guarantors. This is something we look at very seriously and have a committee to determine all loans that are denied
Question	Why our office Salaries so high? 21% goes to Salary. Is it the norm?
Response	Actually, our salaries are approx \$10,000 per employee less than the norm. This is despite having the highest member to employee ratio of over 600 to 1. This implies great efficiency. If we have to attract and retain quality staff we are going to need to be closer to market in salary. 21% is on the low side. Don't forget, employees are your most expensive but valuable assets.
Question	Do you have Direct Deposit facilities? If yes, are there any charges?
Response	Yes. No charge.
Question	If I am new in USA and I do not have any credit history, so how can Nizari help me in getting a loan; how Nizari helps me in developing my credit?
Response	We view each case individually. We work with each member to establish a credit history. Maybe with a secured loan or with guarantor. Than as he/she establishes themselves we will extend more credit.
Question	Member does not have a Social Security number, can he open the account and become a member?
Response	No. Federal Government requires a social security number to open an account.



Question	What are the rights of a Member? 1) To inspect and see Supervisory Committee Report 2) To inspect the minutes of Board of Directors 3) To study the Bylaws of the NFCU
Response	Can contact Supervisory Committee to determine access to report. Standard Bylaws are under NCUA.gov.
Question	What is the rate of interest for refinancing mortgage and closing fees?
Response	Rate may change depending on the market. Currently, it is 5 % for 15 years, 5.25% for 30 years. The only closing costs paid are appraisal fees and fees passed on by the Title Company
Question	I have a current home mortgage with high interest rate 10.75% with Bank of America – 30 year loan agreement. My score if 665. So is there any help for me to refinance the mortgage. Please Help.
Response	Yes. We review each case on an individual basis. Come by and see if we can help
Question	Credit Card - Can we have a credit card with Rewards Points which gives 1% of reward on total money used on credit cards
Response	We are evaluating a rewards program .
Question	How does Nizari distribute estate if a member of Nizari leaves Nizari for any reason after ten years.
Response	At the instruction of the member.
Question	Why does Nizari offer only 1% annual dividend when Pioneer gives a 4% return?
Response	Our 1.25% is among the highest in the country. We allow unlimited deposits. Pioneer pays higher but limits deposits to \$500 a month. Only established members get the benefits of this dividend policy.
Question	Can a member get \$50,000 line of credit as well as \$50,000loan and spouse is able to get \$50,000 too?
Response	If each spouse has their own source of income, not partners in the same corporations, we will consider on an individual basis.
Question	If someone has good credit, why should we come to Nizari? If we go to any bank we do not need to any guarantors.
Response	Lowest rates available. Can you get a 6.99% signature loan? With bad credit, we do everything possible to grant some type of loan. However, in some cases saying “no” may be the best help our member needs.