

Dear Parent,

We received an application from your high school student for the Air Academy Federal Credit Union Student Internship Program. As this internship may be your student's first opportunity to work in a professional environment, we understand you might have questions regarding the program and AAFCU's expectations for student interns. We hope this letter helps to provide some clarification about the program and what is expected of your student if he/she is selected to participate. If this letter does not answer all of your questions, we invite you to contact one of the program coordinators whose contact information is listed at the bottom of this letter.

Please sign and return the acknowledgment at the end of this document by April 8, 2020. Completed forms may be emailed to HSInternProgram@aafcu.com or faxed to 719.268.2521.

Air Academy Federal Credit Union (AAFCU®) offers a structured program to a limited number of high school students interested in gaining experience in the financial services field. AAFCU offers a full range of financial products and services to a diverse membership of over 49,000 members including active duty and retired military, employees, students and family members in 10 local school districts, and over 180 area businesses.

Air Academy Federal Credit Union's High School Internship Program provides students the opportunity to learn about our financial products and services, as well as develop career skills in a professional work environment. This internship program also provides students an opportunity to be mentored by leaders within the organization.

The internship program is open to students sixteen years or older who will be in the 11th or 12th grade during the 2020-2021 school year in all school districts serviced by Air Academy Federal Credit Union. Students accepted into the program are assigned to an appropriate branch location based on the student's geographic location.

In person interviews will begin on April 27, 2020.

Student interns are required to attend one of our seven-day training sessions that will be held at our corporate headquarters located at 9810 N. Union Blvd, Colorado Springs, CO 80924 or our Monument Branch located at 417 3rd Street, Monument, CO 80132. Training sessions begin on June 16th and July 13th, 2020. Student interns will be assigned class dates based on limited availability. Following training completion, student interns will report to their assigned branch location for work and continued on-the-job training. Beginning to practice newly learned skills immediately after training is an integral part of the program.

During the summer months the student may work up to 35 hours per week (including Saturdays). Once the school year begins, hours will be reduced to no fewer than 10 hours per week after regular school hours including every Saturday.

Time off requests should be submitted to the appropriate supervisor in advance. Efforts will be made to accommodate reasonable time off requests with special consideration given to academics, preparation for college, civic, and family requests.

Essential duties and responsibilities of the job include:

- Effectively following all procedures and policies related to credit union processes including the Retail Delivery Policy.
- Maintaining a professional, courteous and respectful manner with internal and external members.
- Greeting members and accurately answering their questions or referring them to the appropriate person for a solution.
- Provides the following services for members in person, by telephone, or by mail:
 - Process transactions such as deposits, withdrawals, transfers, and loan payments.
 - Provides official credit union checks, redeems bonds, processes credit card advances, and/or coin machine receipts upon request.
 - Accurately documents the disbursal and receiving of all cash denominations.
 - According to the shared branch regulations, process shared branch member transactions.
 - Record all member interactions.
- Accurately processes end of day procedures including balancing reports, check processing and teller drawer.
- Identifies member needs and refers product and/or service to fit those needs.
- Complete robbery and all required training in a timely manner.
- Complies with all security regulations required by the credit union.
- Understands the importance of privacy and confidentiality with handling financial information.
- Maintains an open line of communication with supervisor(s) at all times.
- Complies with Bank Secrecy Act.

Our dress code includes clothing is that is generally considered business casual to professional business. Dress slacks, skirts, dresses, dress shirts, sweaters, dress golf polo shirts, dress shoes, dress boots, and dress sandals are among the attire that is deemed appropriate. Clean, neat jeans without excessive fading, distressed material, or frayed edges may be worn on Fridays and Saturdays.

Students gain valuable experience through this paid internship by working for a leading-edge financial institution. Quarterly performance reviews are administered and depending upon the student's performance he/she may receive a letter of recommendation upon program completion.

If you have any questions, please contact one of the program coordinators at your earliest convenience:

Ariana Aldaz
Branch Manager, Cheyenne Mountain
Air Academy Federal Credit Union
800.223.1983, ext. 3514
719.593.8600 Ext.3514
aalvarez@aafcu.com

Maria Belden
Branch Manager, Castle Rock Branch
Air Academy Federal Credit Union
800.223.1983, ext. 7413
303.688.8500, ext. 7413
mbelden@aafcu.com

I acknowledge that I have read and understand both the letter outlining expectations for the student internship program. I also approve that if selected my child, _____ may participate in our Student Internship Program.

Signature of Parent

Date

Parent's Printed Name

This form must be submitted with your application for consideration by April 8, 2020. Completed forms may be emailed to HSInternProgram@aafcu.com or faxed to 719.268.2521.