



P.O. Box 62910
Colorado Springs, CO 80962-2910
719.593.8600 \ 800.223.1983
aacu.com

Dear Parent,

We received an application from your high school student for the Air Academy Credit Union (AACU) 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 AACU'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 7, 2025. Completed forms may be emailed to HSInternProgram@aacu.com or faxed to 719.268.2521.

AACU offers a structured program to a limited number of high school students interested in gaining experience in the financial services field. AACU offers a full range of financial products and services to a diverse membership of over 44,000 members including active duty and retired military, employees, students, and family members in 15 local school districts, and over 180 area businesses.

AACU'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 2025-2026 school year in all school districts serviced by AACU. Students accepted into the program are assigned to an appropriate branch location based on availability and the student's geographic location.

In-person interviews will begin on April 14, 2025.

Student interns are required to attend one of our two seven-day training sessions that will be held at our Corporate Headquarters located at 9810 N. Union Blvd, Colorado Springs, CO 80924. Training sessions begin on June 9th and July 14th, 2025. 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.

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:

Grace Celestino
Branch Manager, Air Force Academy
Air Academy Credit Union
800.223.1983, ext. 3509
gcelestino@aacu.com

Jennifer Luthy
Branch Manager, Monument Branch
Air Academy Credit Union
800.223.1983, ext. 1060
jluthy@aacu.com

I acknowledge that I have read and understand this 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 7, 2025. Completed forms may be emailed to HSInternProgram@aacu.com or faxed to 719.268.2521.