

UNITUS COMMUNITY CREDIT UNION
87th ANNUAL MEMBERSHIP MEETING MINUTES
Tuesday, March 19, 2024

CALL TO ORDER

Mr. Mičetić, Board Chair, called the Annual Membership Meeting of Unitus Community Credit Union to order at 5:15 p.m. on Tuesday, March 19, 2024 in the Unitus Plaza Community Room. He welcomed everyone to the meeting, which was held virtually and noted that the materials for the meeting had been posted to the Unitus website in advance of the meeting. Mr. Mičetić stated that Spanish and American Sign Language (ASL) interpretation was available for the meeting and thanked the interpreters. He then acknowledged the Board of Directors and Director Emeritus members.

DETERMINATION OF QUORUM

Ms. Cramer, Board Secretary, declared that the quorum requirement was met, with more than thirty (30) members in attendance.

APPOINTMENT OF PARLIAMENTARIAN

Mr. Hal Scoggins was appointed to serve as Parliamentarian.

APPROVAL OF MEETING MINUTES

It was moved, seconded, and passed that the minutes of the 86th Annual Membership Meeting of Unitus Community Credit Union held on March 21, 2023 be approved, as presented.

BOARD CHAIR'S REPORT

The Board Chair's Report was presented by Mr. Mičetić, as follows:

"At this time, I am pleased to present the Board Chair's Report for 2023. I would like to begin by expressing my gratitude to the Board of Directors, the Leadership team, our employees, the membership, and our community partners. Each of you plays a significant role in the success of our credit union.

Since becoming Board Chair one year ago, we have faced the continued economic challenges that began taking shape in 2022. As a Board, we are tasked with providing general direction for the credit union and ensuring that policies and decisions are in the best interest of the membership. Throughout our strategic planning process last year, we focused on protecting and preserving Unitus' operations and our strong financial position. This ensures we avoid unnecessary risk and remain a financially secure credit union.

While we have faced challenges navigating through these uncertain economic times, it is during these moments of adversity that the true strength and resilience of our credit union shine through. Together, we have demonstrated remarkable resilience, adaptability, and unity in overcoming obstacles and continuing to fulfill our mission of improving the lives of the members we serve.

I am extremely proud of the tireless efforts and dedication of our Board of Directors, Leadership team, and staff members. Their commitment to excellence, innovation, and our membership has been instrumental in driving our credit union forward and ensuring the delivery of inspiring service and innovative solutions to meet our members' needs. Our commitment to innovation and continuous improvement allows us to enhance our offerings, streamline processes, and leverage emerging technologies to provide you with even greater convenience, accessibility, and value.

As we preserve and protect our financial position over the next year, we will be working hard to help our members do the same. We aim to foster economic empowerment for individuals and families in the communities we serve. Through collaborative partnerships and strategic alliances, we are committed to making a meaningful and lasting impact in the lives of those we serve.

In closing, I want to reaffirm our dedication to serving you, our valued members, with integrity, transparency, and a relentless focus on your financial wellness. Together, we have accomplished so much in 2023—from creating a “collaborative” to better serve Hispanic and immigrant communities, to providing disaster relief funds in support of credit union members around the world, we have demonstrated what is possible when we work together for the greater good. We are strongly positioned to provide vital financial services to lift and support both our members and communities.

Thank you, once again, for your continued trust, support, and partnership. Your confidence in our credit union fuels our passion and drives us to exceed expectations every day. Here's to another year of growth, prosperity, and shared success.

Now, I am honored to introduce our President and CEO, Steven Stapp, to present the CEO and Treasurer's Report.”

CEO/TREASURER'S REPORT

The CEO/Treasurer's Report was presented by Mr. Stapp, as follows:

“Thank you, Mr. Mičetić, Chair of the Unitus Board, and thank you for the opportunity to present the financial results for 2023 and celebrate some of our accomplishments of this past year. I want to thank everyone who has joined us with a vested interest in our credit union. Your engagement contributes to our strength, and your membership is at the heart of every decision we make. Thank you.

2023 proved to be a challenging year for the global economy. From higher borrowing costs to inflation's impact in nearly every area of our lives, most of us experienced financial setbacks that we are still working to overcome. However, where there is challenge, there is opportunity. We were able to offer some incredible rates on our Certificates of Deposit and our Unitus Rewards savings shares. That means more of you could take advantage and build your savings.

We are incredibly invested in your financial success and helping you prepare for your future. The Federal Reserve's report on the “Economic Well-Being of U.S. Households” found that 37% of Americans do not have \$400 in savings to cover an emergency expense. That is just one of the reasons we continue to encourage members to enroll in our Unitus Rewards program. The 33% of members enrolled earned more than \$636,000 last year by making debit and credit card purchases or rounding up their change. That type of automatic savings could be the catalyst to help you build that \$400 in savings that you may need for an unexpected expense.

Prioritizing your financial well-being is a large part of our strategic plan. Aside from the products and services that you have come to rely on, we also offer financial education, counseling, and planning services. While we are still feeling the pinch of higher grocery prices, utility charges, and skyrocketing rents and home prices, we are cautiously optimistic that the financial landscape will improve in 2024. Whether these improvements come next week or six months from now, you can count on us to serve you the way we have throughout our entire 86-year history. Our fiscal responsibility demonstrates that we are here to support and empower you on every step of your financial journey.

Our credit union has much to celebrate. Our service surveys throughout 2023 earned us our highest ranking ever, proving that your satisfaction determines our success. We have opened three new branches over the past year, which reimagined the traditional branch set-up to improve the member experience. Next month, we will open our Distributed Administrative Network center in Tigard, giving our staff new ways to collaborate and innovate, and creating long-term value for our membership through the ownership of our new facility.

Behind the scenes, we have been making improvements to our systems that process transactions, originate loans, store images, and provide security. These significant projects create additional value for the credit union as we make upgrades that improve the member experience. Some more visible projects across the organization include launching the first Spanish-language chat in the Pacific Northwest, enhancing digital banking features, and developing mobile apps to connect community members with certified financial coaches.

Our community development efforts, once again, serve as a source of pride at Unitus. We invested more than \$400,000 in 60 local non-profits and organizations. Employees contributed nearly 1,800 volunteer hours to support more than 70 causes. And our efforts continue to earn accolades. Unitus earned the state level awards for Social Responsibility and Philosophy in Action. We also earned second place in the national Louise Herring Philosophy in Action awards. The Portland Business Journal ranked us the fourth most philanthropic large corporation in the metro area, and Forbes named us a “best in state” credit union, just one of 147 credit unions in the country to earn the honor.

We would like to share a few more highlights from 2023 with a video celebrating what we all accomplished together.”

At this time, Mr. Stapp showed a seven-minute video. He then continued the CEO/Treasurer’s Report, as follows:

“You saw some financial highlights in the video but let me briefly touch on the 2023 financial results. Unitus is in a strong position because we have strength in numbers: our membership, our net worth, and our community partnerships. 6,804 new members joined Unitus in 2023, bringing our total membership to 104,934 as of December 31, 2023. We ended the year with a net worth of 9.76%, well above what is considered well-capitalized. And we partnered with 60 charitable causes and organizations across Oregon and Southwest Washington, contributing more than \$400,000 to these deserving partners.

Being a part of a not-for-profit credit union is a gift to your community. You help people access funds for their first home. You help us invest in technology that improves access for everyone. You make a difference in your local and global communities as we fight food insecurity, assist when disaster strikes, and work to provide financial education and resources to anyone who needs them. That is truly what it means to have strength in numbers.

In conclusion, I would like to thank our Board Chair, Matthew Mičetić, and our entire Board of Directors for their collaboration and dedication throughout the year. Each Director contributes directly to the strength of our credit union, and I appreciate the ideas, effort, and passion they bring to their work. I would also like to thank the Audit Committee for their dedication to ensuring we remain fiscally strong and well-capitalized. To our entire Unitus staff, thank you for your care, compassion, and concern as we walk with our members through their life-defining moments. Alongside each of you, I am grateful to lead Unitus Community Credit Union into its 87th year of service. And finally, thank you to our members for your ongoing partnership with Unitus—You, us, Unitus!

I would now like to introduce John Pierce, the Audit Committee Chair, for this year’s Audit Committee Report.”

AUDIT COMMITTEE REPORT

The Audit Committee Report was then presented by Mr. Pierce, as follows:

“The Audit Committee is appointed by the Board of Directors to provide oversight of the financial reporting process, system of internal controls, monitoring of compliance with laws and regulations, and code of conduct activities. Serving with me on the committee in 2023 were Rebekah Anderson, Will Clark-Shim, Terry Donahe, Harit Ghelani, Melissa Magaña, Luke Watson, Everett Wild, and Board Liaison Frank Chinn. To fulfill its duties, the committee worked with an independent audit firm and used the credit union’s internal audit function.

The committee engaged the independent accounting firm Moss Adams LLP to conduct a financial audit as of and for the year ended December 31, 2023, and perform a verification of member accounts in accordance with federal and state laws. The committee continued to partner with internal audit to review, measure, and report on activities that ensure compliance with laws and regulations, as well as the continued integrity of the credit union’s internal control environment.

Based on reports and information received, the Audit Committee’s opinion is that Unitus Community Credit Union’s financial operations and system of internal controls are sound. Summarized financial statements are included in our Annual Report, published on our website.

I want to sincerely thank the Audit Committee members for their commitment, energy, and enduring effort throughout 2023.

Now, I will turn it back over to Board Chair, Matthew Mičetić, to conduct the remainder of the Annual Meeting’s business.”

UNFINISHED/NEW BUSINESS

Mr. Mičetić reported that there were no unfinished or new business items for discussion.

BOARD ELECTION REPORT

Mr. Chinn, Board Nominating Committee Chair, thanked the committee members for their service and presented the Board Election report on behalf of the Board Nominating Committee. The Board Nominating Committee recommended the following individuals for the 2024 Slate of Board of Directors Candidates: Denetta Monk and Tiffini Mueller. There being no opposition, these candidates were elected to the Board of Directors by acclamation for three-year terms.

ADJOURNMENT

There being no further business, the meeting adjourned at 5:38 p.m.

On behalf of the Board of Directors and Audit Committee, Mr. Mičetić thanked everyone for attending.

Matthew Mičetić
BOARD CHAIR

Rhonda Cramer
BOARD SECRETARY