

Minutes of the Eighty-eighty Annual Meeting

The Eighty-eighty Annual Meeting of the Hoosier Hills Credit Union was held on Wednesday May 25, 2022, by Zoom due to the continued presence of COVID-19 and the Governor's executive order that was still in effect the first part of the year. Presiding was Chairman Alan Cummings who asked the Secretary to verify a quorum and called the meeting to order at 6:00 p.m. He then introduced Mr. Jay Brown to present the Secretary's report. Secretary Brown verified that members in attendance had received a copy of last year's annual meeting minutes. Secretary Brown asked for any additions or corrections to the minutes. There being none, the minutes were approved as presented.

Chairman Cummings thanked Secretary Brown and introduced the other members of the Board of Directors: Keith Wilkinson, Vice Chairman; Jay Brown, Secretary; Leo Meadows, Treasurer; Bryan Johnson, Director; Director, Sally Gogel Fischer; and Jennie Edwards, Director. He next introduced members of the Supervisory Committee: Janie Craig Chenault, Chairperson; Chad Helming, Secretary; April Glenn, Member; Tara Jenkins, Member, and Don Brandt, Member.

Chairman Cummings reported that the Chairman's Report had been posted on the Hoosier Hills Credit Union Website for review and was displayed on the screen. Chairman Cummings presented the report saying, Hoosier Hills Credit Union had landmark results in 2021 with outcomes that bolstered our mission to keep the credit union strong while protecting and enhancing the financial well-being of members. Our assets topped \$800 million, and membership reached an all-time high of 33,000+, growth that came despite a persistent pandemic. When banks abandoned branches in towns throughout Southern Indiana, HHCU stepped up. We redoubled our outreach with competitive auto, mortgage, and commercial loans, as well as attractive member savings plans. We completed the first year of a five-year Strategic Plan by sharply focusing on Mission, Culture, Growth and Risk. A Pledge 1% corporate philanthropy program officially launched in 2021, resulting in a record-setting number of volunteer hours to make our communities better places to live. In addition to volunteer efforts, HHCU corporate and employee donations of nearly \$100,000 went to local community foundations and non-profit organizations in 2021. Despite some economic headwinds, it was a year marked by new opportunities and improved accessibility for HHCU members: convenient money transfer with Zelle®, paperless loan files, online banking innovations, smart ATMs, pioneering residential solar loans and a new service center in Ellettsville. Though the year has ended, we expect the momentum of 2021 will set the stage for a vibrant 2022, bringing security and financial vigor to families, businesses, and our communities in the months to come.

Next Chairman Cummings called on Treasurer Leo Meadows to present the Treasurer's report. Treasurer Meadows stated that the report has been posted on the Hoosier Hills Credit Union Website for review and that it was currently displayed on the screen.

Chairman Cummings introduced Supervisory Committee Chairperson, Janie Craig Chenault to present the supervisory committee report. Committee Chairperson Chenault stated the Supervisory Committee is responsible for choosing the firm that handles the annual audit of the Credit Union's records. BKD, a large regional CPA firm, conducted the audit for 2021. We are pleased to report that our auditors found the Credit Union's financial statements to be in conformity with generally accepted accounting principles. Committee members are also responsible for numerous cash counts that were conducted at all Credit Union locations and for verifying Credit Union investments, new members' accounts, and closed accounts. We found all aspects to be in order.

President/CEO Travis Markley was next called on to present the President's Report. Mr. Markley acknowledged the recent change of the meeting location. He stated that with the recent spike in COVID-19 cases, the limited capacity rule, and discussions with the Health Department the change was made to err on the side of caution for everyone's health. Mr. Markley opened the President's Report by thanking the members for supporting Hoosier Hills Credit Union, the volunteers for their giving and passion for the communities we serve, and Hoosier Hills Credit Union staff for being the lifeblood of the Credit Union. Mr. Markley stated the through Member Relief Packages the Credit Union has saved members tens of thousands of dollars during the pandemic. Mr. Markley also stated that at no point in time did any Hoosier Hills Credit Union employee go without a full paycheck due to the pandemic.

Mr. Markley stated that he was thrilled to be report to the membership from what appears to be a state of normal operations, free, for the most part, from pandemic restrictions. We typically begin planning for the annual meeting in early January, and had we known 5 months ago that we would be able to return to in-person events this quickly, this meeting may have looked a little differently, but as always,

we do what we must and err on the side of caution to protect the health of our HHCU family and the sustainability of operations based on the information we have at the time.

Mr. Markley reported that 2021 was a record-breaking year for HHCU. The persistence of a pandemic and the challenges it presented were once again met with perseverance and perhaps an attitude of contempt this year. Despite the fatigue of constant changes in operating procedures, safety protocols, and guidelines HHCU further embrace our mission as an advocate for our membership and a force for good in our communities. A few key highlights from 2021 were record membership growth of 6.1%, Record Net Income of just over \$5MM for HHCU, eclipsing the \$5MM mark for the first time, which adds to the strength, stability, and long-term viability of your credit union. HHCU opened our Ellettsville Service Center providing additional convenience and resources to our field of membership. HHCU generated PPP loans of over \$8MM during the second round continuing to help small businesses in our communities. Maintained industry leading Net Promoter Scores from our membership. Extended call center hours to enhance convenience and accessibility for our membership. Fully launched our Pledge 1% philanthropic and community advocacy program, which in addition to the monetary donations Chairman Cummings mentioned of nearly \$100,000, we reached an astounding 1,792 hours of volunteer time worked by our employees. Lastly, we setup the "Better for our Communities" endowments in partnership with the County Community Foundations in each of our markets where we have a physical presence.

And perhaps most importantly, none of this is possible without the support and hard work of the great people that encompass the HHCU family.

On behalf of all of the staff at HHCU, I would like to thank our membership for their continued loyalty and support. As our member-owners, your belief in what we do as an organization and patronage is what drives us to work so hard for you every day. Thank you sincerely for trusting us with your financial wellness.

Again, on behalf of the staff, I would also like to thank our volunteers for their commitment and time they have dedicated to serving this organization. It is often easy to give freely of your time when you believe in what you are doing, and it has never been more apparent than throughout the past few years that despite the challenges and changes, your regard for this organization and desire for its success, the success of the employees, and the success of our members continues to be unwavering. Thank you.

And as a member myself, and on behalf of the membership, I would like to thank our staff for the tireless work they do to improve the financial lives of our membership and the dedication and loyalty they display to our organization and our communities. They are truly the face of this organization and the backbone of our mission.

As we move forward executing our 5-year strategic plan, I remain incredibly excited about our future and the vision for HHCU and look forward to continuing to fulfill our mission of improving the lives of our members and the communities we serve.

Next Chairman Cummings called on Director Sally Gogel Fischer, of the Nominating Committee, to present the 2022 election results. Director Fischer reported that Bryan Johnson and Jay Brown were both elected to serve another three-year term.

For the Supervisory Committee, Director Fischer reported that Don Brandt was elected to serve another three-year term.

Chairman Cummings stated that during each annual meeting HHCU recognizes volunteers that have reached a service anniversary. The role of a volunteer is a very important part of a credit union and without these individuals a credit union could not operate. This year we have three volunteers with a milestone anniversary, Vice Chairman Keith Wilkinson celebrated 10 years of services at Hoosier Hills Credit Union. Director Jennie Edwards celebrated 35 years of volunteer service at Hoosier Hills Credit Union. Treasurer Leo Meadows celebrated 50 years of volunteer service at Hoosier Hills Credit Union. Chairman Cummings went on to present a Proclamation to Treasurer Meadows and concluded by thanking him, Director Edwards and Vice Chairman Wilkinson for their years of service. President/CEO Travis Markley presented Treasurer Meadows with a certificate of recognition from the Indiana Credit Union League for his years of service to HHCU.

Chairman Cummings asked for any unfinished or new business. There being no further business, the meeting was adjourned at 6:15 p.m.