



## **2021 Annual Meeting Minutes**

**Wednesday, June 30<sup>th</sup> @ 5:30pm**

Winch welcomes members to the 68<sup>th</sup> Annual Meeting of Vermont Federal Credit Union and confirms that he is the Director of Marketing at Vermont Federal Credit Union.

Winch states that today's meeting is being recorded for future use and distribution to our membership. Members in attendance are welcome to vote on motions made during the business meeting. Winch explains in order to cast your vote for a motion, you will be prompted with a pop-up on your screen that includes the motion along with the range of responses.

Winch states that as an attendee that you are welcome to submit a question to be addressed during the new business section of the meeting. Winch recommends that attendees utilize the Q&A feature located on the control panel to ask questions.

Winch states that it gives him great pleasure to introduce the Vermont Federal Credit Union Board of Directors.

Winch states that Megan Manahan Bliss is our Board Chair and is currently an Attorney and Shareholder with Cahill, Gawne, Miller & Manahan in St. Albans, Vermont.

Winch states that Will Voigt, is our Board Vice-Chair. Will is a Senior Accountant at DW Voigt CPA, a tax and consulting firm in South Burlington, Vermont.

Winch states that Joe Finnigan is our current Board Treasurer and served as President/CEO of Vermont Federal Credit Union for more than 30 years, and he is a member of the National Board of Trustees for the Credit Union Legislative Action Council.

Winch states that Suzanne Lynn is our Board Secretary. Suzanne is the owner of Suzanne Lynn Fit, a health coaching business focused on good physical and emotional health. She is the former co-publisher

of the St. Albans Messenger, Milton Independent, Colchester Sun and the Essex Reporter. Suzanne and her husband Emerson were awarded Citizens of the Year by the St. Albans Rotary Club in 2019.

Winch states that Director, Ethan Hutchins is employed at Dealer Policy as a Senior Software Engineer.

Winch states that Director, Paul Politano is employed by Middlebury College as their Head Golf Professional.

Winch states that Director, Lisa Rees works for U.S. Citizenship and Immigration as a leadership coach specializing in emotional intelligence and appreciative inquiry. Rees also is the co-author of the book, [A Leader's Guide to Solving Challenges with Emotional Intelligence](#).

Winch states that Director, Neal Robinson is recently retired from St. Michael's College where he served as their Vice President of Finance for 15 years. Prior to St. Michael's, Robinson had an extensive career as a Chief Financial Officer for large local banks in both Vermont and New York.

Winch states that Director, Maribeth Spellman is an attorney and serves as the Director of Workforce Engagement at Hickok & Boardman HR Intelligence which is an employee benefits and HR services consulting firm.

Winch overviews the members of the Vermont Federal Credit Union Supervisory Committee, which include, Louise Thabault serving as Chair, Paulette Bergeron, Donald Turner, Jr., Jennifer Kennelly and Jason Plaza.

Winch states that he would like to invite our Board Chair, Megan Manahan Bliss to Call the Meeting to Order.

Manahan Bliss welcomes members to the 68<sup>th</sup> Annual Business Meeting of Vermont Federal Credit Union. Manahan Bliss calls the meeting to order and asks Winch to establish a quorum.

Winch responds by confirming that the business meeting has a quorum.

Manahan Bliss states that today's meeting will be conducted according to Robert's Rules of Order.

Manahan Bliss states that all registered attendees were provided a copy of the minutes from the 2020 Annual Meeting electronically along with meeting instructions.

Motion by Manahan Bliss to accept the 2020 Annual Meeting Minutes as presented, seconded by Heather Kvasnak.

Manahan Bliss states that a survey poll will now be launched for voting. All those in favor, please signify by selecting “Yes” on the survey poll. Opposed, please signify by selecting “No” on the survey poll.

Manahan Bliss allows a few moments for the poll results to be tabulated.

Manahan Bliss states based on the poll results, the motion passes and moves on to her Chair report.

Manahan Bliss states that she would like to take this opportunity to report on the Credit Union’s key achievements over the last year. The global pandemic that emerged in 2020 resulted in unprecedented challenges and uncertainties for our credit union, our membership, and the local communities that we serve here in Vermont. When COVID shutdowns began to affect many Vermont families and small businesses, our credit union responded decisively, providing relief to ease the financial burden with special loan programs and flexible repayment options. Our credit union remained open for business – serving members through our branch drive-thrus, contact center, and digital services all while maintaining the health and safety of our members and staff . Despite these challenges and a weakened economy, Vermont Federal Credit Union experienced tremendous growth in 2020 and remains fiscally strong and ready to support its members.

Manahan Bliss overviews the certain accolades and awards that Vermont Federal Credit Union received within the last fiscal year. For these reasons, the Credit Union continues to be recognized for our dedication to our members and our communities. We were recognized by Forbes as a Best-In-State credit union for the third consecutive year and also received Vermont Business Magazine’s 2020 “Best of Business” award for Addison, Franklin and Grand Isle Counties for the fourth consecutive year. Our credit union continues to rank among the top in the country and is ranked #1 in the state of Vermont by the independent research group Callahan & Associates for the amount of value that we give back to our members each year in the form of higher deposit rates, lower loan rates, fewer service fees, and member engagement with our products and services. We also continue to focus on expanding access to our products and services. With this in mind, we are excited to announce the recent opening of our newest branch at One Carmichael Street near Essex Town Center. This location provides members and residents of the surrounding community with convenient access to a full suite of financial services including a multi-lane drive-thru and 24-hour ATM access. We are also pleased to share that we are working diligently toward opening our future corporate campus and branch location at 275 Kennedy Drive in South Burlington. A general contractor has been hired and building renovations are underway

with the goal of moving in by year end. We look forward to welcoming members and local residents to both of these new locations.

Manahan Bliss overviews the new branches and operations center. None of what I've shared would be possible without the tireless efforts and dedication of the credit union management team, staff, Supervisory Committee and Board of Directors whose collective mission is "to make a decided difference in the lives of our members." On behalf of the Board I'd like to thank all employees and volunteers for their important contributions that resulted in yet another successful year. I would like to extend special thanks to Suzanne Lynn who is completing her 6<sup>th</sup> and final year as a volunteer Director having donated her time and invaluable expertise to the credit union over that time, truly making our credit union stronger for the future by her contribution. And finally, a sincere thank you to our membership for continuing to choose Vermont Federal Credit Union as your trusted financial partner.

Manahan Bliss is pleased to introduce the President & CEO of Vermont Federal Credit Union, Jean Giard who will share the President's report with you all.

Giard thanks Manahan Bliss for her remarks and thanks the membership for attending this year's Annual Meeting. Giard states that 2020 was a year of pandemic, social unrest, and political turmoil. It is in times like these that the Credit Union principles of "people helping people" shine through. We are a cooperative financial institution whose sole purpose is to serve our membership. The pandemic had a dramatic effect on all of our lives and has touched very close to home for many of us. Throughout, our goal has been to meet our members' needs, while ensuring member safety as well as the safety of our Credit Union employees. Using Center for Disease Control and State guidance, we implemented health and safety protocols for our branches. Our call centers continued to provide uninterrupted services, and our management and staff shifted seamlessly to a remote work environment all within a two-week period. We also made sure that those who remained at our offices adhered to mask and social distancing guidelines.

Giard states to help our members through the pandemic we offered over \$440,000 in emergency relief loans, granted 183 mortgage deferrals and over 1,000 payment relief requests. For our business members, we offered payment relief assistance and fulfilled 290 Paycheck Protection loans, providing more than \$9.5 million in funding to our small business community. Thanks to our technology and our digital capabilities, members were able to conduct their banking through our online and mobile banking platforms. We saw usage of these platforms increase substantially as more members embraced opening

new accounts, applying for loans, and depositing checks with remote deposit capture. We also introduced a new website that helped our members to stay up to date on the latest information from the Credit Union. Although it was a challenging year, it was also a year of achievement and growth. The Credit Union grew by \$151 million, and we ended 2020 at \$739 million in assets. We also had a record year in lending, funding over \$300 million in new loans. Membership grew at the rate of 5.78% to over 44,750 members.

Giard states that it was also a record year for mortgage lending. We helped 698 members with \$168 million in funding to purchase or refinance a home. Through our seed money program we provided over \$200,000 in down payment assistance to first-time home buyers. And we were once again recognized by the Vermont Housing Finance Agency as a Top Performer, demonstrating our commitment to help low to moderate income Vermonters achieve homeownership. During the pandemic, we conducted a survey of our membership, to ascertain that we were meeting their needs. I am happy to report that members remained satisfied with our efforts. We continue to solicit and utilize feedback from our members to identify opportunities for improvement to our quality of service and level of convenience.

Giard elaborates on a number of initiatives for 2022 to improve your member experience. As Megan shared earlier, we will be opening a new corporate campus and branch at 275 Kennedy Drive in South Burlington. We will also be introducing enhancements to our debit card program, including new contactless “tap-to-pay” cards and many new card management features within online and mobile banking. At Vermont Federal, we remain committed to providing our members with the best financial products, service, and experience possible. We’ve also made a commitment to diversity, equity, and inclusion. We stand by the principle that what’s good for people is good for business. Embracing each person’s unique talents and experiences allows us to go further and do more in pursuit of our mission. There is also significant evidence that companies that have a broad representation and welcome a range of perspectives perform better. On behalf of the leadership team, I want to thank our staff for going above and beyond last year. Their commitment to our members never wavered. They showed resilience and courage in the midst of unprecedented challenges and continued to dedicate their efforts to improving the financial lives of those we serve. Giard would like to thank our members for their continued trust in the Credit Union. That continued trust and partnership has allowed our Credit Union to thrive and grow. The Credit Union remains fiscally healthy. We have a strong balance sheet and are well-capitalized. We have a regulatory examination by the NCUA and an annual audit by our external auditors, Crowe LLP. I am happy to report that we have a clean bill of health from both entities. We

also have our Internal Auditor who helps ensure that our controls are strong and a Risk Department that monitors compliance with rules and regulations. A summary of our year-end financial statements is provided in our Annual Report. If you would like a copy of the audited financial statements, please contact us and we would be happy to fulfill your request. On behalf of your Credit Union's entire team of staff and volunteers we thank you all for joining us today and for being a member of Vermont Federal Credit Union! And now I'd like to turn the meeting back to our Board Chair, Megan Manahan Bliss.

Manahan Bliss thanks Giard for her report.

Manahan Bliss states that the report of the Supervisory Committee is included in the Annual Report which was provided to members electronically along with the meeting instructions.

Manahan Bliss would like to invite Ethan Hutchins, Chair of the Nominating Committee to give his report.

Hutchins states that a Nominating was established according to Vermont Federal Credit Union Bylaws. Hutchins now shares his Nominating Committee report and states that there are three directors to be elected to the Board. The Committee submitted the following candidates for nominations to the Board Chair.

Hutchins states that Megan Manahan Bliss is currently serving as Chair of the Board of Directors for Vermont Federal Credit Union. She is in her sixth year of service on the board and appreciates the opportunity to continue to contribute to the credit union's success.

Megan practices law and is a shareholder at Cahill, Gawne (*gone*), Miller & Manahan, P.C. in St. Albans. Megan received her Bachelor of Science from the University of Vermont School of Business and her Juris Doctor from Suffolk University Law School having attended the University of Montana School of Law as a visiting third year student.

Megan is active in her local community having served in numerous volunteer roles over the last twenty years. Megan lives in her hometown of St. Albans with her husband, Jason Bliss.

Paul is the Head Golf Professional at Middlebury College and the assistant coach for the men's and women's golf teams. Paul received his Bachelor of Arts degree from St. Lawrence University, and he has held numerous leadership positions within the Vermont golf industry.

He is the former General Manager and Head Golf Professional at Neshobe Golf Club in Brandon, Crown Point Country Club in Springfield, and Montague Golf Course in Randolph. He also served on the Vermont PGA Board of Directors for eleven years, and he was named Vermont PGA Professional of the Year in 2009.

Paul resides in Brandon with his wife and their four children.

Emily is the Director of Finance and Administration for the Vermont Agency of Natural Resources. Emily received a Bachelor of Arts from the University of Wisconsin – Madison, a Masters of Science from SUNY College of Environmental Science and Forestry, and a Masters of Public Administration from the Maxwell School at Syracuse University.

She currently serves as a volunteer faculty member for the Snelling Center for Government Leadership Institute and Treasurer of the North Country Camps Foundation, a 100 year-old summer camp in the Adirondacks.

Emily resides in Montpelier, with her husband and child. She is happy to call Vermont home and looks forward to contributing to the continued success of the Credit Union.

Hutchins states that our Credit Union bylaws allow members to be nominated by petition in addition to those submitted by the Nominating Committee. Hutchins states that nominations by petition must have been received at least 40 days prior to the Annual Meeting. Hutchins states that “No petitions have been received”.

Hutchins states as indicated in the Vermont Federal Credit Union bylaws, in the event there is only one nominee for each position to be filled the nominees will be elected by general consent.

Manahan Bliss thanks Hutchins and congratulates the newly elected officials.

Manahan Bliss inquires if there is any unfinished business to come before the Annual Meeting.

Winch confirms that there is no unfinished business.

Manahan Bliss inquires if there is any new business to come before the Annual Meeting.

Winch confirms that member, Edward Johnson submitted the following question: “The interest rates for all types of saving accounts are very low. However, the interest rates for loans are much higher than interest earned on savings. Why?”

Giard thanks Mr. Johnson for his question. Giard states that we are in an unprecedented low rate environment. Currently, the Federal Funds Rate and Treasury Yield Curve, both of which strongly influence our rates, are at historical lows.

Giard states that our rates remain very competitive with local banks and Credit Unions. Giard states that our Reward Checking account has a 1% interest rate for those who meet qualifications. Of Credit Unions our size, we are pleased to share that we paid out the highest amount in annual interest per member in 2020. Giard states that the Credit Union, also ranked #1 in the State of Vermont by Callahan and Associates for the amount of giveback our member's receive in the form of higher deposit rates, lower loan rates, and member engagement with our product and services.

Giard is happy to report that there is a likelihood that the Federal Open Market Committee of the Federal Reserve will increase rates early next year.

Winch states that no further questions have been received.

Manahan Bliss thanks Jean for her response and the members who submitted questions.

Manahan Bliss calls the 2021 Annual Meeting adjourned.

Winch thanks Manahan Bliss and all members in attendance this evening. Winch states that all members who attended will be receiving a thank you package in the mail as a small token of our appreciation.

Annual Meeting adjourned at 5:52pm.