

**ANNUAL MEETING MINUTES
CREDIT UNION OF COLORADO
MARCH 13, 2021**

1. **Call to Order** – The Annual Meeting of Credit Union of Colorado was called to order by the Chairman of the Board, Will Fleckenstein at 8:48 AM in a virtual environment via Zoom on Saturday, March 13, 2021.

A. Introductions – Will Fleckenstein welcomed members to the meeting and introduced Dann Milne, Secretary/Treasurer; Ron Hinton, Supervisory Committee Chair; Chad Wilcox, Credit Officer; Terry Leis, Chief Executive Officer; and Alicia Murray, Executive Assistant.

B. Reading of the Notice of the Meeting – Dann Milne, Secretary/Treasurer, reported that the Notice of the Meeting was published with the December 2020 year-end account statements of the credit union as follows: "Notice was given with the December 2020 year-end account statements that the Annual Meeting of the Credit Union of Colorado would be held virtually on this day, Saturday, March 13, 2021. The purpose of the meeting being to hear reports of officers and committee chairs."

C. Ascertain a Quorum is present – Secretary/Treasurer Dann Milne stated that according to the Bylaws of the Credit Union of Colorado, a quorum at all meetings of the members shall consist of at least 15 members. Mr. Milne requested that the minutes reflect that 111 members were in attendance, constituting a quorum; therefore, the meeting may commence.

D. Appointment of Recording Secretary – Will Fleckenstein appointed Alicia Murray as Recording Secretary for this meeting.

E. Appointment of Parliamentarian – Will Fleckenstein appointed Jeff Romeo as Parliamentarian for this meeting.

2. **Approval of the 2020 Annual Meeting Minutes** – Mr. Fleckenstein announced that copies of the 2020 Annual Meeting minutes are available for review. If there are no further corrections to the minutes, they stand as approved. There were no corrections presented therefore the minutes are approved.

3. **Introduction of the Board of Directors** – Mr. Fleckenstein introduced Members of the Board of Directors.

4. **Reports:**

A. Will Fleckenstein, Chairman of the Board of Directors – Mr. Fleckenstein stated the Credit Union of Colorado Board of Directors has been greatly distressed by the impacts of the pandemic on our membership. Because of the pandemic, many of our members required assistance with immediate financial needs. We were here to help as we worked hand in hand with management and staff to take care of our members. We did our best to be a source of solace and help rather than just another problem for our impacted members. We helped with programs such as Skip-A-Pay, the

Emergency Relief Loan Program, and Overdraft/Non-Sufficient Funds forgiveness. We worked with members, as individuals, to help with their issues specific to their circumstances. Donations to food banks and CSEAP were accelerated, and we are dedicated to meeting the needs of our membership.

The Credit Union of Colorado is committed to safeguarding the health of our members, staff, and volunteers. As we monitor the spread of COVID-19 (Coronavirus), we want to keep you apprised of our actions and policies to keep you protected. You can expect to see staff cleaning frequently touched surfaces more often, including doorknobs, phones, handrails, and counters throughout all our facilities. Also, we will be limiting physical contact with each other and our members. Our typical greeting with a handshake will not be extended until the virus is under control, and the official recommendations are updated. Additionally, many of our members are choosing to use Digital Banking and our Call Center in place of coming into the branch.

The Credit Union of Colorado is committed to fostering and preserving this culture of diversity, equity, and inclusion in the way we treat everyone. Our most valuable asset is our people, membership and employees. It is the collective sum of their individual life differences, expectancies, knowledge, innovation and self-expression that represents a significant part of our culture, reputation and core values.

The strategic focus that we have is translated into two concrete objectives. The first is to preserve the current value and explore ways to enhance member experience. The second is our ability to pivot during the Covid-19 pandemic to meet the financial needs of our members. Despite a challenging year, the Board met its objective and helped members navigate the environment using the previously mentioned Skip-A-Pay program, Emergency Relief Loans, and Overdraft and Non-Sufficient Funds forgiveness.

The Board works closely with management and employees to ensure we remain fiscally sound and stable as we make continual progress towards these goals and we measure our success by member feedback and overall growth and improvement in key metrics. By all of these measures, the Board is proud to report that the Credit Union is doing very well. Member satisfaction remains high with 96% of members being “satisfied” or “very satisfied” with our overall service and 82% of current members say they will be members for life. Our credit union membership grew at a rate of 6.1% including Southwest Colorado Federal Credit Union’s merger with us. This merger gave us the ability to serve our members in the southwest part of the state and provide Durango with a credit union option. Membership grew 4.2% without the merger.

Regarding community outreach, Covid-19 cancelled our regularly scheduled community outreach events in 2020. However, our second annual employee “Here to help” Day still took place and was a success. We had 192 employees volunteer a total of 768 hours and employees donated 919 community outreach hours for company-coordinated events during 2020. Once again, we are the primary supporter of the Credit Union Foundation of Colorado, putting dollars back into our communities.

The Credit Union launched an employee Diversity, Equity and Inclusion Committee in 2020 to work with the Board's long-standing Diversity Committee spearheading new directions and support for our organizational initiatives. This reinforces the fact that we are stronger together when we work side-by-side. On behalf of my fellow board members, thank you for the privilege of serving our Credit Union.

B. Dann Milne, Secretary/Treasurer – Mr. Milne discussed the 2020 credit union financials stating that this report caps a challenging year for all of us, but the Credit Union staff, management, and Board responded aggressively to assist our members in these difficult times. We followed our pandemic plan and modified it as needed to keep our members and employees safe and we changed our loan policies to meet the needs of our members. We ended 2020 with very solid financial footing. We recently became a \$2 billion Credit Union with over 143,000 members statewide. We had strong loan growth led by mortgage loans. We saw very strong deposit growth at 24% as members constrained their spending awaiting a more open economy. Our credit quality remained good and our delinquency ratio was 0.20% which was better than our peers. Our percentage of loan losses of 0.32% was similar to previous years. We are a well-capitalized credit union and we have maintained a strong financial footing during these challenging times. We are well situated to respond to our member's needs in the coming years.

C. Ron Hinton, Supervisory Committee Chair – Mr. Hinton introduced the Supervisory Committee members; our external auditing firm Holben, Hay, Lake, and Balzer (HHLB) which is now a division of Singer who was not in attendance; and our Internal Auditing manager Ryan Snyder and his staff. He provided a report stating our committee ensures that the Credit Union of Colorado's policies, procedures and reporting meet both national regulatory requirements as well as the needs of our members. We are proud to report that we are in compliance with all regulatory requirements, having once again earned the highest regulatory rating possible. Thank you to our management team and our Internal Audit Department for their critical work in this success. We also acknowledge the important contribution of our external CPA firm, Holben Hay Lake Balzer (a division of SingerLewak). This team of professionals ensures that we meet the voluminous requirements placed on financial institutions while keeping our member shareholders' interest protected at all times.

D. Chad Wilcox, Credit Officer – Mr. Wilcox discussed the responsibilities of the Credit Officer and stated that this past year brought economic hardship to many of our members. Thanks to our incredible member-focused team, we were here to help by assisting with our members' lending needs and providing COVID-19 financial support. This included granting mortgage forbearances, emergency pandemic loans and additional Skip-A-Pay options, which is a program where qualified members were permitted to skip up to three payments on certain loans, such as auto loans and credit cards. We assisted 17,490 members with their lending needs. Our total portfolio grew 6.40%, hitting \$1.16 billion. We funded total loans of \$492 million in 2020. Due to COVID-19, 196 mortgage forbearances were granted. During the pandemic, we assisted 5,618 members with Skip-A-Pay

options. We granted 254 emergency pandemic loans for over \$725,000. Home financing of \$428.9 million was provided to 2,355 members. In 2020, we focused primarily on meeting the immediate needs of our members due to the pandemic. Moving forward, we will continue the process of upgrading our loan and application processes in addition to implementing online banking enhancements in our efforts to continually improve our members' user experience.

E. Terry Leis, Chief Executive Officer – Mr. Leis welcomed all members who attended and recognized that this past year was an environment of uncertainty. As the Covid-19 pandemic changed our daily lives, our focus continued to be helping our members. The health and safety of our members and employees was paramount and continues to be our top priority. We focused on meeting members needs while remaining a responsible community partner. While the Covid-19 pandemic uncovered new opportunities for improvements such as the need for more drive ups and improving digital channels, we also moved forward with planned initiatives. These included launching a new website, purchasing a site for a new branch location in Broomfield and expanding into the Durango market via a merger. Regulators view us a fiscally responsible and financially stable. We continue to earn the highest regulatory compliance ratings possible and to deliver stable, above-average financial growth.

In March 2020, Southwest Colorado Federal Credit Union merged with our Credit Union adding a new location in the southwest corner of the state in Durango. We are currently the only credit union serving Durango. We are proud of our new website which brings an enhanced user experience to our members with clearer navigation, an updated mobile-friendly design, upgraded chat functionality and a new goals section which provides resources to assist members with financial decisions.

In response to our growing membership base in Broomfield, we purchased a site and plan to open a branch in Broomfield by the end of 2021. This full-service location will include a drive-up, an open layout and an integrated approach to building trustworthy relationships with our members.

To accommodate our growing workforce and position the Credit Union for growth and expanded services, we are happy to announce we purchased a site in Denver's Central Park neighborhood to build a new headquarters. Construction is slated to begin in late 2021. The new headquarters will have increased office space and a full-service branch with drive-up and ATM services. The project is anticipated to be finished by the end of 2022.

Our continued focus is to do the right thing for our members and improve how we serve them. By listening to each member's unique situation, we continue to take a personalized approach to their financial needs and be here to help as needed. We thank you for supporting your Credit Union and for your patience and continued loyalty through last year. We hope that 2021 ends in a better environment than what we are currently in as people continue to get vaccinated.

5. Election Results: Nominating Committee – Mrs. JoAnn Vondracek: Mrs. Vondracek recognized Wendell Pryor and Ron Hinton as the other members on the Nominating Committee and announced that this year there were four (4)

positions open, each with a three (3) year term. The Committee submitted a slate of candidates which included Kimberly Howard, Joe Montoya, Russ VanNostrand, and Lloyd Wicke. They have accepted their nominations and we received no petitions, therefore in accordance with the bylaws Kimberly Howard, Joe Montoya, Russ VanNostrand, and Lloyd Wicke have been elected by acclamation for three (3) year terms. Thanks to everyone for their service to the Credit Union of Colorado.

6. Adjournment –The meeting was declared adjourned at 9:15 AM.

Will Fleckenstein
Chairperson of the Board

Dann Milne
Secretary/Treasurer