

MINUTES OF ANNUAL MEMBERSHIP MEETING

REGAL PINNACLE THEATER  TUESDAY, MARCH 7, 2023

The Annual Meeting of the Membership of Knoxville TVA Employees Credit Union was called to order at 7:00 PM by Chairperson Cleston Jones. Secretary Janie Pipkin confirmed the necessary quorum of 100 was present. After Mr. Jones welcomed all Members attending the meeting and thanked them for their support, Jim Ford gave the invocation.

Mr. Jones introduced the following individuals who served the Credit Union in volunteer positions from March 2022 to March 2023:

Board of Directors

Andrea Brackett	Steve Hillenbrand	Janie Pipkin
Kami Darakshani	Paul Ivie	Howard Rosser
Tom Heffernan	Cleston Jones	Mitchell Weaver

Supervisory Committee

Veenita Bisaria	Sherry Vermillion	Edna Riddick
Bill Bonham	Nikolaus Jordan	
Jim Ford	Cynthia "Cid" Letsinger	

Mr. Jones stated a copy of the 2022 Annual Meeting minutes was included in the Annual Report handed out before the meeting. The minutes were accepted as written reports from the Board of Directors, the President, the Treasurer, and the Supervisory Committee and are included in the Annual Report. There were no Bylaw changes in 2022. He then called for verbal reports from Glenn Siler, Credit Union President/CEO.

Glenn Siler, President/CEO

Good evening, and welcome to the Annual Meeting of the Knoxville TVA Employees Credit Union.

Since 1934, the Credit Union and its Members have faced many challenges together. Our journey started in the aftermath of the Great Depression when our founders realized TVA employees needed a safe place to save and borrow money. Using the philosophy of "People Helping People," they formed the Knoxville TVA Employees Credit Union.

At the end of the first year of operation, 300 people joined the Credit Union, allowing the Credit Union to help them begin their journey to financial success and security.


The philosophy of "People Helping People," which created our Credit Union in 1934, still forms the fundamental principle of our Credit Union's operation today. From that simple operation in 1934, our Credit Union has grown to provide many convenient and trustworthy services to help you and your family grow financially. Over the years, our Credit Union has expanded to a Community Charter where our membership eligibility includes almost everyone within the eight counties of our service area. We now serve the financial needs of over 263,000 Members and their families. As we entered 2022, we saw the easing effects of the pandemic and supply shortages and an overall improvement in consumer confidence. However, in March, inflation began to take a hardship toll on everyone. Over the year, prices of goods and services skyrocketed, in some cases, to an all-time high. Americans saw the cost of living increase by an average of \$8,000.00 per year for families. This caused many Members to use their savings to pay bills.


Inflation is another challenge added to the list of challenges everyone has faced over the past three years. As always, the Credit Union is ready to help. Our rates remained very competitive on both saving and borrowing. Programs were available to increase our Members' ability to manage their finances and to improve their lives. We were ready to help when Members experienced a difficult financial situation. In these trying times, we passionately pursue ways to support the communities we serve.


We provided a vital source of credit for our Members in 2022. Our Credit Union granted over \$1.7 billion in home, auto, personal, and credit card loans. Our Credit Union is a safe haven for Members, evidenced by over \$3.25 billion in deposits.










The year ended with over \$3.84 billion in assets, and our Credit Union remained financially strong with a healthy net capital position of 9.16%. Our strong financial position enabled our Credit Union to maintain and

improve our service to Members, allowing us to overcome any challenges and seize opportunities.

 **Deposit Growth:** Deposits grew \$276,936,764, which is a 9.31% growth. Members took advantage of the increased rates on certificate accounts.

 **Loan Growth:** Loans grew \$487,081,062, which is a 16.97% growth. Over \$1.7 billion was disbursed in new loans for autos, homes, home improvements, personal loans, and credit cards.

 **Asset Growth:** Assets grew \$413,389,370, which is a 12.05% growth.

-  11,905,791 In-person transactions in our branch offices
-  466,475 Mobile deposits for \$209,156,955.00
-  7,035,616 Online Banking logins
-  1,254,062 ATM transactions
-  4,700,000 Average monthly visits to our website
-  43,947,112 Mobile App logins
-  1,072,462 Calls to Smart Teller
-  773,746 Calls to our Contact Center
-  \$1,892,295.00 Redeemed through our uChoose Rewards® program

Awards Received in 2022

The Credit Union received many awards in 2022. These awards, nominated and voted for by our Members, are very important to us. They reflect the Members' view of the service we provide, how well we provide those services, and the trust Members place in us.



Best Credit Union

Best Mortgage Lending Company

Best Place to Work

Best Overall Leadership

Best Financial Planning Services

Best Eco-Friendly/Green Business

Community Giveback

At Knoxville TVA Employees Credit Union, we believe in being part of something bigger than ourselves. This belief goes beyond the branches as we work to give back locally to schools, community events, and organizations. The Credit Union's Simply Smart Foundation for Education awarded grants to classrooms for special projects in every public high school in our service area. These projects enhance the education experience for many students. Our staff volunteered many hours at events and sponsorships to help improve our communities. We're committed to the lives and communities we serve. Follow us on social media to see what we are doing in the community!

Financial Wellness and Education

The Credit Union offers several financial wellness programs and educational resources to help Members keep track of expenses and manage their money in a healthy manner. Free programs, offered as one of many Member perks, include Money Desktop to help set a budget and track your spending. Another program is Credit Score, which provides Members with free credit scores and personalized offers to help Members save money. Additionally, free financial wellness counseling and educational information are offered through our long-time partner GreenPath, a national non-profit organization committed to improving people's quality of life through financial wellness. GreenPath helps Members create a personalized plan to build a foundation of financial health. Plus, Members can visit any branch or call the Call Center for assistance and further information.

Service Convenience and Increased Security

Our new Northshore Branch opened in early January of this year and provides an additional service location for our Members in the Northshore area. New services through Online and Mobile Banking expanded online chat to include the ability to chat by video, also known as video chat. Our Quick Balance feature lets Members check balances with a single swipe. New Send Money enhancements, like security text for adding a new payee or sending money above a certain threshold, made it easier to send money to friends, family, and other Members.

Account security is important to our Members, and it's very important to the Credit Union. The Credit Union added additional security requirements with usernames and passwords, incorporating alpha and numeric characters, along with multi-factor authentication for certain account transactions in Online Banking. Additional security enhancements were added to allow Members to lock their credit and debit cards through Control My Card. This empowered Members to stop all incoming charges, except for recurring transactions, at their fingertips.

A robust language translator app was added to our website, enabling the Credit Union to convert our website into Spanish content for Spanish speakers.

Members enjoy convenient services such as Online Banking, Mobile Banking, debit and credit cards, over 90,000 surcharge-free ATMs, 25 branch locations, and much more. We all appreciate the convenience of our online and mobile services, and we continually work to improve these services with innovation and ideas from our Members and our trusted partners.

89-Year Journey

Our 89 years of success can be attributed to four things:

- Members' trust in us to be their financial partner on their financial journey
- Maintaining a safe and sound financial organization
- Offering products and services to benefit our Members
- Our dedicated employees delivering on the Credit Union philosophy of "People Helping People"

There is one thing that automation and apps cannot deliver - a caring attitude. This is what our employees do each day. Each week, we receive multiple comments from Members about how someone from the Credit Union has helped them. From a simple smile and good morning greeting to a complicated workout of a troubled situation, our employees are there to help. I want to say thank you to our employees for their hard work and dedication to serving our Members.

Now is that special time each year at the Annual Meeting to recognize our young Members here tonight. They are the future of the Credit Union. You are entrusting us with the financial future of the most important people in your life. I would like to ask the young members in the audience under the age of 16 to come down front. We want to thank you for coming to the Annual Meeting.

We have a special gift for you. The gift contains a \$5.00 bill plus a \$10.00 coupon. The \$5.00 is yours to spend or deposit in the Credit Union. The \$10.00 coupon will be redeemed and deposited into your account when brought to any Credit Union branch by you.

Thank you for coming to the Annual Meeting tonight. We congratulate your parents, grandparents, and friends for starting you on the right path to a good financial future. Let's give them a round of applause for coming tonight. They are the future of the Credit Union.

Future

Throughout 2022, the Knoxville TVA Employees Credit Union remained focused on enhancing the financial well-being of our valued Members and their families. As we navigate through the challenges ahead, we are very thankful for the "People Helping People" philosophy that was instilled in our operation by our Credit Union founders. The Credit Union has come a long way since 1934. And we will continue to move upward and forward, operating on the founding principle of "People Helping People." Working together will keep both the Credit Union and Members successful in the years to come.

This is my 49th Annual Meeting and my last as an employee of the Credit Union. I am retiring at the end of April. Over my 49-year history, I have seen a lot of changes. When I came to the Credit Union in 1973, we had about \$28 million in assets; now we have over \$3.8 Billion. From one office to 25 branch locations.

One thing has never changed: the "People Helping People" philosophy that formed this Credit Union in 1934 is the same philosophy we operate under today. Thank you for your support over the past 89 years.

As we approach the next decade of our journey, we remain committed to

helping you and your family grow financially and to working together for the benefit of all. We are honored for the opportunity to serve as a trusted financial partner for our loyal Members in the communities we serve. Thank you for being a part of our 89-year journey.

Mr. Jones introduced Sherry Vermillion, Chairperson of the Supervisory Committee, to present the Supervisory Committee report.

Sherry Vermillion, Chairperson of the Supervisory Committee

It is the responsibility of the Supervisory Committee to provide the Membership with an independent appraisal of the overall financial safety and soundness of Knoxville TVA Employees Credit Union and to oversee compliance with various financial and regulatory requirements.

The Supervisory Committee meets regularly to examine reports to confirm Members' assets are safe and secure.

The Supervisory Committee's general responsibilities include ensuring the Board and Credit Union management:

- Meets financial reporting objectives
- Establishes practices and procedures sufficient to safeguard Members' assets

A critical component of the Credit Union's internal control is the Internal Audit Department, which reports directly to the Supervisory Committee. Internal auditors meet bi-monthly with the Supervisory Committee to review internal and external audit reports, risk assessments, and internal control practices.

In addition to the Internal Audit Department, independent auditors are engaged to assist in meeting the Supervisory Committee's responsibilities. Examiners from the National Credit Union Association (NCUA) and the State of Tennessee Department of Financial Institutions also review annual statements and records.

Based on the satisfactory reports of audits performed by internal and external auditors, it is the opinion of the Supervisory Committee that Knoxville TVA Employees Credit Union continues to be a financially strong and well-managed institution with sound policies and procedures.

Members have relied on Knoxville TVA Employees Credit Union for over 89 years. Members can continue to trust the Credit Union to protect their money today and long into the future.

Knoxville TVA Employees Credit Union has always been more than just a financial institution to our Members. We are a trusted guide to our Members as they navigate their journey to achieve financial wellness.

Nominating Committee

Mr. Jones introduced the Chairperson of the Nominating Committee, Andrea Brackett, who presented the names of the 2023 Official Family as follows:

Board of Directors

Andrea Brackett	Steve Hillenbrand	Janie Pipkin
Kami Darakshani	Paul Ivie	Howard Rosser
Tom Heffernan	Cleston Jones	Mitchell Weaver

Supervisory Committee

Veenita Bisaria	Sherry Vermillion	Edna Riddick
Bill Bonham	Nikolaus Jordan	
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Giveaways

Upon arrival at the Regal Pinnacle, Members were given flashlights. Young Members under the age of 16 were also given a gift of \$5.00 to say thank you for coming to the meeting, and hopefully, the \$5.00 along with a \$10.00 coupon, will be used as a deposit in the Credit Union. After the meeting adjourned, monetary door prizes were drawn by Stephan Strickland. A total of \$2,550.00 was given away.

Janie Pipkin, Secretary

Stephanie Tajen, Recording Secretary

