

**INTOUCH CREDIT UNION
ANNUAL MEETING MINUTES
April 8, 2022**

Board/Advisory Directors in attendance:

Nancy Pressel	Chairperson
Dan Crouse	Treasurer
Jodie Robinson	Secretary
Theresa Tschirky	Board Director
Jon Hardesty	Board Director
Terri Bryant-Harrell	Board Director
John Shinneman	Board Director
Lisa Papageorge	Board Director
Charleen Barnwell	Advisory Director
Michelle Mills	Advisory Director
Leanne Ferdig	Advisory Director
Ryan Bowen	Advisory Director

Board/Advisory Directors (cont.):

Mike Gallo	Advisory Director
Donnie Shepherd	Advisory Director

Staff/Others in attendance:

Kent Lugrand	President/CEO
Sammie Cantrell	SVP/CAO
Tom Condos	SVP/CIO
Tim McCoy	SVP/CMO
Bob McDonald	SVP/CFO
Kristen Schmieg	SVP/DCO
Bridger Robinson	SVP/CXO
Barb Holman	Executive Assistant/ Recording Secretary
Ellen Cawthorn	Executive Assistant/ Recording Secretary

CALL TO ORDER

Chairperson Nancy Pressel called the in-person/virtual meeting to order April 8, 2022, at 6:00 pm CT at 2615 Preston Road, Frisco, TX 75034. Nancy welcomed both members and Credit Union employees in attendance to the 48th InTouch Credit Union (ITCU) Annual Meeting and first in-person meeting since 2019.

CONFIRMATION OF QUORUM

Nancy asked the Acting Board Secretary if a quorum was present. Dan Crouse, Acting Board Secretary, reported a quorum was present making the 48th Annual Meeting an official meeting.

ANNUAL MEETING AGENDA

Nancy announced the agenda for the meeting: Appoint Dan Crouse as Acting Board Secretary, Appoint Theresa Tschirky as Acting Nominating Committee Chairperson, Appoint Sammie Cantrell as Parliamentarian, approve the Annual Meeting Minutes from 2021, delivery of the Chairperson's Report, Bylaw Update Notification, Audit Committee Report, Nominating Committee Report, President's Report, answer any Member Questions, and Adjournment.

REVIEW AND APPROVAL OF THE MINUTES

MOTION: The following motion was made by Mr. Alex Schitter and seconded by Mr. Jon Ganow. "I move that we dispense with the reading of last year's minutes and accept them as recorded."

Motion carried.

CHAIRPERSON'S REPORT

Nancy stated it is an honor to be present and to serve as Chairperson. She introduced the Board of Directors: John Roberts, Jodie Robinson, Theresa Tschirky, Dan Crouse, Lisa Papageorge, Terri Bryant-Harrell, John Shinneman, and Jon Hardesty. On behalf of the Board of Directors and staff, Nancy thanked everyone for their continued support and dedication to ITCU. Nancy also recognized and thanked Advisory Directors Charleen Barnwell, Michelle Mills, Leanne Ferdig, Ryan Bowen, Michael Gallo, and Donnie Shepherd. Nancy noted the Advisory Directors serve at the pleasure of the Board for one-year appointed terms according to Bylaw 5.01(f), possess the same fiduciary responsibilities as Board Directors, and help the Board with oversight and governance by serving on several vital committees. Nancy shared ITCU achieved several key strategic initiatives focused on technology innovations and was selected as the first and second place winner of "Best Credit Union" in its Texas, Nevada, and Michigan markets. ITCU continued to utilize its Business Continuity Plan and enacted member/employee safety measures due to the continuing pandemic. As 2021 ended, ITCU exceeded \$1 billion in assets, a milestone achievement. Nancy recognized 2021 was a pivotal year and thanked everyone for their continued business and loyalty.

BYLAW CHANGE DISCLOSURE

Nancy shared ITCU Bylaw 8.01(c) requires "any change adopted by the board of directors and approved by the Commissioner shall be reported to the membership of the credit union no later than the next succeeding membership meeting following approval of such change by the Commissioner." Nancy confirmed there were no bylaw amendment approvals in 2021.

AUDIT COMMITTEE REPORT

Audit Committee Chairperson Theresa Tschirky thanked her fellow members of the Audit Committee: John Shinneman, John Roberts, Jon Hardesty, Michael Gallo, and Donnie Shepherd as well as the ITCU Risk Management team. Theresa shared the Audit Committee places emphasis on safety and soundness, adherence to regulatory requirements, protection of members' personal information, cybersecurity, and fraud mitigation. With the rise of cybersecurity threats across all industries, ITCU continued to focus on cybersecurity testing and training. Nearman, Maynard & Vallez, a certified public accounting firm, conducted a comprehensive audit, and within the scope of their 2021 annual audit did not identify any material internal control weaknesses. Additionally, Nearman issued an unmodified opinion and found the Credit Union's presentation of financial statements conform with Generally Accepted Accounting Principles (GAAP) of the United States of America. Similarly, internal auditor Cornerstone Resources conducted numerous audits and the ITCU Risk Management team completed several internal reviews. These audits and reviews consistently found the Credit Union functions in an operationally sound manner. The Audit Committee is pleased to share that leadership continues to follow solid business practices, which resulted in positive audit results.

NOMINATING COMMITTEE REPORT

Theresa Tschirky, Acting Nominating Committee Chairperson, introduced and thanked the members of the Nominating Committee: John Roberts and Lisa Papageorge. The Committee nominated the following three individuals to a position on the Board of Directors for a three-year term: Nancy Pressel, Terri Bryant-Harrell, and John Shinneman. Because there were no other valid nominees by petition, all Directors were elected by acclamation. Theresa also announced the Nominating Committee, in alignment with Bylaw 5.01(f), recommended Charleen Barnwell, Michelle Mills, Ryan Bowen, Leanne Ferdig, Michael Gallo, and Donnie Shepherd to serve as Advisory Directors for the next one-year term. Theresa congratulated all Directors and turned the meeting over to Nancy. Nancy congratulated the elected and appointed nominees and introduced Parliamentarian Sammie Cantrell. Sammie led the elected and appointed Directors in attendance (Nancy Pressel, John Shinneman, Ryan Bowen, and Michael Gallo) in their oaths of office. Nancy introduced President and CEO, Kent Lugrand.

PRESIDENT'S REPORT

Kent thanked the Directors for their commitment to go above and beyond by volunteering their time to serve the membership. In addition, he thanked the Executive Leadership Team for their commitment. Due to the economic fallout from the pandemic, members and financial institution regulators asked for assistance to help families. ITCU was able to help members keep their loan obligations current through adjustments. In addition, the Credit Union waived late fees and service charges, eliminated all non-sufficient funds fees, made processing adjustments to enable access to payroll direct deposits up to two days earlier, expanded free checking account offers, and provided enhancements to mobile deposit capture services. Kent also noted it is critical that ITCU remain financially strong. To do so, management focused on improving operating efficiencies while making key investments to expand physical and electronic delivery channels. The results added over \$9 million to financial reserves and allowed ITCU to open new branches and offer new products. Kent stated the Credit Union's new food insecurity campaign will allow us an opportunity to fight food insecurity in the communities where our members and employees live.

PRESENTATION OF SERVICE AWARDS

Kent recognized the employees who attained their five-year anniversaries or a five-year multiple of their five-year anniversary during 2021.

5 Years:

Oscar Aderman – Member Solutions
Allison James – Operations Support
Diana Santana Valdez – ITM Operations
Tanja Titus-Retting – Member Solutions

10 Years:

Tim McCoy – Marketing
Chris Oglesbee – Operations Support
Gloria Smith – Risk Management

15 Years:

Melanie Glidwell – Consumer Lending
Melissa Machen – Operations Support

NO OLD/NEW BUSINESS

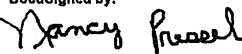
Nancy opened the floor for questions. There were none.

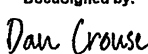
MOTION: The following motion was made by Mr. Alex Schitter and seconded by Mr. Jon Ganow.
“I move that we adjourn the meeting.”

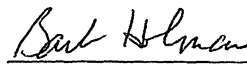
Motion carried.

ADJOURNMENT

Nancy adjourned the Annual Meeting at 6:28 pm CT.

DocuSigned by:

05E84E9EC43244F...
Nancy Pressel,
Chairperson

DocuSigned by:

A38B0F424F9C4FE...
R. Daniel Crouse
Acting Secretary


Barb Holman,
Executive Assistant/
Recording Secretary

20 Years:

Barb Holman – Administration
Connie Wilson – Electronic Data Processing

30 Years:

Karessa Pewtress – Nevada Region
Peter Snel – Cybersecurity

35 Years:

Debra Bradford – Electronic Data Processing
Carol Creech - Underwriting