

**INTOUCH CREDIT UNION  
ANNUAL MEETING MINUTES  
April 11, 2025**

**Board/Advisory Directors in attendance:**

Nancy Pressel	Chairperson
John Roberts	Vice Chairperson
Dan Crouse	Treasurer
John Shinneman	Deputy Secretary
Jon Hardesty	Deputy Treasurer
Theresa Tschirky	Board Director
Terri Bryant-Harrell	Board Director
Michael Gallo	Board Director
Charleen Barnwell	Advisory Director
Leanne Ferdig	Advisory Director
Donnie Shepherd	Advisory Director
Mark Chezem	Advisory Director
Patricia O’Neil	Advisory Director

**Staff/Others in attendance:**

Kent Lugrand	President/CEO
Sammie Cantrell	SVP/CRO
Tom Condos	SVP/CIO
Robert McDonald	SVP/CFO
Gloria Smith	SVP/CBO
Tim McCoy	SVP/CMO
Bridger Robinson	SVP/CLO
Kristen Schmieg	SVP/CDO
Sindy Schmitt	Executive Assistant/ Recording Secretary
Barb Holman	Executive Assistant/ Recording Secretary

**CALL TO ORDER**

Chairperson Nancy Pressel called the meeting to order on April 11, 2025, at 6:00 pm CT at 6007 Legacy Drive, Plano, TX 75024. Nancy welcomed members and Credit Union employees to the 51<sup>st</sup> InTouch Credit Union (ITCU) Annual Meeting.

**CONFIRMATION OF QUORUM**

Nancy asked John Shinneman, Deputy Secretary, if a quorum was present. John reported a quorum was present, making the 51<sup>st</sup> Annual Meeting an official meeting.

**REVIEW AND APPROVAL OF THE MINUTES**

**MOTION:** The following motion was made by Ms. Anna Donaldson and seconded by Mr. Randy Hodges. “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, Terri Bryant-Harrell, John Shinneman, Jon Hardesty, and Michael Gallo. On behalf of the Board of Directors and staff, Nancy thanked members for their continued support and dedication to ITCU. Nancy also recognized and thanked Advisory Directors Charleen Barnwell, Leanne Ferdig, Ryan Bowen, Donnie Shepherd, and Mark Chezem. 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 committees. In 2024, ITCU celebrated its 50<sup>th</sup> anniversary with celebrations in Texas, Nevada, and Michigan. Nancy stated the results of our annual Member Survey reflect the highest satisfaction scores we have achieved in 20 years. It is a privilege to serve our members, and we will continue to strive to meet and exceed your expectations for the service experience.

**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 changes in 2024.

**AUDIT COMMITTEE REPORT**

Audit Committee Chairperson Theresa Tschirky thanked her fellow members of the Audit Committee: John Shinneman, John Roberts, Jon Hardesty, Michael Gallo, Donnie Shepherd, and Mark Chezem, as well as the ITCU Risk Management team. Theresa stated the Audit Committee emphasizes safety and soundness, adherence to regulatory requirements, fraud mitigation, protecting members’ personal information, and

cybersecurity. Doeren Mayhew, a certified public accounting firm, conducted a comprehensive audit and did not identify any material internal control weaknesses within the scope of their 2024 annual audit. Doeren Mayhew 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 auditors Cornerstone Resources, Waypoint Advisory Services, Harold Antao & Company, and TraceSecurity conducted numerous audits. 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**

John Roberts, Nominating Committee Chairperson, introduced and thanked the members of the Nominating Committee: Dan Crouse and Theresa Tschirky. 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. John R. also announced that the Nominating Committee, in alignment with Bylaw 5.01(f), recommended Charleen Barnwell, Ryan Bowen, Leanne Ferdig, Donnie Shepherd, Mark Chezem, and Patricia O’Neil to serve as Advisory Directors for the following one-year term. Nancy congratulated the elected and appointed nominees and introduced Parliamentarian Sammie Cantrell. Sammie led the elected and appointed Directors in attendance (Nancy Pressel, Terri Bryant-Harrell, John Shinneman, Donnie Shepherd, Mark Chezem, and Patricia O’Neil) in their oaths of office. Nancy introduced President and CEO Kent Lugrand.

**PRESIDENT’S REPORT**

Kent stated 2024 will be remembered as a challenging year. Inflation, environmental disasters, and dramatic price increases reintroduced financial stresses to the membership and American public. As a result, many members adjusted their approach to banking, shopping, and spending. ITCU did the same. Our membership survey results proved that 65% of our members will not return to a branch to conduct business. As a result, we continue to make changes and transition away from being predominantly branched focused. In 2024, ITCU launched new technology tools to combat fraud, identity theft, and website imposters. We launched a new mobile banking application and online banking system, and we upgraded our online lending and account opening platforms. Kent thanked the Credit Union volunteers and employees for their dedication. ITCU remains financially strong and is well-positioned to continue to enhance our in-person and digital services.

**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 2024.

**NO OLD / NEW BUSINESS**

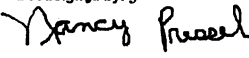
Nancy opened the floor for questions.


**MOTION:** The following motion was made by Ms. Anna Donaldson and seconded by Mr. Randy Hodges. “I move that we adjourn the meeting.”

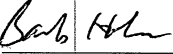
**Motion carried.**

**ADJOURNMENT**

Nancy adjourned the Annual Meeting at 6:25 pm CT.

  
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Nancy Pressel,  
Chairperson

  
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John Shinneman  
Deputy Secretary

  
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Barb Holman,  
Executive Assistant/  
Recording Secretary