

MINUTES OF ANNUAL MEMBERSHIP MEETING

ZOOM - KNOXVILLE, TN | TUESDAY, MARCH 9, 2021

We want to share some housekeeping notes for your convenience. Ask questions anytime throughout the meeting. To ask a question, please submit your question using the Q&A button on the bottom of your screen. We will answer the questions as quickly as possible through the Q&A feature. Any personal questions, or account specific questions, will be addressed privately through Q&A.

It's easy to view questions and answers in Zoom. Just click on the Q&A icon in the conference control box at the bottom of your screen to open the Q&A box. You can leave the Q&A box up on your screen for the entire meeting! Just move it to the side of your screen by clicking and dragging the box, just like this.

We also want you to know this event is being recorded and will be placed on our website for future reference. Board Members, Supervisory Committee Members, and the Executive Team are present and logged into this ZOOM meeting. This meeting is live, but to ensure a smooth delivery of key meeting requirements, reports and announcements have been pre-recorded. Please visit our website at tvacreditunion.com/annual meeting to view or download a copy of our Annual Meeting Report and Minutes.

The annual meeting of the membership of Knoxville TVA Employees Credit Union was called to order at 7:00 pm by Chairperson, Paul Ivie. Secretary, Jane Pipkin, confirmed the necessary quorum of 100 was present. After Mr. Ivie welcomed all members attending the meeting and thanked them for their support, Carl Mills gave the invocation.

Mr. Ivie introduced the following persons: Judy Poulson, who was appointed as Parliamentarian for the meeting; then introduced the following individuals who served the Credit Union in volunteer positions from March 2020 to March 2021:

BOARD OF DIRECTORS

Paul Ivie	Andrea Brackett
Tom Heffernan	Cleston Jones
Steve Hillenbrand	Sherry Vermillion
Ray Pack	Nikolaus Jordan
Jane Pipkin	

SUPERVISORY COMMITTEE

Bill Bonham	Howard Rosser
Jamie Keith	Veenita Bisaria
Kami Darakshani	Mitchell Weaver
Edna Riddick	James Ford

Mr. Ivie stated a copy of the 2020 Annual Meeting minutes were included in the Annual Report available for download on the Credit Union website. The minutes were accepted as printed. Written reports from the Board of Directors, the President, the Treasurer, and the Supervisory Committee are included in the Annual Report. There were no Bylaw changes in 2020. 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.

Normally this is a time when we welcome Members to the Tennessee Theatre to celebrate another successful year for both the Members and the Credit Union. But absolutely nothing about 2020 was normal.

Annual Meeting has always been much more than a meeting to report on the results of the past year. It has been a time of renewing friendships, seeing Members we haven't seen in a long time and hearing about their lives. I have attended many Annual Meetings in my history with the Credit Union. As a matter of fact, this is my 47th annual meeting. I began my career in the Accounting Department and worked up to the position I have today. Every Annual Meeting brings back memories of the past. Seeing and talking with Members I have worked with over the years and seeing them bring their children and grandchildren to the Annual Meeting is very special.

But to keep everyone safe this year and to conform to CDC guidelines, we are holding a Virtual Annual Meeting. So tonight, we are going to share the success of the Credit Union and Members virtually.

With this unprecedented year of challenges came a year of unprecedented growth, and I will share the results shortly. But I would be remiss if I didn't address COVID-19 and the impact this global pandemic has had on our Staff and our Members. The Board of Directors, management team, and every single employee worked hard, efficiently, and swiftly to protect the health and well-being of our Staff and Members.

While our lobbies were temporarily closed, our branch employees continued to offer exceptional Member service through our drive thru lanes. Our Contact Center and online services allowed Members to manage their money from the safety of their home or most any location.

All staff concentrated their efforts to ensure Member's financial needs were met. Our lobbies are now fully open with enhanced health and safety measures in place. Shields, masks, social distancing, and regular cleanings throughout the day, all for the protection of everyone.

Even with all the challenges of 2020, we didn't lose our focus on helping Members. The Credit Union experienced a record-breaking year. The Credit Union's success is a mirror of our Members' success. The Credit Union grows financially when Members grow financially.

As of December 31st, the Credit Union reached \$2.8 Billion in assets. An increase of \$566 million for the year. This is proof that the Credit Union continues to accomplish its Mission. Member deposits increased \$495 million, a 24% growth. The economy and two stimulus payments contributed to Members saving more.

Members took advantage of the low loan rates and a range of loan products. The Credit Union generated \$1.3 billion in loans resulting in a net loan growth of over \$317 million. Most of the loans disbursed were auto and mortgage loans as Members fulfilled their dreams of a new car, new home and long-awaited home improvements. The Credit Union generated over \$722 million in auto loans.

Membership increased to over 228,000, an increase of 7.80%, as more people wanted to join our Members in building a better future for all.

To better serve Members, the Credit Union moved into a new operations center to consolidate locations, improve efficiency, and expand service. Our branch network increased with the opening of a new branch in the Powell area. The Downtown branch moved to a new location on Market Square, providing a more central and convenient location.

With the pandemic, while Members stayed at home more, the need for financial service grew and continues to grow. Through online banking, Members can apply for a loan, check balances, make transfers, open an account, receive notifications, control debit and credit cards, make deposits and payments, and even check their credit score. Mobile Deposits provide a means to deposit checks without having to come to a branch office. Members made over 367 thousand mobile deposits totaling almost \$150 million. Contact Center answered more than 690,000 calls and almost 1.4 million inquiries through our automated phone service.

Our Mission is "To Help Members Grow

Financially.” It doesn’t say that we help Members grow financially in the good times. The statement is for all times, good and bad. The Knoxville TVA Employees Credit Union was formed in the aftermath of the Great Depression. These were hard times in the Tennessee Valley. It was helpful for workers of the newly formed Tennessee Valley Authority (TVA) to have a financial institution they could trust. We were there when Members needed us then, and we are here when Members need us now.

We invest in communities because it’s where you live, where we live, where our children go to school together, and where our futures lie. We are more than just a financial institution in your community. We partner with our communities with the goal to improve our communities. We love to hear Members say, when they see us at a community event, “That’s My Credit Union.” As the saying goes, that is music to our ears. Events this year were limited, but we hope we will be able to resume our community involvement as conditions improve.

We continue to support various organizations like Mission of Hope, Emerald Youth Foundation, and Second Harvest, plus many more local organizations. Helping children has always been special to us.

We always enjoy welcoming our young Members to the Annual Meeting, and I hope many are watching tonight. Children are the future of the Credit Union, and our greatest compliment is when a parent or grandparent brings their child or grandchild into one of our branch offices to join the Credit Union. It is a beginning to a financial journey that will last a lifetime. The first person to join the Credit Union at our newly relocated Bristol branch was the young son of a Member. This is the best and most flattering way for us to start off a new branch!

It is well known at Knoxville TVA Employees Credit Union that our Staff are our most valuable asset. They are all dedicated to providing an excellent experience each and every time Members need financial service. They are the reason the Credit Union has been successful for 87 years. Please show your appreciation to them the next time you do a transaction or inquiry.

I would also like to recognize the Credit Union volunteers. Our Board of Directors and Supervisory Committee members pledge to help the Credit Union and Members succeed. They do not receive any compensation for their efforts. Their positions are challenging, especially in times like this, but they are willing to help because they want to see everyone benefit and to see the Credit Union succeed.

When this pandemic started in March of last year, no one ever envisioned its severity. Some questioned why and what has happened. When this pandemic started affecting our Members, the

question for the Credit Union was “how.” How could we help our Members through these difficult times? Our answer was clear, continue focusing on helping Members just like we have done since 1934. We worked with many Members to help them through this difficult time, offered new products to help, and made modifications helping both the Credit Union and Members.

The Credit Union continues to move upward and forward operating on the founding principle of “People Helping People” and our Mission of “Helping Members Grow Financially.” Working together will keep both the Credit Union and Members successful in the years to come. Let’s continue building something great even with all the challenges we face each day. We want Members to keep dreaming, living, and enjoying life.

Together we make a difference.

Mr. Ivie introduced Bill Bonham, Chairperson of the Supervisory Committee, to present the Supervisory Committee report.

BILL BONHAM, CHAIRMAN OF THE SUPERVISORY COMMITTEE

The Supervisory Committee is appointed by the Board of Directors to ensure Members’ assets are secure and safe. The Committee’s primary responsibilities to the Membership are to ensure the effectiveness of the system of Internal Control, adherence to established policies and procedures, and the overall safety and soundness of Knoxville TVA Employees Credit Union.

The Credit Union has an Internal Audit Department that reviews Credit Union operations and annually updates a formalized risk assessment of all products and services. In addition, they perform numerous audits to determine the effectiveness and efficiency of operations, reliability of financial reporting, and compliance with respective policies and procedures. The internal auditors report to the Supervisory Committee and meet with the Committee bi-monthly to review internal and external audit reports, risk assessments, and internal control practices.

In addition to the Internal Audit Department, the Credit Union is audited by outside independent auditors, examiners from the State of Tennessee Department of Financial Institutions, and Federal Examiners from the National Credit Union Administration (NCUA). The State and Federal examiners conduct annual exams. Due to the pandemic, the annual audit from the State and Federal examiners were postponed until February 2021.

The Supervisory Committee is pleased to report the financial condition of the Credit Union concerning accounting records, reports, internal

controls, compliance with established policies, procedures, laws, and regulations are correct and precisely represented. Members can rest assured that their assets remain safe and secure at Knoxville TVA Employees Credit Union.

Mr. Ivie introduced Tom Heffernan, Chairperson of Nominating Committee.

TOM HEFFERNAN, CHAIRPERSON OF THE NOMINATING COMMITTEE

Mr. Heffernan presented the names of the 2021 Official Family as follows:

BOARD OF DIRECTORS

Paul Ivie	Cleston Jones
Tom Heffernan	Nikolaus Jordan
Jane Pipkin	Kami Darakshani
Andrea Brackett	Mitchell Weaver
Steve Hillenbrand	

SUPERVISORY COMMITTEE

Bill Bonham	Edna Riddick
Veenita Bisaria	Sherry Vermillion
Jim Ford	Howard Rosser

Mr. Heffernan recognized two retiring volunteers:

Jamie Keith has over a decade of service. She has served in many Official Family capacities. Her unique style and questioning attitude have served the Board and membership well.

Ray Pack has over 30 years of service in the Official Family. His dedication and always putting the membership first have set the tone for future Board members.

Mr. Ivie adjourned the meeting.

After adjournment, ten questions were received from attending members via Zoom Chat.

Jane Pipkin
SECRETARY

Stephanie Tajen
RECORDING SECRETARY

NOTE: Annual Meeting 2021 was a virtual meeting, held on March 9, 2021, and hosted on Zoom.