

The Annual Meeting of the membership of the Illinois State Credit Union was called to order at 7pm on Thursday, January 25, 2024. Chairperson Larry Quane declared there was a quorum present. On the record date, January 25, 2024, there were 35,138,185 shares on deposit. There were 188 members present representing 176,843,373 shares represented by proxy totaling 22,075,436 shares.

Chairperson Quane thanked everyone for attending and demonstrating their support of their credit union, calling the meeting to order and declaring a quorum. He then called for the approval from the membership of the 2024 Annual Meeting minutes.

Members approved the 2024 Annual Meeting minutes.

Chairperson Quane introduced the Board of Directors who each bring a special set of skills and talents to serve membership. He thanked the Board for serving in 2023 and announced that Hank Campbell retired from the Illinois State Credit Union Board of Directors.

Chairperson Quane discussed activities of the credit union, highlighting “working hard, doing well, and looking forward”. He provided examples of each, such as working hard to establish the Call Center, doing well by offering high share and certificate rates, and looking forward by improving the accessibility of member funds, establishing a credit empowerment financial education program, and utilizing artificial intelligence. Chairperson Quane explained that each year the Board provides goals and then reviews the success of the CEO in making progress in meeting these goals. New programs and activities must relate to the goals before they are undertaken. He explained there are general goals the Board uses in the planning process:

1. Maintain and improve the financial health of the Credit Union by carefully managing growth, improving net worth, controlling loan loss and expenses, and seeking mergers with healthy credit unions.
2. Maintain and keep up-to-date CU policies and procedures and provide adequate oversight to assure compliance by conducting external 1.evaluations, receiving a CAMELS 1 rating, enhancing cyber security, and updating and reviewing the policy manual annually.
3. Develop and operate within approved budget constraints by reviewing extensive financial data monthly in Board meetings.
4. Evaluate staff at least annually emphasizing improvements in knowledge and work performance while maintaining staff morale at high levels by encouraging and expecting teamwork and good relationships, conducting annual reviews and providing regular coaching, and retaining long-serving employees and Board members.
5. Maintain a public profile for the Credit Union that will enhance the image of the ISCU by public recognition in the community. He stated in 2023 the credit union was awarded “Best Credit Union” and “Best Financial Institution in Bloomington-Normal, an honorable mention in Rockford, as well as offering great deposit rates and giving back to our communities with donations and scholarships.

Chairperson Quane stated the Board of Directors felt 2023 was a productive year and that the credit union is poised to continue successfully in both the short and long term. He explained that there would be increased efforts to maintain and enhance the personal connection between members, credit union staff, and programs in 2024.

Treasurer Johnson reported that the credit union continued to make progress on the path charted by the Board of Directors and our management team. The credit union finished 2023 with just over \$205 million in Total Assets and earned \$1.4 million in Net Income. She explained that added to accumulated earnings since 1960, the Net Worth to Assets Ratio was 10.92%. This is considered “Well Capitalized” by the NCUA. 2023 ended with a membership of 17,328 members and \$146 million in total loans and paid more than \$1,741,000 in dividends on member savings. All financial indicators continue to move in the right direction.

Supervisory Committee Chairperson Schroeder explained that the Supervisory Committee has responsibility and oversight over the internal and external audit, financial reporting, risk management and compliance functions of the credit union. This includes implementing an annual audit, that includes various reviews and tests of the financial records of the credit union. The results are reported to the Board of Directors. The committee retained the Certified Public Accounting firm of Lively, Mathias, Hooper & Noblet Ltd. to conduct the credit union’s annual financial audit effective September 30th, 2023. The audit reported that our financial statements fairly represented the condition of our credit union with no qualifications. Also in 2023, the committee oversaw the continued development and improvement of the internal audit function. Internal audit’s mission is to provide an independent review of the credit union’s policies, procedures and operations giving management and the Board of Directors an additional tool and resource to ensure the continued financial and operational health of the credit union. He reported that the Supervisory Committee successfully discharged and completed their responsibilities in 2023 and will continue those responsibilities into 2024.

President Ewen explained that “human” member service is the long-term strategy for success, noting that big banks will always have stronger technology offerings, but Illinois State Credit Union will have a stronger human touch, even when communicating through chat, email or text. In 2024, the credit union plans to improve service by providing better resources for staff, eliminating friction experiences and processes, and focus on the member experience. Additionally, financial education will be a top priority in 2024, sharing the three-prong member empowerment program: Zogo online financial education app to learn and earn, GreenPath non-profit financial wellness service, and personal credit coaching provided by certified staff members at the credit union.

Chairperson Quane moved to hold the election for positions on the Board of Directors, noting members are not paid for service, are elected for a one-year term, and participate in monthly meetings. He explained that each of the Directors had decided to stand for election in 2024, except for Director Campbell. There were no additional nominations made. Chairperson Quane directed members to contact the credit union if there’s interest in joining the Board of Directors.

Members voted to elect the continuing members of the Board of Directors.

No new Business was brought before the group. The meeting was adjourned at 7:15 pm.