

PSE CREDIT UNION, INC.

Minutes of the Annual Meeting

March 9, 2024

The 68TH Annual Meeting of PSE Credit Union, Inc. was held on Saturday, March 9, 2024. The meeting was held virtually with a total of 38 members online and three on the phone, which fulfilled the quorum requirement consistent with our Code of Regulations.

Dr. Karen Neuman, Board Chair, called the meeting to order at 11:00 a.m. with a warm welcome to all members. Dr. Neuman expressed appreciation on behalf of the entire Board of Directors to the members for their continued support of PSE Credit Union. Dr. Neuman then introduced the Board of Directors.

APPROVAL OF THE 2023 ANNUAL MEETING MINUTES: Mr. Michael Matis moved and Mr. Robert Moulton seconded to approve the minutes of the March 4, 2023 Annual Meeting as presented. Motion was carried. Dr. Neuman introduced Mr. Joseph Anderson, President/CEO.

PRESIDENT'S REPORT: Mr. Anderson began his comments with the introduction the Senior Management Team. Mr. Anderson stated that, despite continued economic uncertainty and unknowns, PSE has continued to remain sound and financially secure due to our members' loyalty and trust. Mr. Anderson stated that the year 2023 brought breakthrough growth and unprecedented expansion, resulting in increased strength, which allows us to bring greater value to our members. Mr. Anderson reported our loan growth was a record \$65 million in loans, a 33.71% loan growth in 2023. PSE also reached a record \$300 million in assets. In addition to accomplishing key business milestones, PSE is proud to have donated over \$23,000 to charitable donations in 2023. Thanks to fundraising events throughout the year including Shred Days, Kids Carnival, raffles, candy sales, and staff jeans day, PSE donated \$15,000 to Rainbow Babies and Childrens Hospital. Mr. Anderson ended by expressing his sincere appreciation for the 28,000 members who put their trust in us. Mr. Anderson introduced Mr. Andrew Pace, Vice President of Finance.

FINANCE: Mr. Pace reported that 2023 was a record year for PSE Credit Union, making it possible for us to pay out over almost \$3 million dollars in dividends. Mr. Pace reiterated PSE's desire to serve its member's financial needs. Mr. Pace introduced, Mrs. Sabreena DiGiovanni, Vice President of Branch Services.

BRANCH SERVICES: Mrs. DiGiovanni began by reporting that 2023 was a year of tremendous growth! The Credit Union merged in Ohio's First Class Credit Union in March and Community United Credit Union in June. Mrs. DiGiovanni stated that we merged in more than 10,000 new members, 13 new employees, 2 new branches and 7 ATMs. Mrs. DiGiovanni stated the mergers offered our new members access to more products and services while offering all of our members access to more locations and ATMs. She then went on to invite members to visit our two new locations in Cleveland and in Strongsville. Mrs. DiGiovanni introduced Mrs. Tabitha Baszynski, Vice President of Marketing and Member Relations.

MARKETING AND MEMBER RELATIONS: Mrs. Baszynski thanked the members for their response to the Member Satisfaction Survey that was conducted in July of 2023. Mrs. Baszynski stated that results of the suggestions made in the survey brought about some improvements and new product offerings such as the no fee 65 Checking Account for members age 65+ and for the creation of a member call center to be implemented later this year. Mrs. Baszynski stated that the need for financial literacy was also mentioned in our survey, and PSE has continued its partnership with the Parma City School District to offer elementary students a school banking program and Youth CD. Lastly, Mrs. Baszynski highlighted our accomplishments to our philanthropic endeavor, Rainbow Babies & Children's Hospital. In 2023, we donated \$15,000 to Rainbow, thanks to the support from our fundraising efforts as well as a "pay it forward" promotion for auto loans. Since 2012, we have donated a total of \$131,000 to Rainbow! Some fundraising events planned for 2024 are 2 Community Shred Days—one on Saturday, April 6 and one on Saturday, September 7. We will also be holding our Annual

Rainbow Babies and Children's Kids Carnival on June 26 from 11 am – 1 pm at the Main Office in Parma. Mrs. Baszynski then introduced Mrs. Cheryl Schill, Vice President of Lending.

MANAGEMENT LOAN COMMITTEE REPORT: Mrs. Schill stated that 2023 was another strong year for lending with a record total of \$65 million in loans disbursed. Mrs. Schill reported that the Home Equity promotion for 2024 kicked off on March 1, 2024, with rates as low as 5.99%. Mrs. Schill then introduced our Board Treasurer, Mr. Ken Noetzel.

TREASURER'S REPORT: Mr. Noetzel began by stating that 2023 was an excellent financial year for the Credit Union. Mr. Noetzel reported the following: Total assets increased from \$222,327,850.00 at 12/31/2022 to \$303,784,780.00 at 12/31/2023, an increase of 36.64%. In 2023, net income was \$3,254,122.00, or 1.17% of average total assets. Total capital increased \$14,010,898.00 at 12/31/2022 to \$26,793,541.00 at 12/31/23, an increase of 91.23%. Share growth was 33.21%, and loan growth was 33.71%.

AUDIT COMMITTEE REPORT: Mr. Noetzel reported that the annual audit of PSE Credit Union's books was completed by GBQ Partners, LLC. Mr. Noetzel then turned it over to the Dr. Neuman.

UNFINISHED BUSINESS: Dr. Neuman asked if there was any unfinished business. With no unfinished business—Dr. Neuman moved on to New Business and introduced Mr. Robert Moulton for the Declaration of Dividends.

NEW BUSINESS: Mr. Robert Moulton stated that savings and checking account dividends are declared quarterly and paid quarterly. Christmas Club accounts are declared at the October Board meeting and paid annually on November 1. Specific rates are posted on the website. Mr. Moulton introduced Mr. Noetzel for the Election Results.

ELECTION RESULTS: Mr. Noetzel stated the 2024 Board of Directors Election was conducted by CU Ballot, an independent elections firm. Members were able to vote online, over the phone or by paper vote. There were 247 ballots cast. Congratulations to the winners: Darlene DeMarco, Karen Neuman and Steele Nowlin. Mr. Noetzel introduced Associate Board of Director Mr. Michael Moore.

ASSOCIATE DIRECTOR'S REPORT: Mr. Moore shared his thoughts and experience on serving as an Associate Board Member this past year. He encouraged anyone interested in learning more about the Associate Director position to apply. Mr. Moore introduced Steele Nowlin for the Chairperson Award.

CHAIRPERSON AWARD: Mr. Nowlin presented Dr. Neuman with a token for her service as Board Chair for the past year. Dr. Neuman thanked Mr. Nowlin and the rest of the Board and then opened it up for any questions from the online or telephone audience. There was a question from the Chat asking why there are not any persons of color serving on the Board or the Leadership Team. Mr. Anderson answered the question stating that we do have 2 people of color serving on our Board and on our Leadership Team—Felisa Washington and Deirdre Thomas. There was a second question/suggestion on the Chat asking for a Member Appreciation Day. Mr. Anderson thanked the member and said we would look into holding an appreciation event for members. Since there were not any other questions, Dr. Neuman called for a motion to adjourn the meeting.

ADJOURNMENT: Mr. Matis moved and Mrs. Baszynski seconded to adjourn the meeting. Without objection, the meeting was adjourned at 11:19 a.m.


Board Chair


Secretary