

# 2021

## ANNUAL MEETING

LIVE VIRTUAL EVENT AGENDA & PROGRAM



# AGENDA

LaMar Beckstead	<b>Greeting</b>
LaMar Beckstead	<b>Pledge of Allegiance</b>
Terry Klenk	<b>Invocation</b>
LaMar Beckstead	<b>Motion to Accept 2020 Annual Meeting Minutes</b>
LaMar Beckstead	<b>Introduction of Board and Supervisory Committee Members</b>
LaMar Beckstead	<b>Chairman's Report</b>
Lindsey Merritt	<b>President's Report</b>
Joy MacKay	<b>Supervisory Committee Report</b>
Joy MacKay	<b>Introduction of Nomination Committee &amp; Candidates and Election Results</b>
Sheradee Bradfield	<b>Scholarship Drawings</b> <b>Youth Scholarships: (two) \$1,000 and (one) \$2,000</b> <b>Memorial Scholarship: (one) \$2,000</b> <b>Continuing Education: (two) \$1,000</b>

# MINUTES

## ANNUAL MEETING: MARCH 11, 2020

The Jordan Credit Union annual meeting was held at Midvale Middle School, with the theme, “70 Years of Service”. The meeting was called to order at 7:03 p.m. by LaMar Beckstead, Board Chair.

### WELCOME

Board Chair Beckstead welcomed everyone to the meeting, stating he was glad to have everyone there. The Sandy Police Explorers performed the flag ceremony and led the Pledge of Allegiance. An invocation was then offered by Terry Klenk, Board Secretary.

### APPROVAL OF MINUTES

The minutes from the credit union’s March 13, 2019 meeting were included in the 2020 annual meeting program and Board Chair Beckstead called for a motion regarding them.

Joy MacKay made a motion to approve the minutes.  
Nancy Curtis seconded the motion, which passed.

Several prize drawings were held.

### SUPERVISORY COMMITTEE REPORT

Board Chair Beckstead introduced Denis Lyons, Chairman of the Supervisory Committee, and turned the time over to him. Denis introduced the rest of the committee, stating they are great people and it’s a pleasure to work with them. He said the committee diligently works to make sure things are running just right at the credit union.

Denis then read through the Supervisory Committee report, which was included in the 2020 annual meeting program. He finished by assuring the membership Jordan Credit Union operates in a fiscally responsible manner.

### 2020 ELECTION

Denis explained there was one open seat on the board this year and only one resume was submitted by LaMar Beckstead. Due to the contested race, Denis asked for a vote by acclamation to appoint to LaMar to the board.

Denis called for those in favor and all those in attendance voted to approve the appointment.

### INTRODUCTION OF THE BOARD

Board Chair Beckstead thanked the membership for their support and proceeded to introduce the other members of the Board:

- Sheradee Bradfield
- Terry Klenk
- Jodi Roberts
- Leslee Engh
- Christopher Finley
- Jose Rincon

Several prize drawings were held.

### CHAIRMAN’S REPORT

Board Chair Beckstead read from his report in the 2020 annual meeting program, informing the membership he’s happy with the growth the credit union had in 2019 and assuring everyone the credit union is stable and prepared to react to any changes in the market.

He informed the membership we’re constructing a new administrative building in South Jordan and we anticipate it will be finished sometime next year.

He finished by expressing his sincere appreciation to the staff of the credit union and stressed to members we will always keep their best interest in mind.

### PRESIDENT’S REPORT

Lindsey started his report by saying the Dow Jones closed low today, which is a very big change from where things were a few weeks ago. He reminded everyone our last economic downturn was from December 2007 to June 2009, but since that time, we’ve had a lot of good years with exponential economic growth.

He went on to say we know another recession will happen at some point, because it’s part of the economic cycle, but Jordan Credit Union is strong, with over \$30M in reserves. He stated we have

survived passed recessions, including the most recent Great Recession, and even though things may seem cloudy now, we're prepared for the future.

Lindsey then took a moment to recognize former board members and past chairs, Kristine Wilkes and Kirk Denison who were both in attendance. He also thanked the membership for the trust and said executive management, staff, and the board will work diligently to maintain it.

Next, Lindsey remind the membership we introduced new electronic services about a year ago. He explained it was a big undertaking, but from the feedback we've received from members, it was well worth it and appreciated. This year, he told membership we're working on improving the way we do loans. We're working with two different vendors to streamline the online lending process and believe it will be very convenient for our members. He said we hope to launch this new service sometime in the third quarter of 2020.

Also regarding technology, Lindsey informed everyone we'll be introducing new features for our debit and credit cards this fall, including online card controls. We also plan to reissue all our members debit and credit cards early next year and replace them with contactless cards. Lindsey then thanked the Board and Supervisory committee, stating each member is volunteer, spending many hours of their own personal time in behalf of the credit union and its members. He also thanked the credit union staff, stating they are wonderful people and are terrific to work with. He told the members the credit union has four patch values, love, autonomy, mastery, and purpose, explaining these are values our employees strive for daily.

Lindsey stated he appreciates each member's patronage and thanked everyone for letting the credit union serve them.

## SCHOLARSHIPS

The following scholarships were awarded:

### YOUTH SCHOLARSHIPS

Sheradee told members the credit union seeks to reinforce good savings habits in all its members, but especially in young members, which is why the Youth Scholarship program was created.

The encourage children to save, for every \$5 deposited into an eligible account, a ticket is automatically generated for this drawing. She said there would be two \$1,000 winners and one \$2,000 winner. She drew the tickets, which were verified by Blair Brown, Vice President of Information Systems and the winners were announced:

- Morgan K Newkirk \$1,000
- Leone S Bryson \$1,000
- Heraclio Penalzoza Clemente \$2,000

### MEMORIAL SCHOLARSHIP

Leslee explained the Memorial Scholarship was created to honor deceased credit union volunteers and staff who served for 15 years or more. The qualify for the scholarship, applicants must be a graduating high school senior and must complete an application stating why they wish to pursue higher education. Leslee drew an application, read the explanation, and announced the winner of the \$2,000 scholarship as:

- Aspen Jeffries \$2,000

### CONTINUING EDUCATION SCHOLARSHIP

Jodi informed members the Continuing Education Scholarship was created to help members who wish to pursue higher education, not matter their age. Applicants must have a high school diploma and at least \$100 in their account to be eligible. Applicants must complete the form, giving the reason(s) they wish to pursue higher education. Jodi drew two applications, reading the descriptions on both, then announced the winners as:

- Anthony Nickerson \$1,000
- Jacob Roberts \$1,000

Several prize drawings were held.

Christopher thanked everyone again for their attendance and stated the meeting was adjourned.

The meeting ended at 7:53 pm.

# BOARD CHAIRMAN'S REPORT

Jordan Credit Union is very happy with the growth and success we had in the 2020 year. Our capital base is strong, and our loan growth is improving. Managing risk is always a priority and we are dedicated to keeping your credit union safe and stable, which is why we're prepared to react quickly to adverse market changes. We continue to have great success with our Interest Reward Checking, Cash Back Checking, and Second Chance Auto programs, and we were happy to introduce our new Ticket to Win program at the beginning of this year as a way help our members improve their financial goals.

Jordan Credit Union grew over \$50 million in deposits during 2020 which is a larger annual growth than total growth of the first 40 years of the credit union. Due to the growth, we found it necessary to build a new administration building which is scheduled to be completed by the fall of 2021 and will be located on 11400 south, just west of Redwood Road in South Jordan.

Jordan Credit Union continues to have a dedicated Board of Directors who want the best for our members and will continue to keep all their best interests in mind. A big 'thank you' goes out to all the JCU staff and administration. Each employee is making sure you are taken care of and is there to help with any financial needs you may need.

During the 2020 year, with your generous contributions, we were able to provide more than 300 pairs of shoes to deserving children for the holidays. We thank you for your thoughtfulness and generosity and look forward to doing it again this year.

Jordan Credit Union would not be what it is today without you, the individual members/owners. Our strengths are through the combined efforts, loyalty, and friendship of more than 25,900 members. We value you and, as a board, sincerely thank you for trusting us to safeguard your money. We will continue to work to help with your financial needs in 2021.

## LaMar Beckstead

Board Chairman



# FINANCIAL STATEMENT & GROWTH

ALL DOLLAR AMOUNTS REPRESENT X \$1,000

## YEAR ENDING BALANCE SHEET

### ASSETS

Cash & Equivalents	26,128	52,094
Investments	63,826	75,964
Loans	189,430	195,366
Allowance for Loan Losses	(848)	(575)
Buildings & Land	4,453	7,855
Furniture & Fixtures	715	971
Other Assets	7,972	12,995

**TOTAL ASSETS** **291,676** **344,670**

### LIABILITIES & RESERVES:

Shares	215,196	269,769
Certificates	47,980	44,608
Total Deposits	263,176	314,377
Reserves	26,398	28,718
Certificate Interest Payable	282	254
Other Liabilities	1,820	1,321

**TOTAL LIABILITIES & RESERVES** **291,676** **344,670**

### PROFIT & LOSS STATEMENT

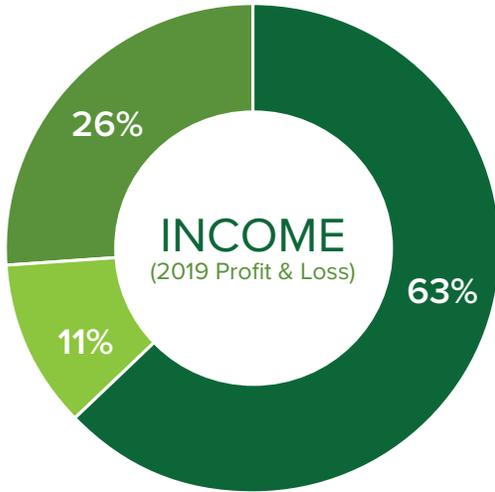
Income from Loans	8,974	9,295
Investment Income	2,100	1,657
Fees & Other Income	3,891	3,799
Total Income	14,965	14,751
Provision for Loan Losses	1,116	225
Operating Expenses	10,161	10,990
Cost of Funds	1,624	1,323
Total Expenses	12,901	12,538

**NET INCOME** **2,064** **2,213**

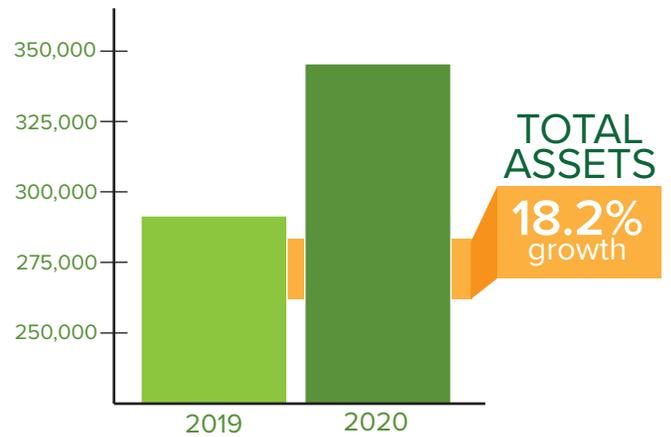
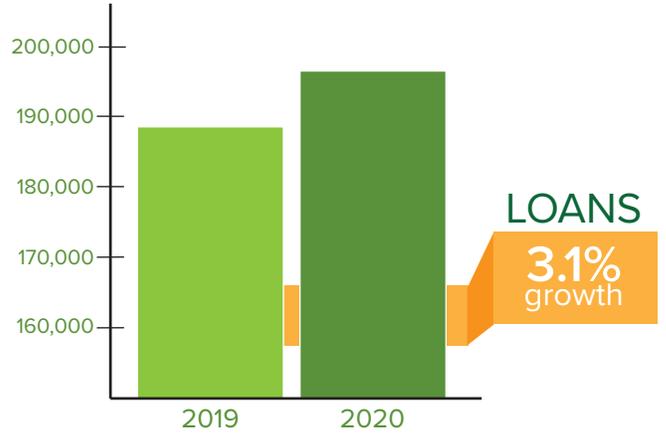
Number of Members 26,889 25,914

# 2020 GROWTH

ALL DOLLAR AMOUNTS REPRESENT X\$1,000



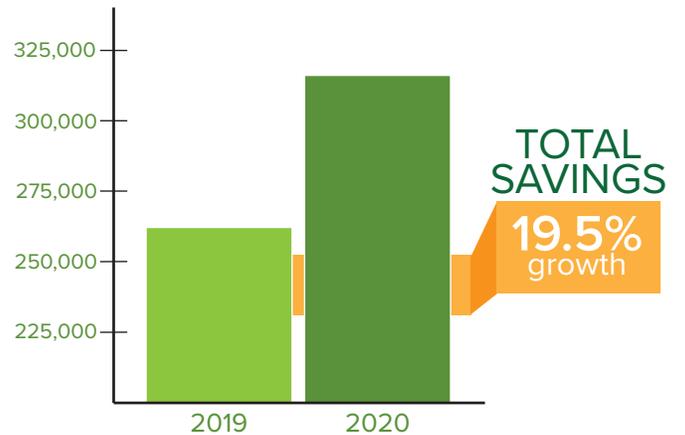
- Income from Loans
- Income from Investments
- Income from Fees & Other



**MEMBERSHIP**

2020: 25,914

**THANK YOU!**



# SUPERVISORY COMMITTEE REPORT

The Jordan Credit Union Supervisory Committee is comprised of volunteers who act as “watch dogs” for the credit union. The committee meets regularly by virtual meeting and continues to perform audits while maintaining a safe environment. Committee members are continuously improving their knowledge of responsibilities and audit practices through training and education courses.

One of the responsibilities of the Supervisory Committee is to schedule an annual audit to ensure the credit union’s accounts and financial records follow generally accepted accounting principles. Russ Dickson of Dickson & Company is currently performing this audit and the committee expects to have his report soon.

The Supervisory Committee performs unannounced branch audits each quarter. We test internal controls such as vault and teller cash, dual control processes, and balancing records. The Supervisory Committee works to detect fraud by reviewing areas such as new and closed accounts, loan records, dormant accounts, expenditures made by the board and executive officers, and more. Any discrepancies detected are reported to Lindsey Merritt, CEO/ President, and are monitored closely for resolution.

The Supervisory Committee assists members with complaints that cannot be resolved through normal channels. When a formal complaint is reported to the NCUA, the committee investigates and responds once a determination has been made.

Based upon the audits performed by the Supervisory Committee, we find that Jordan Federal Credit Union operates in a fiscally sound manner in accordance with federal and state laws.

If there is a need to contact one of the Supervisory Committee members, please do so by mail to: PO Box 315 Sandy, UT 84091.

Sincerely,

**Joy MacKay, Chair**  
**Nancy Curtis, Secretary**  
**Naomi Damron**  
**Rick Dumont**  
**Brad Hansen**

# PRESIDENT'S REPORT

As we navigated the challenge of this past year, the only clear certainty was that the pandemic affected each of us in some way.

Despite the challenges we faced this past year, whether they were economic or health-related, we are pleased to report that it has been a good year for Jordan Credit Union. We have continued to be committed to each of you and the communities in which we serve. We were fortunate to finish several initiatives to serve you better.

Early last year we finished a much-needed remodel and expansion of our Midvale branch. We greatly appreciated your patience while we went through the remodeling process. Since finishing, it has been very well received and our team members have been busy helping our members there. We are grateful it has been so well received.

In August we began construction on a new administration building in South Jordan. This new building will meet the growing needs of your credit union for many years to come. Initially, we will occupy the top level and grow into the bottom level as needed. Our current main branch in Sandy has served the credit union well for over five decades. We are looking forward to the new opportunities as we continue to grow.

We completed a project during the year to be able to issue contactless Debit and Credit cards. We began issuing them to members in September, with a mass mailing beginning in late February and early March. We are confident each of us will appreciate the convenience of being able to use the tap feature of those cards. Also, they are much more secure because they do not have to be swiped or inserted into the card reading machines during check-out, further reducing the risk of fraud.

At the beginning of 2021 we introduced a new savings account, our Saving to Win account. Each month a member of Jordan Credit Union has a chance to win \$500 and a grand prize of \$5,000 will be given at the end of each year. JCU is the first credit union in Utah with its own in-house program. We introduced our Ticket to Win account to help encourage our members to save for the future. For every \$25 deposited, members get a chance to win. In the first two months, over 500 accounts have been opened and we have awarded our first two winners.

As we look forward to the coming year, we look forward with optimism that we will be able to continue to partner with you and continue to meet your financial needs. Along with our very talented staff and dedicated volunteers, I express my thanks and appreciation to each of you as we continue to provide relevant and affordable financial products.

## Lindsey Merritt

CEO / President



## BOARD OF DIRECTORS AND CEO/PRESIDENT



**FRONT ROW:** Jose Rincon, Advisor / LaMar Beckstead, Board Chair /  
Terry Klenk, Secretary / Jodi Roberts, Director

**BACK ROW:** Lindsey Merritt, CEO/President / Leslee Engh, Director /  
Sheradee Bradfield, Director / Christopher Finley, Advisor

### BOARD OF DIRECTORS

LaMar Beckstead, Chair  
Sheradee Bradfield, Vice Chair  
Terry Klenk, Secretary  
Jodi Roberts, Director  
Leslee Engh, Director  
Christopher Finley, Advisor  
Jose Rincon, Advisor

### SUPERVISORY COMMITTEE

Joy MacKay, Chair  
Nancy Curtis, Secretary  
Naomi Damron, Committee Member  
Rick Dumont, Committee Member  
Brad Hansen, Committee Member

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### ADMINISTRATION

Lindsey Merritt, CEO/President  
Eileen Eckman, Chief Operations Officer  
Blair Brown, Vice President of Information Systems  
Rennie Acerson, Vice President of Lending  
Landon Bradfield, Vice President of Marketing  
& Communications  
James Nelson, Vice President of Finance  
Amanda Markus, Executive Assistant

### DIRECTORS

Jeff Gull, Director of Collections  
Jennie Newbold, Director of HR & Training

### MANAGERS

Tracey Jensen, Sandy Branch Manager  
KarmaLyn Hancock, West Jordan Branch Manager  
Cyndi Coyle, Riverton Branch Manager  
Tess Rapp, Draper Branch Manager  
Carlos Rendon, Midvale Branch Manager  
Jake Barlow, Herriman Branch Manager  
Cris Rios, New Bingham Branch Manager  
Ali Freebairn, Operations Manager  
Doug Jenson, Account Processing Manager