



2022

ANNUAL MEETING

LIVE VIRTUAL EVENT AGENDA & PROGRAM



JORDAN
CREDIT UNION

AGENDA

| | |
|-------------------------------|---|
| Sheradee Bradfield | Greeting |
| Terry Klenk | Pledge of Allegiance |
| LaMar Beckstead | Invocation |
| Terry Klenk | Motion to Accept 2021 Annual Meeting Minutes |
| Rick Dumont | Introduction of Nomination Committee & Candidates and Election Results |
| Sheradee Bradfield | Introduction of Board and Supervisory Committee Members |
| Rick Dumont | Acceptance of Supervisory Committee Report |
| Sheradee Bradfield | Chairman's Report |
| Lindsey Merritt | President's Report |
| Board Members and Advisors | Scholarship Drawings Youth Scholarships: (two) \$1,000 and (one) \$2,000 Memorial Scholarship: (one) \$2,000 Continuing Education: (two) \$1,000 |

MINUTES

ANNUAL MEETING: MARCH 17, 2021

The 2021 annual membership meeting of Jordan Credit Union was different from past years, as it was the first to be held virtually because of lingering concerns due to the COVID-19 pandemic. Members of the credit union's executive team, along with several credit union volunteers, including most of the board of directors and the chair of the supervisory committee, met at the credit union, while the event was streamed live on YouTube for members to view.

The meeting was called to order at 7:00 p.m. by LaMar Beckstead, Chairman of the Board.

PLEDGE OF ALLEGIANCE

Board Chair Beckstead recited the Pledge of Allegiance and invited those watching, both in person and through YouTube, to join him.

INVOCATION

The invocation was given by Terry Klenk, Board Secretary.

APPROVAL OF MINUTES

Board Chair Beckstead called for a motion regarding the minutes from March 11, 2020 annual membership meeting, which were included in the 2021 annual meeting program.

Sheradee Bradfield made a motion to approve the minutes.

Leslee Engh seconded the motion, which passed.

INTRODUCTION OF THE BOARD

Board Chair Beckstead introduced the members of the credit union's board of directors:

- LaMar, Beckstead, Chairman of the Board
- Sheradee Bradfield, Vice Chair
- Terry Klenk, Secretary
- Jodi Roberts, Board Member
- Leslee Engh, Board Member
- Christopher Finley, Board Advisor
- Jose Rincon, Board Advisor

Board Chair Beckstead stated he is grateful for these individuals and the service they give the credit union.

CHAIRMAN'S REPORT

Board Chair Beckstead read from his report, which was included in the 2021 annual meeting program, stating managing risk has always been a priority for the credit union's leadership, adding the executives and board are dedicated to keeping the credit union safe and stable.

He then talked to the membership about the credit union's new Ticket to Win savings accounts, which was designed to help members improve their financial goals. He also mentioned the annual Warm the Soles fundraiser, stating with our members' help, we were able to raise enough money to donate more than 300 pairs of shoes to children in need.

Next, he mentioned the incredible asset growth Jordan Credit Union saw over the course of 2020, stating we grew over \$50M in deposits during the year, which is a larger annual growth than the total growth the credit union had in the first 40 years of operation. Because of the credit union's growth in recent years, Board Chair Beckstead stated a new administrative building is being constructed at about 11400 south and Redwood Road in South Jordan, and the building is expected to be completed in the fall.

Board Chair Beckstead assured members the board and leadership of the credit union will continue to keep members' best interests in mind as decisions are made. He then thanked the credit union staff and leadership for all they do for the credit union and its members. He finished by stating Jordan Credit Union would not be what it is without individual members, stating he, and the rest of the board, sincerely thanked members for allowing Jordan Credit Union to safeguard their money.

MINUTES (CONT'D)

ANNUAL MEETING: MARCH 17, 2021

PRESIDENT'S REPORT

Lindsey Merritt, CEO/President, addressed the membership, thanking those in attendance, both in person and online, for giving their time. He started his report by reminding everyone that during last year's annual meeting, one of the things we were keep a close eye on was a potential slowdown in the economy. At that time, we thought a recession might be in the near future, but most economists predicted most may not even notice the effects. We, of course, had also been watching the spread of COVID in other nations, and in small pockets around the country, but little did we know the impact that would have. Lindsey explained that by the time last year's annual meeting ended, we found out two Utah Jazz players had tested positive for COVID and the very next day the NBA shut down completely, canceling the rest of the season. In the coming days, we all watched as businesses across the country shut down and the economy came to a screeching halt. Despite everything happening across the country, Lindsey explained Utah fared better than most and didn't see as much impact as other states.

He told the membership we saw a 19% increase in deposits last year, which was the largest one year increase in our 71-year history. As a result, our total assets grew to more than \$344M.

Lindsey then explained the credit union did what it could to support members during difficult times in 2020, explaining we were able to help dozens of small business owners with Paycheck Protection Program loans, and we deferred hundreds of monthly loan payments for members so they could keep their loans current and their credit unscathed.

He then stated we also saw historically low interest rates in 2020, which was a good thing for members who needed a loan, but,

unfortunately, that also meant lower rates on savings and other deposit accounts. Lindsey explained we hope things will change soon so the credit union can start giving back more to members, however, most economists predict we may not see much change in rates until 2023. Next, Lindsey told the membership about the credit union's mission to actively look for opportunities to serve our members, stating we've made several changes recently to improve member service and technology, and we hope to find other ways to enhance our members' experiences this year.

Lindsey then thanked the credit union's board and supervisory committee, who volunteer their time to serve the credit union. He explained Board Chair Beckstead will finish his third year as board chair this year, which means a new one will be appointed during the board's annual reorganization meeting. He thanked Board Chair Beckstead for all his years of service. He also thanked the credit union staff, both those on the frontline and those working behind the scenes, explaining he appreciates their efforts on behalf of serving members. He finished his report by letting members know he appreciates their trust and looks forward to a successful 2021.

Lindsey's full report can be found in the 2021 annual meeting program.

INTRODUCTION OF THE SUPERVISORY COMMITTEE

Board Chair Beckstead turned the time over to Joy MacKay, Chair of the Supervisory Committee, who introduced the members of the credit union's supervisory committee as follows:

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

MINUTES (CONT'D)

ANNUAL MEETING: MARCH 17, 2021

SUPERVISORY COMMITTEE REPORT

Joy explained to the membership that the supervisory committee is comprised of five volunteers who perform audits at each credit union branch to ensure accounts and financial records follow generally accepted account principles. She said the committee tests internal controls, such as vault and teller cash, dual control processes, and balancing record. They also work to detect fraud by reviewing areas such as new and closed accounts, loan **SUPERVISORY COMMITTEE REPORT (CONT'D)** records, dormant accounts, and expenditures made by board members and executive staff.

Another duty of the committee is to schedule an annual audit by an outside vendor to ensure the credit union's accounts and financial records follow generally accepted accounting principles and Joy stated Russ Dickson of Dickson and Company recently finished that audit in February 2021.

Joy assured the membership that, based on the audits performed by the supervisory committee, they find that Jordan Credit Union operates in a fiscally sound manner in accordance with Federal and state laws.

Joy's full report can be found in the 2021 annual meeting program.

NOMINATION COMMITTEE

Joy explained a nomination committee is appointed each year to review resumes submitted for open seats on the board of directors. The committee determines if the individuals running for the board meet the eligibility requirements, as defined by the Jordan Credit Union Bylaws:

The members of this year's nomination committee were:

- Lindsey Merritt, CEO/President
- Sheradee Bradfield, Board Vice Chair
- Joy MacKay, Supervisory Committee Chair

INTRODUCTION OF CANDIDATES FOR THE BOARD

Joy stated the nomination committee received three applications for two open seats on the board this year. The individuals that submitted resumes were:

- Leslee Engh
- Terry Klenk
- Richard Nielsen

At the committee's meeting in February 2021, they determined all three individuals met the eligibility requirements.

ELECTION RESULTS

Joy explained the board of directors appointed the supervisory committee as election tellers for this year's election process. Since this year's meet was to be held virtually and in-person voting would not be possible, the supervisory committee enlisted the help of CU Ballot to collect votes by electronic and paper ballot, after which CU Ballot provided certified results to the supervisory committee. Joy said we had a total of 615 members vote: 459 by mail and 156 electronically. She then announced that Leslee Engh and Terry Klenk were reelected as board members and thanked all those that participated in the election process.

MINUTES (CONT'D)

ANNUAL MEETING: MARCH 17, 2021

SCHOLARSHIPS

The time was turned to Sheradee Bradfield, Jodi Roberts, and Leslee Engh, to help the scholarship drawings. The following scholarships were awarded:

YOUTH SCHOLARSHIPS

Sheradee told members the credit union likes to encourage good savings habits for all members and one of the ways we do that is through our Youth Scholarships where children can earn a ticket into the drawing for every \$5 deposited into their account. She said there would be two \$1,000 winners and one \$2,000 winner, after which Jodi and Leslee drew the names, and the accounts were verified. This year's winners were:

- \$1,000: Kelly J Glaubensklea
- \$1,000: Gabriel E Olsen
- \$2,000: Trey W Robertson

MEMORIAL SCHOLARSHIP

Sheradee explained the Memorial Scholarship was created to honor deceased credit union volunteers and staff who served for 15 years or more. To qualify for the scholarship, applicants must be a graduating high school senior. This year's \$2,000 scholarship winner was Kael McCleary.

CONTINUING EDUCATION SCHOLARSHIP

Sheradee said the Continuing Education Scholarship was created to help members, no matter their age, who wish to pursue higher education. Each winner receives a \$1,000 scholarship. This year's winners were:

- Aspen Jeffries
- Jared Phillips

On behalf of the board, Sheradee thanked members for being part of the credit union and thanked the volunteers for their time and service. She also expressed appreciation to those that made the virtual meeting possible.

The meeting ended at 7:25 p.m.

BOARD CHAIRMAN'S REPORT

Last year was very busy for Jordan Credit Union and its Board. Our wonderful executive team and staff have worked hard to continue our growth, while maintaining financial security. Some of the accomplishments and improvements that have happened over the last 12 months include: our first ever virtual annual meeting, introduction of texting service and expansion of our Contact Center to help our members reach staff, new loan software, a new phone system, cosmetic improvements in all our branches, new software for escrow accounts, and the completion of our new administrative building in South Jordan.

Board members have continued training and learning from experts in the credit union field. This has led to the Board creating clear directional goals for the credit union. Our executive team has been aligning department goals and projects to meet and reach these goals for the year. All this has been done to keep our credit union strong and relevant for our members now and into the future.

Last year alone, Jordan Credit Union grew in member deposits by over \$40M. Interest Rewards Checking, Cash Back Checking, Second Chance Auto Loans, and Ticket to Win Savings all continue

to be highly successful. We also manage risk to keep our credit union safe and stable for our 25,000 plus members.

As we continue to grow, we also remember where we came from. Jordan Credit Union understands the importance of education in our community. We have donated thousands of dollars to schools, classrooms, teachers, and students, and we've awarded several scholarships to our members. In December, we also donated almost 500 pairs of shoes to children in need. We were able to do this because of the generous donations of our fabulous members and staff. On behalf of the Jordan Credit Union Board, we want to express our gratitude to all our members for their loyalty and friendship. We would also like to thank our executive team and staff for their remarkable dedication.

Sheradee Bradfield

Jordan Credit Union Board Chair



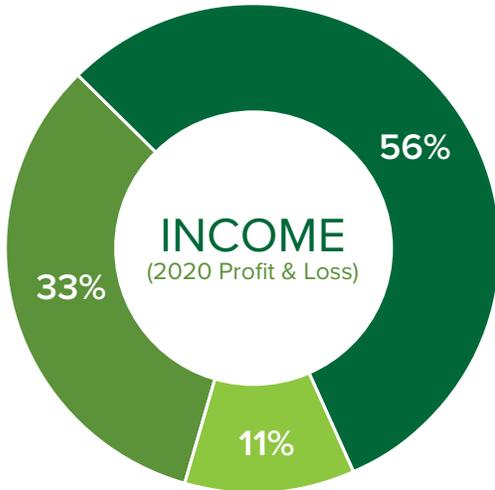
FINANCIAL STATEMENT & GROWTH

ALL DOLLAR AMOUNTS REPRESENT X \$1,000

| YEAR ENDING BALANCE SHEET | 2020 | 2021 |
|---|----------------|----------------|
| ASSETS | | |
| Cash & Equivalents | 53,170 | 63,379 |
| Investments | 74,887 | 111,427 |
| Loans | 195,366 | 179,761 |
| Allowance for Loan Losses | (575) | (311) |
| Buildings & Land | 7,855 | 12,891 |
| Furniture & Fixtures | 971 | 1,307 |
| Other Assets | 12,995 | 14,516 |
| TOTAL ASSETS | 344,670 | 384,970 |
| LIABILITIES & RESERVES: | | |
| Shares | 269,769 | 313,280 |
| Certificates | 44,608 | 39,468 |
| Total Deposits | 314,377 | 352,748 |
| Reserves | 28,718 | 30,268 |
| Certificate Interest Payable | 254 | 139 |
| Other Liabilities | 1,321 | 1,814 |
| TOTAL LIABILITIES & RESERVES | 344,670 | 384,970 |
| PROFIT & LOSS STATEMENT | | |
| Income from Loans | 9,295 | 8,250 |
| Investment Income | 1,657 | 1,620 |
| Fees & Other Income | 3,799 | 4,962 |
| Total Income | 14,751 | 14,832 |
| Provision for Loan Losses | 225 | 169 |
| Operating Expenses | 10,990 | 11,192 |
| Cost of Funds | 1,323 | 840 |
| Total Expenses | 12,538 | 11,863 |
| NET INCOME | 2,213 | 2,969 |
| Number of Members | 25,914 | 25,364 |

2021 GROWTH

ALL DOLLAR AMOUNTS REPRESENT X\$1,000



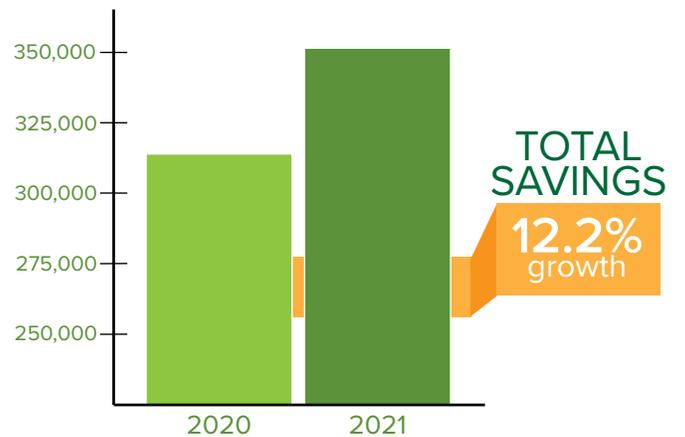
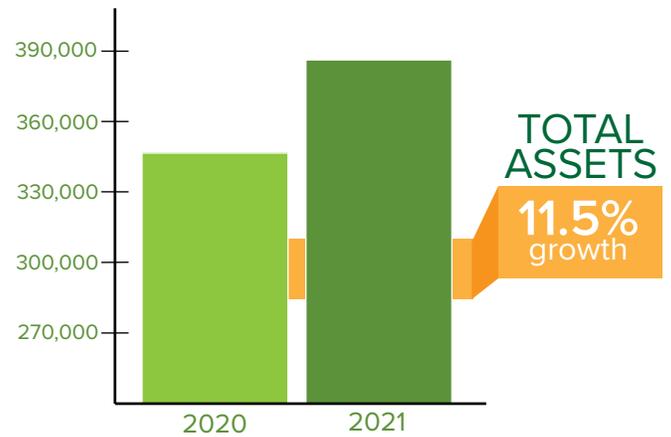
- Income from Loans
- Income from Investments
- Income from Fees & Other



MEMBERSHIP

2021: 25,364

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 in a formal meeting and continues to perform audits while maintaining a safe environment.

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 completed the audit in February 2022 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, plastic card inventory, and balancing records. The Supervisory Committee works to detect fraud by reviewing areas such as new and closed accounts, loan records, dormant accounts, file maintenance, 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, Committee Member
Rick Dumont , Committee Member

PRESIDENT'S REPORT

Last year, as we prepared for our annual meeting, we were cautiously optimistic that 2021 would be less of a challenge than 2020. And while 2021 still had its difficulties, it was a good year for Jordan Credit Union and its member owners. 2021 has been a year of growth for the credit union as we continued to add services and members. In the last two years, we have seen a combined growth in assets of just over 32%. Our Return on Assets, or ROA, was an above industry average of 0.81%. That is very important, because that growth allows us to continue to grow and expand moving into the future.

We continue to see both increases in the number of members that actively use services from Jordan Credit Union and the number of our products and services they utilize. We have added a convenient, safe, and secure way to apply for a loan through our online banking. Our members have readily welcomed another new product which provides current FICO scores through our online banking and mobile app. This new product gives our members increased confidence as they apply for loans and other financial services. We also added an award-winning money management tool that allows our members to aggregate accounts and loans from most financial institutions into their Jordan online banking and mobile app. This tool makes it more convenient for members to get a clear and complete overview of their financial in a single place and create automated budgets based on their activity with their Jordan Credit Union accounts.

At the end of 2021, the credit union completed construction on our new corporate headquarters. This additional space was greatly needed as we had been in the original Sandy building for more than five decades. This new building creates space for additional departments and services that will allow us to better serve our members for years to come.

This year, as we have our board elections, we know we will have at least one new board member. Jodi Roberts has served the credit union and our members as a volunteer since 2013. The credit union has been made better because of her dedication and efforts on behalf of our members. She will be missed and will leave behind a lasting example of commitment.

In closing, I would like to thank you for your continued support and patronage. The dedicated staff and I would like to wish you all the best in 2022. I would like to thank the Board of Directors and the Supervisory Committee for the time they volunteer for our members. Each of them is willing to volunteer on your behalf and are dedicated in representing the best interests of our membership. I also appreciate the employees of the credit union for their hard work, dedication and eagerness to help during the turmoil of the past two years. We view Jordan Credit Union as one big family and we are here to help, so if there is anything that we can do to help or make your quality of life better, please let us know. Thank you and I welcome any comments, suggestions, or questions from our member/owners.

Lindsey Merritt
CEO / President



BOARD OF DIRECTORS AND CEO/PRESIDENT

BOARD OF DIRECTORS

| | |
|--------------------|--------------|
| Sheradee Bradfield | Chair |
| Terry Klenk | Vice-Chair |
| Jodi Roberts | Secretary |
| LaMar Beckstead | Board Member |
| Leslee Engh | Board Member |
| Christopher Finley | Advisor |
| Tiffany Keim | Advisor |

SUPERVISORY COMMITTEE

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

ADMINISTRATION

| | |
|------------------|--|
| Lindsey Merritt | Chief Executive Office & President |
| Eileen Eckman | Chief Operations & Officer Executive Vice President |
| James Nelson | Chief Financial Officer |
| Rennie Acerson | Vice President of Lending |
| Jennie Anderson | Vice President of Human Resources & Organizational Development |
| Landon Bradfield | Vice President of Growth & Member Experience |
| Blair Brown | Vice President of Information Systems |
| Amanda Markus | Executive Assistant |

DIRECTORS

| | |
|-------------------|-------------------------------|
| Tracey Jensen | Director of Branches |
| Katherine Poulson | Director of Member Experience |

MANAGERS

| | |
|------------------|----------------------------|
| KarmaLyn Hancock | Sandy Branch Manager |
| Jake Barlow | West Jordan Branch Manager |
| Cyndi Coyle | Riverton Branch Manager |
| Tess Rapp | Draper Branch Manager |
| Fabiola Nelson | Midvale Branch Manager |
| Cris Rios | New Bingham Branch Manager |
| Jeff Gull | Collections Manager |
| Doug Jenson | Account Processing Manager |
| Corinne Zander | Operations Manager |