

2023

ANNUAL MEETING

LIVE VIRTUAL EVENT AGENDA & PROGRAM



JORDAN
CREDIT UNION

AGENDA

Sheradee Bradfield	Greeting
Christopher Finley	Pledge of Allegiance
LaMar Beckstead	Invocation
Christopher Finley	Motion to Accept 2022 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
	Scholarship Drawings
Leslee Engh	Youth Scholarships: (two) \$1,000 and (one) \$2,000
Kody Adams	Memorial Scholarship: (one) \$2,000
Tiffany Keim	Continuing Education: (two) \$1,000

MINUTES

ANNUAL MEETING: MARCH 16, 2022

The 2022 annual membership meeting of Jordan Credit Union held virtually. Members of the board of directors, a supervisory committee member, and the credit union's executive team, along with a few other employees, met at the credit union while the event was live streamed to YouTube.

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

PLEDGE OF ALLEGIANCE

Terry Klenk, Board Vice Chair, recited the Pledge of Allegiance and invited those watching, both in person and on YouTube, to join him.

INVOCATION

The invocation was given by LaMar Beckstead, Board Financial Officer.

APPROVAL OF MINUTES

Terry informed everyone the minute from the March 17, 2021 annual meeting can be found online in the 2022 annual meeting packet. He then called for a motion regarding the minutes:

Leslee Engh, Board Member, made a motion to approve the minutes.

LaMar Beckstead seconded the motion, which passed unanimously.

NOMINATION COMMITTEE

Rick Dumont, Supervisory Committee Member, explained a nomination committee is appointed each year to review resumes submitted for open seats on the board of directors and determine whether the individuals meet the eligibility criteria defined by the credit union's bylaws. This year's nomination committee was:

- Lindsey Merritt, CEO/President
- LaMar Beckstead
- Nancy Curtis, Supervisory Committee Secretary

INTRODUCTION OF CANDIDATES FOR THE BOARD

Rick informed members the nomination committee received five applications for two open board seats. After reviewing all five, they determined all of them met the eligibility requirements. Those individuals were:

- Sheradee Bradfield
- Christopher Finley
- Steve Hambor
- Douglas Denning
- Kody Adams

ELECTION RESULTS

Rick explained the credit union enlisted the help of CU Ballot to collect and count votes of the membership by electronic and paper ballot. CU Ballot gave regular updates throughout the process to the credit union's internal auditor and provided certified results at the end of the voting period.

There was a total of 275 votes: 216 by mail and 59 electronically. Rick announced Sheradee Bradfield was reelected to the board and Kody Adams won the other open seat.

INTRODUCTION OF VOLUNTEERS

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

- Sheradee Bradfield, Chairman of the Board
- Terry Klenk, Vice Chair
- Jodi Roberts, Secretary
- LaMar Beckstead, Financial Officer
- Leslee Engh, Board Member
- Christopher Finley, Board Advisor
- Tiffany Keim, Board Advisor

MINUTES (CONT'D)

ANNUAL MEETING: MARCH 16, 2022

Next, she introduced the members of the supervisory committee:

- Joy MacKay, Chairman
- Nancy Curtis, Secretary
- Naomi Damron, Committee Member
- Rick Dumont, Committee Member

Board Chair Bradfield thanked these individuals for their help and for the volunteer service they give the credit union and its membership.

SUPERVISORY COMMITTEE REPORT

Rick reported the supervisory committee is comprised of five volunteers who make unannounced visits to each branch to audit things like vault and teller cash, dual control processes, and balancing records. They work to detect fraud by reviewing new and closed accounts, address changes, deceased accounts, and expenditures made by the board and executives. A major responsibility of the committee is to enlist an outside vendor to complete an audit to ensure the credit union's accounts and financial records follow generally accepted accounting principles. Russ Dickson of Dickson and Company completed last year's audit and gave a very favorable report. He's also in the process of completing this year's audit. Rick stated that based on the audits performed by the supervisory committee and the results of Russ Dickson's audit, Jordan Credit Union operates in a fiscally sound manner in accordance with Federal and state laws.

He finished by informing the membership a full report from the committee's chair can be found in the 2022 annual meeting program.

CHAIRMAN'S REPORT

Board Chair Bradfield read from her report, which was included in the 2022 annual meeting program. She started by sharing some of the things the credit union has accomplished since the last annual meeting, including:

- Introduction of texting service and expansion of the Contact Center to improve communication
- New lending software
- New phone system
- Cosmetic improvements at all branches
- New software for escrow accounts
- Completion of the new administrative building in South Jordan

She went on to say board members have continued training and learning from experts in the credit union field to improve their knowledge. During their fall planning meeting, the board set several directional goals for JCU, and the executive team has worked hard to align department goals and projects to reach those goals. All this has been done to keep JCU strong and relevant to members.

Board Chair Bradfield touched on the tremendous growth of the credit union in 2021, including an increase in member deposits of more than \$40M. There was also growth in Rewards Checking, Cash Back Checking, Second Chance Autos, and the new Ticket to Win Savings. She said as we continue to grow, we also remember where we came from, reminding membership the credit union is a stronger support of education. She stated the credit union has donated thousands of dollars to schools, classrooms, teachers, and students, and we've awarded numerous scholarships to help members further their education. Speaking of donations, she was also happy to say that thanks to the generous contributions of members, the credit union was able to donate almost 500 pairs of shoes to children in need during the holiday season. Board Chair Bradfield finished by expressing her gratitude to the membership for their loyalty and to the staff for their hard work and dedication.

MINUTES (CONT'D)

ANNUAL MEETING: MARCH 16, 2022

PRESIDENT'S REPORT

Lindsey started his presentation by welcoming new board member Kody Adams, explaining Kody has been a JCU member for several decades. He said he's confident Kody will represent the credit union membership interest and he looks forward to working with him. He then expressed deep appreciation for outgoing board member Jodi Roberts, stating she has served as a JCU volunteer for over nine years and her contributions will be missed. Next, he referenced an unfortunate incident involving several police departments that ended in the death of K9 officer Maya in the parking lot of the credit union's administrative building. He said we held a fundraiser in hopes of raising enough funds to replace this fallen officer. Thanks to many charitable donations, Lindsey, along with Landon Bradfield, Vice President of Growth and Member Experience, were able to attend the March West Jordan City Council meeting and present them with a check for \$9,000. He expressed appreciation to all those who contributed to that fundraiser.

Lindsey then talked about the incredible growth the credit union had, particularly in member deposits, during 2021. He said the credit union saw as much growth last two years as it did during the first 49 years of existence. He stated we opened more than 3,700 new savings accounts and more than 2,600 checking accounts, adding he's extremely proud of all the new members we've been able to help.

He then acknowledged the last two year have been challenging for members and said the credit union was not exempt from some of that. He said the pandemic changed many member behaviors and transactions look very different than they did a few years ago. He said the number of in branch and drive through transactions has decreased by 25%. However, that doesn't mean members are doing fewer

transactions, it just means they changed the way they are doing them, explaining we've seen a jump in the usage of electronic service. Because of this, he ensured members we will continue to place a high priority on our mobile app, Online Banking tool, and other electronic services.

Lindsey went on to talk about the board's annual fall planning meeting and referenced the directional goals Board Chair Bradfield talked about in her report. He said the five goals set by the board are:

- 1- Create a stronger bond with members through consistent member service
- 2- Improve employee retention
- 3- Increase equity position through loan growth
- 4- Increase usage of credit union products
- 5- Advance technology to meet member expectations

He said we know one of the ways we can create a stronger bond with member is to improve our loan process, so we're developing a new lending system that we believe will make things more efficient and convenient for members. Next, he talked about the Great Resignation, stating JCU was not isolated from the employee shortages many experienced over the last 18 months. Lindsey said we recognize when staff leave it impacts member experience, so we're doing all we can to improve turnover. Lindsey then talked about the significant increase in fraud nationwide, along with data breaches to major companies like Robin Hood and Intuit Turbo Tax. He stressed to members their security is a top priority for the credit union, which is why we have several things in place to protect member information. He said we are also implementing other processes and procedures that will further protect members. Last, Lindsey thanked the board and supervisory committee for their service to the credit union, explaining the time they give is voluntary, so he appreciates their sacrifice. He also thanked the staff of

MINUTES (CONT'D)

ANNUAL MEETING: MARCH 16, 2022

the credit union, stating each person makes a difference, whether they work on the frontline or in the back office. He told members JCU staff are committed to helping member and work hard to make sure they're giving good member service. He finished by thanking the membership for the continued trust, stating he looks forward to a successful 2022.

Lindsey's full report can be found in the 2022 annual meeting program.

SCHOLARSHIPS

The following scholarships were awarded:

YOUTH SCHOLARSHIPS

Jodi said credit union encourages young members to save by giving them one ticket for the Youth Scholarship drawing for every \$5 deposited into their account. She said there would be two \$1,000 winners and one \$2,000 winner, after which Tiffany, Chris, and Kody drew the names, and the accounts were verified. This year's winners were:

- \$1,000: Jada P Jenson
- \$1,000: Michael B Donaldson
- \$2,000: Kaleb B Weaver

MEMORIAL SCHOLARSHIP

Jodi 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 Max Larsen.

CONTINUING EDUCATION SCHOLARSHIP

Jodi 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:

- Ashlee Snow
- Fatima Terrazas

Jodi was happy to say JCU prides itself on being an education credit union and is happy to aware these scholarships each year. She then took a moment to convey her thanks to the volunteers and staff she's worked with for the past nine years, stating she's seen the credit union grow so much during that time. She said being able to learn about the credit union has been an amazing experience and she wish Kody the best of luck as an incoming board member. Board Chair Bradfield thanked members for the attendance and thanked Jodi for all her years of service. She welcomed Kody as well, stating the credit union is excited to have him on the board.

The meeting ended at 7:30 p.m.

BOARD CHAIRMAN'S REPORT

It brings me great pleasure to share with you the many exciting developments that occurred at Jordan Credit Union over the past year. Our wonderful executive team and staff worked tirelessly to ensure our continued growth while maintaining our commitment to financial security.

One of our proudest accomplishments is the expansion of our online services, particularly our members' ability to start and complete loans from the comfort of their own homes. We understand the importance of convenience in today's fast-paced world and strive to provide our members with the best possible experience.

Our Board members remained steadfast in their dedication to learning from industry experts, allowing us to refine our directional goals for the credit union. Our executive team worked diligently to align department goals and projects with these goals, ensuring we remain relevant and strong for our members now and in the future.

We made significant strides in lending last year, and we're delighted to report that our member loans increased by over 18% or nearly 33 million dollars. We want to be our members' first choice when they need a loan, and we're committed to making that happen.

As we continue to grow, we remain grounded in our roots. Jordan Credit Union began 73 years ago as a non-profit for educators, and we're proud to carry that legacy forward. We also understand the vital role education plays in our community. That's why we donated thousands of dollars to schools, classrooms, teachers, and students, and awarded several scholarships to our members. In December, we donated over 500 pairs of shoes to children in need, a testament to the generosity of our fabulous members and staff.

On behalf of the Jordan Credit Union Board, I want to express our deep appreciation for your loyalty and friendship. We couldn't have achieved all that we have without our dedicated CEO, executive team, and staff, and we extend our heartfelt gratitude to them as well.

Sheradee Bradfield

Jordan Credit Union Board Chair



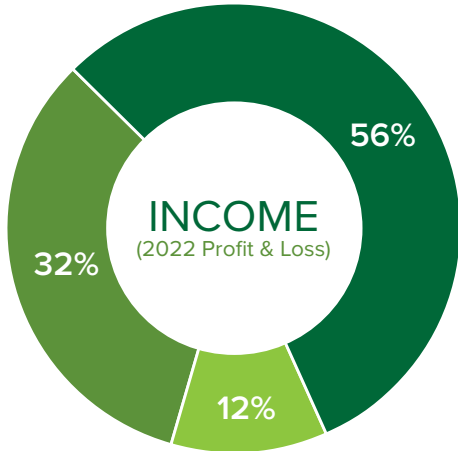
FINANCIAL STATEMENT & GROWTH

ALL DOLLAR AMOUNTS REPRESENT X \$1,000

YEAR ENDING BALANCE SHEET	2021	2022
ASSETS		
Cash & Equivalents	65,379	13,481
Investments	111,427	121,225
Loans	179,761	212,820
Allowance for Loan Losses	(311)	(395)
Buildings & Land	12,891	13,793
Furniture & Fixtures	1,307	1,293
Other Assets	15,365	14,516
TOTAL ASSETS	384,970	377,582
LIABILITIES & RESERVES:		
Shares	313,280	315,296
Certificates	39,468	35,564
Total Deposits	352,748	350,860
Reserves	30,268	24,732
Certificate Interest Payable	139	142
Other Liabilities	1814	1846
TOTAL LIABILITIES & RESERVES	384,970	377,581
PROFIT & LOSS STATEMENT		
Income from Loans	8,250	8,214
Investment Income	1,620	2,086
Fees & Other Income	4,962	4,429
Total Income	14,832	14,730
Provision for Loan Losses	169	403
Operating Expenses	11,192	11,513
Cost of Funds	840	1,099
Total Expenses	11,863	13,015
NET INCOME	2,969	1,715
Number of Members	25,364	25,816

2022 GROWTH

ALL DOLLAR AMOUNTS REPRESENT X\$1,000



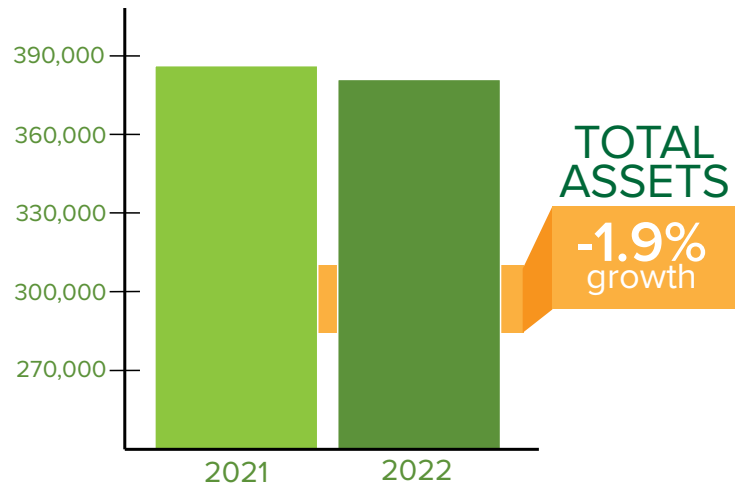
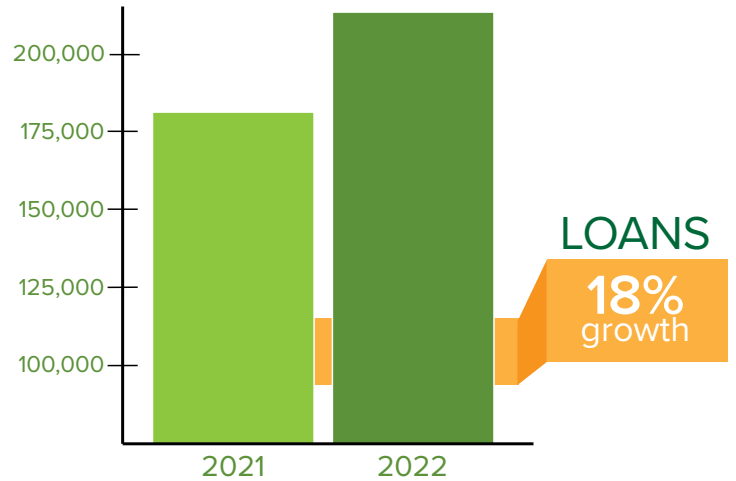
- Income from Loans
- Income from Investments
- Income from Fees & Other



MEMBERSHIP

2022: 25,816

THANK YOU!



SUPERVISORY COMMITTEE REPORT

The Jordan Credit Union Supervisory Committee is comprised of volunteers who act to guard the credit union against waste, loss, or illegal practices. The committee meets monthly in a formal meeting and completes regular audits of each branch.

One of the responsibilities of the Supervisory Committee is to schedule an annual independent audit to ensure the credit union's accounts and financial records follow generally accepted accounting principles. Russ Dickson of Dickson & Company completed this year's audit in February 2023. The committee received his report and reviewed it.

Members of the Supervisory Committee perform unannounced branch audits each quarter for every branch. The committee verifies internal controls, for example vault and teller cash, dual control processes, plastic card inventory, and balancing records, are in place and that there are no discrepancies. 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. Reports of each audit are presented and discussed the following month in our committee meeting. Any inconsistencies identified are reported to Lindsey Merritt, CEO/ President, and are monitored closely for resolution.

The Supervisory Committee also 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 and Russ Dickson, 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,

Rick Dumont, Chair
Joy MacKay, Secretary
Nancy Curtis, Committee Member
Denny Berrett, Committee Member

PRESIDENT'S REPORT

It is my pleasure to present to you the annual report for our credit union for 2022. As the President/CEO of Jordan Credit Union, I am proud to share the achievements and progress we have made in the past year.

Our credit union has continued to grow and expand in membership over the year. We continued to add new members, and our total membership now stands at over 25,800 members. Because of the record high growth in deposits the credit union experienced in 2020 and 2021, it was no surprise to see a slight decrease in total deposits in 2022 as members felt more comfortable spending some of the excess funds they saved during the height of the pandemic. Despite the decrease in member deposits, we continued to see increases in savings accounts, checking accounts, and business accounts.

We have continued to focus on our digital transformation strategy, which has been critical in providing seamless and efficient services to our members. We have continued to invest in technology infrastructure to improve our online and mobile banking platforms, making it easier for members to manage their accounts and conduct transactions at their convenience. Our mobile app has been updated to provide more features such as mobile check deposit and Bill Pay. Within the next few months, we will introduce another update which will enable VISA card management. This will greatly increase your ability to manage your debit and credit cards and how they are used. We are proud that our members usage of our electronic services is high above national averages for other credit unions.

Our credit union's financial performance for 2022 continued to be strong. The credit union's net worth ratio, which is one measurement used to measure the credit union's financial strength, increased from 8.80% to 9.43%. We were able to do this because of your continued patronage despite the rapid inflation that we have witnessed. Our net income last year was over \$1.7 million with an ROA percentage of 0.45%. Jordan Credit Union continues to be highly rated by Bauer Financial, a leading independent bank and credit union rating firm.

Our credit union has continued to focus on providing affordable and accessible loans to our members. Our loan portfolio has grown by 18% over the last year, and we have disbursed more than \$160,000,000 in new loans to our members. We have also maintained a low delinquency rate of 0.40%, which is a testament to our commitment to responsible lending and member financial education.

In closing, the past year has been a successful one for Jordan Credit Union. We have continued to grow and expand our services, while maintaining a strong financial position. Our commitment to providing affordable and accessible financial services to our members remains steadfast. We will continue to focus on innovation and member engagement to ensure we are meeting the evolving needs of our members. On behalf of the staff of Jordan Credit Union, I would like to express our appreciation to our members for their continued support and trust in our credit union.



Sincerely,

Lindsey Merritt
CEO / President

VOLLUNTEERS AND CREDIT UNION LEADERSHIP

BOARD OF DIRECTORS

Sheradee Bradfield	Chair
Leslee Engh	Vice-Chair
Kody Adams	Secretary
LaMar Beckstead	Financial Officer
Christopher Finley	Board Member
Tiffany Keim	Advisor

SUPERVISORY COMMITTEE

Rick Dumont	Chair
Joy MacKay	Secretary
Nancy Curtis	Committee Member
Denny Berrett	Committee Member

ADMINISTRATION

Lindsey Merritt	Chief Executive Officer & 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
Mike Bishop	Director of Human Resources & Training
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 Jensen	Account Processing Manager
Corinne Charlesworth	Operations Manager