

**MINUTES OF THE 67TH
ANNUAL MEETING OF THE MEMBERSHIP**

MARCH 12, 2020

Membership registration and dinner began at the Amarillo Civic Center Heritage Room at 6:00 PM. The 2020 theme was "Clear Vision 2020."

General Manager Art Hornell welcomed members and led the pledge.

INVOCATION: Dirk Schmitz, member of the Board of Directors, gave the invocation.

CALL FOR QUORUM: The 67th TPFCU Annual Meeting was called to order at 6:46 PM by Art Hornell, stating a quorum was present. Mr. Hornell made the following appointments:

APPOINTMENTS BY CHAIR: Credentials – Russell Parker, System Operations Support Manager; Parliamentarian – Carolyn Cotter, Pecos Branch Manager; and Recording Secretary – Summer Baker, Office Services Manager.

CALLS FOR APPROVAL OF THE 66TH ANNUAL MEETING MINUTES: A motion was made and seconded, with none opposed, to approve the 2019 TPFCU Annual Meeting Minutes which had been placed on meeting tables.

INTRODUCTION OF THE SUPERVISORY COMMITTEE: Mr. Hornell introduced Jerry Poirot, Supervisory Committee Chairman, and current committee members: Mark Epperson, Thomas McLean and Leonard Renteria. Mr. Hornell thanked the volunteer committee for the service they provide to the membership.

INTRODUCTION OF THE BOARD OF DIRECTORS: Mr. Hornell introduced the following members of the Board of Directors and thanked them for their years of service: Christie Brown (President), Cindy Klause (Vice President), Sam Gaffney (Treasurer), Tim Shedd (Secretary), Dirk Schmitz, Michelle Chalmers, Natalie Demerson-Watkins and Judge Jay Mayden.

INTRODUCTION OF THE NOMINEES FOR BOARD OF DIRECTORS: Christie Brown, Board of Directors President, introduced the following nominees for the Board of Directors, who were voted by acclamation: Tim Shedd, open 3-year term; Dirk Schmitz, open 3-year term; and Natalie Demerson-Watkins, at-large 3-year term.

ACCEPTANCE OF WRITTEN REPORTS: Mr. Hornell called for a motion by members to accept the written reports provided in the handouts; the motion was accepted, seconded, and reports were approved.

REPORT OF THE PRESIDENT: Ms. Brown welcomed members, friends and family to celebrate another successful year for TPFCU. She outlined the credit union's 2019 WIG (Wildly Important Goal) to reach CAMEL level 2 as an organization. She also discussed the recently implemented remote deposit service. Some other notable advancements included increase in loans and shares, membership growth, and increase of mobile money and virtual branch users. Ms. Brown expressed her appreciation for members'

business and loyalty, and she promised the continued diligence of the Board and the staff serving the membership.

REPORT OF GENERAL MANAGER: Mr. Hornell indicated the credit union had improving economic conditions, savings growth, and membership growth, and that the credit union remains a strong, well-capitalized financial institution. Overall performance in 2019 improved over 2018. Delinquency in loans and charge-offs increased, but the credit union improved the bottom line in 2019 and was able to put more into capital accounts on members' behalf. He discussed products and services as well as dedicated team members, thanking these team members for continued commitment, and the membership for continued dedication. He announced upcoming work on improving branch locations, including the Pecos office with interior and some exterior improvements, along with some improvements at other locations as well. He also discussed updating policies concerning ongoing health issues to keep employees and members safe with a focus on continuing to serve members' needs. Mr. Hornell expressed his highest regard for employees, membership, and associates.

UNFINISHED AND NEW BUSINESS: There was no unfinished or new business to discuss.

PRESENTATION OF AWARDS: Two TPFCU employees, Chelsea Smith, Canyon Branch Supervisor, and Loan Department Supervisor, Sarah Bixenman, were recognized with a token of appreciation for 10 years and 25 years of service to the credit union, respectively.

INTRODUCTION OF TPFCU MANAGEMENT TEAM, SUPERVISORS AND STAFF: Mr. Hornell introduced the management team as a group and asked them to stand. Next, all employees of the credit union were asked to stand and be recognized as well. He thanked the membership for attending.

DRAWING OF DOOR PRIZES: Cash prizes were given away by drawing to the adult membership. To streamline proceedings, cash prizes were distributed to children and teens earlier in the evening.

ADJOURNMENT: Meeting was adjourned at 7:33 P.M.

Christie Brown, Board of Directors President

Summer Baker, Recording Secretary