

Minutes of the 55th Annual Business Meeting

The 55th Annual Business Meeting of the UMassFive College Federal Credit Union was held on Wednesday, March 23, 2022, at 6:00 p.m. virtually via [Zoom webinar](#) (ID 825 0858 3641).

Prior to the meeting call to order, Craig Boivin, VP of Marketing, advised that the meeting is being recorded, all attendees were muted, and the chat window was blocked. He stated attendees have the option to post questions and comments, including motions, in the Zoom Q & A window. Craig noted that posts in the Q & A window would be addressed throughout and toward the end of the meeting.

Craig paused to acknowledge that UMassFive's corporate headquarters in Hadley, Massachusetts occupies the land of both the Pocumtuc and Mipmuc Peoples, whose connection to this land we remember, and whose past, present, and future presence we respect.

Craig provided the names of the panelists speaking this evening: Board Chair, Bob Harrison; Board Secretary, Ruth Yanka; President and CEO, Rich Kump; and Supervisory Chair, Ellen Rutan. He called Board Chair, Bob Harrison to call the meeting to order. He mentioned Bob has served on the Board since 2012, and as the Board Chair since 2014.

1. **Call to Order:** The Business Meeting was called to order by Chair Robert Harrison at 6:04 PM.
2. **Board of Directors in Attendance:** Directors present included: Robert Harrison, Board Chair; Ruth Yanka, Board Secretary; Karl Kowitz, Vice Board Chair; Sam Killings, Asset Liability Management Committee Chair; Robert Mishol, Credit Risk Management Committee Chair and Human Resources Committee Chair; Jacqui Watrous, Technology Planning Committee Chair; Amy Proietti, Director; Curt Shumway, Director; and Julius Lewis, Director.
3. **Determination of a Quorum:** Chair Harrison and Board Secretary Yanka determined a quorum of members were present.
4. **54th Annual Meeting Minutes:** Chair Harrison announced that the meeting minutes from the 54th Annual Meeting along with the Agenda for the 55th Annual Meeting were emailed to members who registered for this meeting, and were also available on the UMassFive public website. A motion was then made and seconded to dispense with the reading of the Minutes of the 54th Annual Meeting. So Voted.
5. **Report of the Board Chair:** Chair Harrison introduced the Board of Directors in order of tenure.

Chair Harrison asked attendees to pause and give thought to those suffering in the Ukrainian conflict. He stated the Ukraine has a credit union system serving members in the same way we do. UMassFive stepped up immediately, and circulated information to our members and staff about the Ukrainian Credit Union Displacement Fund managed by the Worldwide Foundation for Credit Unions to provide direct humanitarian support. Bob recommended to visit our website or contact a branch if members would like to give their support.

Chair Harrison was pleased to report that UMassFive continues to be a strong, stable, and healthy financial institution. He reported that the 2021 books were closed with record assets totaling \$631 million, and the Credit Union is well positioned to weather any further impact created by the pandemic.

Chair Harrison encouraged attendees to read the annual report, themed “People Helping People” He stated that a copy of the report would be emailed to all members on file with the Credit Union and is also available on our website, www.umassfive.coop.

Chair Harrison reflected on our sole purpose, to provide financial solutions and guidance to our members, sponsor groups, and community. He commended the work of our dedicated employees who were willing, flexible, and continued to focus on serving our members throughout the pandemic.

Chair Harrison announced that Sam Killings is retiring from his seat on the Board. He thanked Sam for all of his time served on the Board, for offering his time, vision, leadership, and wisdom to the Credit Union.

Chair Harrison then called on Rich Kump, President & CEO of UMassFive.

6. **Report of the President & CEO:** President & CEO Rich Kump introduced the members of the senior management team.

Mr. Kump stated we experienced strong growth again, with 5.3% growth in assets year over year, which brought assets to \$631 million, making us the 26th largest of 147 credit unions in Massachusetts, and the 4th largest in Western Massachusetts. Our Return on Assets was 60 basis points putting us in the top 25% of Massachusetts credit unions. Our Net Worth finished the year at 8.91%, staying well above our regulators top standard as a well-capitalized credit union.

Though numbers drive our industry, they don’t make the story, people do. Those are the stories to tell, as made possible by our staff. Our employees are trained by our service philosophy: help members save time, save money, make money, provide convenience, and provide peace of mind. When done well, the numbers follow. In 2021, they did follow.

UMassFive is a 25% owner of Member Advantage Mortgage, a company created by a handful of credit unions back in 2008. They originated \$191 million in about 20 states of which nearly \$90 million went to UMassFive members. We saved a lot of members a lot of money, we helped members realize their dream of home ownership, as a result, our investment in the mortgage company increased by \$1.7 million which all went directly to our bottom line.

Our financial and investment services program goals are to help our members make money and provide peace of mind. The numbers reported nearly a half million in revenue for UMassFive for the advisory services.

Our community is hearing our stories too. In 2021 we were a finalist for the Gazette Reader’s Choice poll for best mortgage provider, and won best financial planning and best investment brokerage.

President & CEO Kump concluded stating the numbers will follow when you take care of the people, create new stories, when we stay focused and committed, and execute. He is honored to lead the charge for serving every member every day. President Kump then called on Ellen Rutan, Chair of the Supervisory Committee to provide the Supervisory Committee report.

Supervisory Committee Report: Ellen Rutan introduced the volunteers who serve on the Supervisory Committee. She then provided the following report.

Ms. Rutan stated that the purpose of the Committee is to protect the Credit Union’s members’ interests and ensuring that the financial condition of the Credit Union is accurately and fairly presented in the Credit Union’s financial statements. To meet this responsibility, the Supervisory Committee employs accounting and other qualified firms to perform necessary audits, account verifications, and risk assessments under its

supervision. After using the accounting firm of CliftonLarsonAllen (CLA) for several years, the committee sent out a request for proposal in 2021 to select accounting firms, and eventually engaged the accounting firm of Wipfli, Certified Public Accountants, to conduct the annual financial audit for the year ending December 31, 2021, along with ongoing internal audit and compliance functions beginning in 2022. As a result of the most recent Annual Financial Audit, UMassFive received an unmodified opinion that our financial statements conform to generally accepted accounting principles.

For many years, the Supervisory Committee has contracted with an outside accounting firm to perform a more comprehensive internal audit program than is possible in house. This work continued in 2021, with various reports presented throughout the year by CLA to the Supervisory Committee on the findings of their work, much of which centered on regulatory compliance and whether adequate internal controls were in place for various functions and processes. The Committee also engaged GraVoc, a technology consulting firm, to perform certain computer assessments and testing.

Ms. Rutan then called on Board Chair Harrison.

7. **Unfinished Business:** Chair Harrison advised that there was no Unfinished Business to report.
8. **New Business:** Chair Harrison advised that there was no New Business to report. He then called Board Secretary, Ruth Yanka, to the podium to report on election results.
9. **Election Results:** Board Secretary, Ruth Yanka, reported that the Nominating Committee nominated the following individuals to serve on the Board of Directors: Robert Mishol, Curt Shumway, and Jeremiah Bentley, each nominated to serve 3-year terms. As there was only one nominee for each open position, and in accordance with the Bylaws of UMassFive, one vote was cast by Ruth Yanka to elect the slate of candidates as presented.
10. **Q & A Break:** President & CEO Kump stated that there were no questions from the attendees
11. **Closing:** President & CEO Kump recognized Director, Sam Killings, for his lengthy time with UMassFive. Sam decided to retire after 24 years when the Credit Union totaled under \$85 million in assets. His leadership and vision helped UMassFive become one of the largest credit unions in Western Massachusetts, now totaling over \$600 million in assets and over 44,000 members. Sam also served on the Asset Liability Management Committee, the Human Resources Committee, and our Diversity Task Force. Sam worked 42 years as an Internal Auditor and Assistant Controller for Research Accounting at the University of Massachusetts. He has always been one of our most beloved and cherished directors. Sam has and always will be an ambassador who will always have the back of our members and staff. Thank you Sam for all you have done for UMassFive.
12. **Business Meeting Adjournment:** A motion was made and seconded to close the Annual Business Meeting. So Voted Unanimously.