

Minutes of the 54th Annual Business Meeting

The 54th Annual Business Meeting of the UMassFive College Federal Credit Union was held on Wednesday, March 17, 2021, at 6:00 p.m. virtually via Zoom webinar (ID 943 1326 2319).

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

1. **Call to Order:** The Business Meeting was called to order by Chair Robert Harrison at 6:00 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 Mike Sullivan, Director.
3. **Determination of a Quorum:** Chair Harrison and Board Secretary Yanka determined a quorum of members were present.
4. **53rd Annual Meeting Minutes:** Chair Harrison announced that the meeting minutes from the 53rd Annual Meeting along with the Agenda for the 54th 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 53rd Annual Meeting. So Voted.
5. **Report of the Board Chair:** Chair Harrison started by introducing those who serve on the Board of Directors.

Chair Harrison was pleased to report that UMassFive continues to be a strong, healthy financial institution. He reported that the 2020 books were closed with record assets totaling just shy of \$600 million, and the Credit Union is well positioned to weather any impact created by the pandemic.

Chair Harrison encouraged attendees to read the annual report, themed “Our Focus Remains Unchanged: YOU!” 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 Mike Sullivan is retiring from his seat on the Board. He thanked Mike 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 the members of the senior management team.

Mr. Kump began by stating we all had a common enemy in 2020, and that was the Coronavirus. It disrupted business more than anything ever has before. Our principles were put to the test as we

prioritized safety over service. He then shared some of the successes noting that these were only a small portion of what was accomplished.

President & CEO Kump praised Melvin Olivo and the IT Team for their stellar work getting 70% of our staff set up to work remotely barely two weeks after Governor Baker shut down the State. He also thanked Jeff Simpson and Dan Thies who helped 69 business owners receive \$3.9 million in PPP loans, allowing them to keep their doors open and pay their employees. Mr. Kump then thanked Lauren Duffy, the Credit Union's Core Data Processing Conversion team, and all employees for their commitment to a successful conversion, completed under very trying circumstances.

Mr. Kump thanked all members for their patience as call volume increased from under 7,000 calls per month (to start 2020) to over 16,000 per month by year end. He also commended our Financial Advisors who generated over \$1 million in gross revenue, but more importantly, reassured hundreds of members during the turbulent market volatility.

Mr. Kump explained the cooperative model of our mortgage company, Member Advantage Mortgage (MAM) and their relationship with UMassFive. For 10 years we averaged an appreciation of approximately \$200,000 a year. In 2020, the appreciation of our investment in MAM accounted for \$2.6 million of our \$3.6 million in net income.

Thirty Massachusetts credit unions lost money in 2020, but thanks to MAM and FIS, Mr. Kump reported that our return on assets came in at .64%, ranking us number 22 of 151 Massachusetts credit unions.

President & CEO Kump stated that the Credit Union has grown strong year over year, noting that in 2020 we had growth of 16%. We are now the 24th largest credit union of 151 in Massachusetts and in the top 12% in all of New England.

Mr. Kump stated that we upped our financial support to local non-profits more than ever. We have a budget for what we give and we dug deeper and gave more and couldn't be prouder. This shows more about who we are than the financial statements we distributed. We gave to (just to name a few) Amherst Survival Center, Northampton Survival Center, Friends of the Homeless, A Bed for Every Child, college Scholarships, and the Dakin Humane Society.

President & CEO Kump concluded stating that 2021 brings with it some hope for a return to normalcy. We all have a story and we need to remember that there are people who will come out of this pandemic in worse shape than they began. Mr. Kump emphasized that the Credit Union will be there for them. He thanked everyone for their support and allowing him to lead the Credit Union.

President Kump then called on Ellen Rutan, Chair of the Supervisory Committee to provide the Supervisory Committee report.

Supervisory Committee Report: Ellen Rutan started out advising who the volunteers are that 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 (drawn from our membership) employs accounting and other qualified firms to perform necessary audits, account verifications, and risk assessments under its supervision.

Beginning in 2016, the Supervisory Committee contracted with CliftonLarsonAllen, Inc. (CLA), to begin a more comprehensive internal audit program. This work continues with various reports presented

throughout the year by CLA to the Supervisory Committee on the findings of their work, much of which centers on regulatory compliance and technology security. In 2020, CLA was contracted to conduct the annual financial audit and ongoing internal audit and compliance functions. As a result of the most recent Annual Financial Audit, UMassFive College Federal Credit Union received an unmodified opinion that our financial statements conform to generally accepted accounting principles.

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 Harrison, Jacqui Watrous, and Julius Lewis, 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 Don Pelkey who recently tendered his resignation as a volunteer on the HR Committee. Don served on the committee for over 20 years and also served on the Board of Directors for over a decade, including a stint as the Board Chair. He wished Don the best of luck in his retirement and thanked him for his years of service.

Rich then recognized Mike Sullivan who has decided not to renew his seat with the Board of Directors after almost 40 years of service, and who was also a founding member of the Credit Union in 1967. A video was then played that the Cooperative Credit Union Association (CCUA) shared at their Annual Meeting this past October where they honored Mike Sullivan with the highest designation, electing him to the CCUA Hall of Fame. Rich then called upon Mike to say a few words.

Mike Sullivan thanked the Board, staff, and members who elected him over the last 39 years. He spoke about the past and closed noting how proud he is to leave UMassFive at time when it is truly one of the top financial institutions in the Pioneer Valley and all of Massachusetts.

12. **Business Meeting Adjournment:** A motion was made and seconded to close the Annual Business Meeting. So Voted Unanimously.