

## **Minutes of the 60th Annual Meeting**

**(Wednesday, June 9th, 2021)**

The meeting took place virtually via Microsoft Teams LIVE due to the COVID-19 pandemic and the required remote work environment.

### **Call to Order and Determination of Quorum**

The Sixtieth Annual Meeting of IDB Global Federal Credit Union was held at 4:30 p.m. EST and, for the second time, was carried out virtually due to the COVID-19 pandemic. Mr. William L. (Chip) Lusk Jr., CEO, verified a quorum's existence, called the meeting to order, and welcomed all members in attendance. Mr. Lusk mentioned the pain and suffering endured by the people in Latin American countries, such as Paraguay, Uruguay, and Colombia. A moment of silence took place in honor and memory of the members who passed away during the past year and a reflection on the world's loss experienced with the continuation of the COVID-19 pandemic.

During the opening session, Mr. Lusk presented the annual meeting theme - "Great Things Are Only Achieved Together. Thank You for 60 Years." And the presentation included a brief history of the Credit Union for members.

### **Review and Approval of Minutes of 59th Annual Meeting**

Mr. Lusk requested the endorsement of the 59<sup>th</sup> annual meeting minutes. He mentioned that the minutes were uploaded to the Credit Union's website and were available for members' review during the two week period preceding the meeting. The Board Chair, María Valeria Zemborain, made the first motion to approve the minutes. The motion was seconded by the Vice-Chair of the Board, Jorge Roldán. The minutes were officially approved as presented, with no objections.

### **Chair Remarks**

The presentation started with opening remarks from the Chair of the Board of Directors, Ms. Maria Valeria Zemborain, who acknowledged the Credit Union's accomplishments in 2020 and congratulated the staff, Board, and volunteers for the dedication shown. She expressed her pride in the progress made in the past year, such as the launch of an enhanced digital support solution, security enhancements such as the launch of google authenticator, debit cards control, and Apple, Google, and Samsung pay. In addition, she noted the elimination or reduction of fees, such as the International Transaction Fee on IDB Global Federal Credit Union Debit Cards and Credit Cards. She also mentioned the

13-Month Prime Share Certificate which provided members with a safe, high yield investment alternative in the midst of the pandemic. Finally, Ms. Zemborain thanked President Mauricio Claver-Carone for his support and warmly welcomed Chairman Todd Harper from the National Credit Union Administration to the meeting.

### **CEO Remarks: Year in Review**

Mr. Lusk thanked the Chair and, and before reviewing the 2020 results, thanked all staff for continuing to provide premier, personal service in a remote environment. He then invited participants to watch a video conveying the Credit Union's achievements in 2020.

### **Achievement Video Highlights**

The video highlighted key accomplishments in 2020:

- COVID Loan Payment Deferral Program
- Low or No Fee Based Products/Services with enhanced digital safeguards/functions
- Top Ranking by DepositAccounts.com
- Net Promoter Score Survey of 67 (average is 34)
- Enhanced Digital Member Service and Engagement with new communication channels – including live chat, video calls and co-browsing
- Debit Card Controls
- Google Authenticator
- Additional options for members to make loan payments
- Asset Growth of 17%

### **Introduction of Video – “Thank you for 60 Years”**

The CEO noted that on February 23, 1961, ten Inter-American Development Bank employees signed the Organizational Certificate to establish BID Federal Credit Union to meet saving and borrowing needs of IDB community. Mr. Lusk introduced a timeline video and noted that great things are only achieved together - thank you for 60 years of support.

### **Video – 60 Years Historical Timeline**

The video began its timeline by showing various graphics organized by decade.

- 60s: Formation and automobile financing product offered
- 70s: First deed of trust loan program and minor children's accounts offered

- 80s: First computer system, checking accounts, assets exceed \$50 million, and home equity/mortgage line of credit offered
- 90s: Launched supplemental housing loan program, special education advance loan program, country office loan program offered, and total assets exceed \$100 million
- 2000s: Virtual branch established, credit cards offered, assets exceed \$300 million
- 2010: Creation of the call center and remote deposit capability offered
- 2018: Core software upgraded and contact center hours expanded to 24/7/365
- 2019: Credit Union rebranded to IDB Global Federal Credit Union and credit card program offered to non-U.S. members
- 2020: Remote work environment adopted, and digital transformation accelerated due to the pandemic; assets exceed \$710 million

### **Introduction of NCUA Chairman Todd M. Harper**

The CEO introduced the Honorable Todd M. Harper, who is the twelfth Board Chair of the National Credit Union Administration, a voting member of the Financial Stability Oversight Council, and the NCUA rep on the Federal Financial Institutions Examination Council and Financial and Banking Information Infrastructure Committee. The CEO explained that the NCUA was created in 1970 by Congress to regulate federal credit unions.

### **Chairman Todd M. Harper Remarks**

The Honorable Todd M. Harper began his remarks by congratulating the Credit Union on its 60th anniversary and advancing the not-for-profit but charity ethos. Mr. Harper highlighted key historical events that occurred 60 years ago, such as John F. Kennedy becoming the 35th president of the United States. In addition, he noted that Venezuela became the first country in South America to eliminate malaria, and ten (10) employees of the Inter-American Development Bank established the BID Federal Credit Union.

Mr. Harper expressed the importance of credit unions to provide affordable financial services and products, as well as a strong commitment to their communities, relationships with partner organizations, and a focus on the future. In addition, he noted that managing interest rate risk is crucial to financial performance, especially coming out of a pandemic-induced recession.

Mr. Harper discussed the importance of paying close attention to business fundamentals of capital, asset quality, earnings, and liquidity in the months ahead and acting quickly to mitigate problems when/if they develop. He also

acknowledged the criticality of making sure that products and services are delivered without discrimination or unfair practices.

Mr. Harper closed out his comments by saying that IDB Global Federal Credit Union has been there for its members in good times and bad times, and members know they can count on the Credit Union. He encouraged the Board and management to keep up the good work.

### **Introduction of President Mauricio Claver-Carone**

The CEO then introduced IDB President Claver-Carone, who assumed his role on October 1, 2020.

### **President Mauricio Claver-Carone Remarks**

President Claver-Carone began his comments by providing some history regarding the formation of the Credit Union and how the Credit Union had evolved to meet the needs of its membership over its 60-year journey. He noted that the Credit Union had grown in parallel with the IDB regarding digitization and consistently working to improve the lives of the men and women in the IDB Group. President Claver-Carone also mentioned that the Credit Union works collaboratively with the Bank and showcased true character in coordinating relief funds, such as hurricane and Covid 19.

Mr. Claver-Carone closed his remarks by thanking the Credit Union for strengthening relationships within the IDB community and wishing 60 more years of success.

### **Question and Answer Session**

Mr. Lusk thanked President Claver-Carone, and then he provided answers to member questions:

**1) Q: “Has the Credit Union considered launching a rewards/cashback system on its credit cards? Other institutions offer this when using credit cards at certain types of locations.”**

A: The Credit Union currently offers cashback with the VISA platinum card, 1% unlimited all purchases, and management is looking at other products that offer rewards points for 2022.

**2) Q: “Could you please provide information about ATMs in DC and the US in general that do not charge a fee for cash withdrawals? With**

**continued teleworking, it is very complicated to go to the HQ location to withdraw cash.”**

A: Through partnership with the CO-Op network, members have more direct surcharge-free access to their money than most traditional bank customers. With over 33,000 surcharge-free ATMs globally, members can quickly find an ATM in their area. Visit [www.idbglobalfcu.org](http://www.idbglobalfcu.org) or go to the mobile app and click on the ATM locator on the homepage. Enter a zip code, and see the closest ATM and what services are offered.

**3) Q: “I am very satisfied by the share certificate products offered last year as a way of returning some benefits to the members. As such, I was wondering if you are considering extending the strategy in 2021?”**

A: The Credit Union is excited to announce extending the strategy of giving back to members with a premium share certificate product. On May 10, 2021, the Credit Union launched a 13-Month Prime Share Certificate with an above-market rate of 1.00% APY and no penalty for one early withdrawal. Members may invest with low risk and little commitment. Log in to Online Banking and open an above-market rate Prime Share Certificate.

**4) Q: “Do you have a plan that will allow in the short-term greater benefits and access to the different products by local officials in the country offices?”**

A: Together with the IDB, the Credit Union launched a credit card with a maximum limit of \$5,000. All local staff can access this credit card, and the limit is based on income. Other personal loan options are being explored.

**5) Q: “The form to open an account is the same form used when changing the authorized signature and it is very very cumbersome and long. I know for a fact that other Credit Unions have simpler processes even though it has more than 1 form. Can we improve on the design of this form?”**

A: Management acknowledged the feedback and committed to continue improving the member experience so that it is easy, quick, and secure.

**6) Q: “Are there any plans to re-open the branch?”**

A: Management noted that members' and staff's health and safety are a top priority. To protect them, The Credit Union had relied on IDB's prudent and detailed plans for safely reopening the facility and resuming in-person banking. Management further noted that the IDB's phased return to premises plan included details for reopening modules, including various scenarios ranging from limited to full 'new normal' staffing, and the first module was set to begin on July 1, 2021. Management added that the situation was constantly being reassessed, and that in-person banking would begin as soon as possible with the consent of the IDB Return to Premises Team. To ensure that the Credit Union remains accessible to members, the staff implemented innovative tools, such as a digital support solution, online appointment scheduling, and appointments on Fridays to safely assist members at the branch. If in person assistance is needed, then members were encouraged to visit the website and schedule a visit.

**7) Q: "Can the Credit Union make mortgage loans to members in country offices?"**

A: Yes, the Credit Union offers mortgages for non-U.S. domiciled members who wish to purchase real estate property in the Washington D.C. metro area or in Florida. The interest rates are more competitive than those offered by non-U.S. financial institutions. To learn more, members may contact the Credit Union's lending department or submit an application online from the website.

**8) Q: "Can the Credit Union help members in country offices with financial assistance related to the pandemic?"**

A: Management reviewed the COVID Loan Payment Deferral Program, noting that if members suffer negative financial impacts due to the pandemic, then they may file requests to skip up to three monthly loan payments.

**Introduction of Chair of the Nominating Committee**

Mr. Lusk thanked members for their questions and then introduced Ms. Claudia de Colstoun to present the results of the election.

**Nominating Committee Chair Remarks**

After thanking the CEO, Claudia noted that she was honored to serve on the Credit Union Nominating Committee along with Martin Guozden, Lourdes Telleria, and Gabriela Torrez. Claudia stated that the Committee met in early 2021 with management to evaluate candidate qualifications in line with responsibilities of direction and oversight in accordance with the Federal Credit Union Act and Rules and Regulations of the National Credit Union Administration.

Claudia thanked the 1,639 members who casted their vote for their participation and congratulated the following individuals for their election to the 2021 Board of Directors:

1. Ana Maria Rodriguez-Ortiz
2. Francisco Rojo
3. Daysi Andrades

Claudia then announced that the e-voter raffle winner of \$1,000 was Ernesto Jimenez Hernandez.

### Introduction of Raffle

Mr. Lusk congratulated the newly selected board members, before continuing with the raffle. He explained that in honor of the 60<sup>th</sup> Anniversary, the Credit Union would award one prize for each of the past six decades.

### Raffle Winners Announced

After being introduced by the CEO, Marco Paredes, Chief Lending Officer, made the announcement of the six raffle winners:

- 1st Prize - MacBook Pro: Irene Reyes de Munera
- 2nd Prize - MacBook Air: Mica Carmio
- 3rd Prize - iPhone12 Pro: Maria Constanza Pacheco Caltoun
- 4th Prize - iPad Pro: Michelle Muhringer Shayer
- 5th Prize - \$600 Share Certificate - 6.0% APY - 60-month term: Mario Loayza
- 6th Prize - \$600: Share Certificate - 6.0% APY - 6-month term: Carlos Franco

### Adjournment

In conclusion, Mr. Lusk announced that the Credit Union would begin to offer a 30-year fixed rate mortgage product which would be launched during summer. He reminded the members that the Lending Team is available to provide members with personalized assistance in both, English and Spanish, during their home buying process.

Mr. Lusk, expressed his gratitude to the IDB Global Federal Credit Union team for their hard work and accomplishments in 2020, as well as the participation of all the teammates during the annual meeting event. He gave a special thanks to Ximena, Domenica, Isabel, and Silvia, as well as the Operations and Marketing Teams, Andrea, Marilyn, Solange, Delianny and Stephanie, who organized the meeting first virtual Annual Meeting.

The 60th Annual Meeting concluded, and the meeting was adjourned.