

## **Minutes of the 61<sup>st</sup> Annual Meeting**

**(Wednesday, June 8, 2022)**

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

The 61<sup>st</sup> Annual Meeting of IDB Global Federal Credit Union was held at 4:30 p.m. EST and, for the third time pursuant to regulatory guidelines, was carried out virtually due to the COVID-19 pandemic. It was noted that a quorum was present for the meeting.

### **Chair Remarks**

The presentation started with opening remarks from the Chair of the Board of Directors, Ms. María Valeria Zemborain, who acknowledged the hundreds of people registered for the virtual meeting. Ms. Zemborain stated that closed captioning is available in English and Spanish. The chairwoman announced that the guest speakers are Executive Vice President and Chief Operating Officer at Inter-American Development Bank, Reina Irene Mejía Chacón, and former Chairman and current Board Member of the National Credit Union Administration, the Honorable Rodney E. Hood. She also acknowledged the atrocities taking place in Ukraine and held a moment of silence to honor Credit Union members who passed away in the past year.

Ms. Zemborain stated that the Credit Union blossomed with over \$725 million in assets, serving over 10,000 members in 75 countries and six continents.

### **Review and Approval of Minutes of 60<sup>th</sup> Annual Meeting**

Ms. Zemborain stated that the 60<sup>th</sup> Annual Meeting minutes were uploaded to the Credit Union's website. Vice Chair Jorge Roldan Modrák motioned to approve the minutes and seconded by Past Chair Juan Manuel Fariña. The minutes were officially approved as presented, with no objections.

The Chairwoman added that the Credit Union's Annual Report was available to members on April 29, 2022, which included the reports from the Credit and Supervisory Committee of their summary regarding loan approvals and internal and independent audit results, respectively.

Ms. Zemborain introduced the Credit Union's CEO, Chip Lusk.

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

Mr. Lusk thanked the Chair for her comments, and he thanked the staff for providing excellent service to members. He stated that enhancing banking

services was one of the Credit Union's top priorities. He acknowledged that members could fully access the digital branch experience with a single click of a button. Mr. Lusk stated that the Credit Union was financially secure and sound, with \$87 million in equity. Member shares and deposits increased by \$45 million as assets reached \$731 million. The Credit Union's return on assets was 0.60%, and a net worth ratio exceeded 12%. Mr. Lusk also stated that, on average, members received about \$520 in annual benefits by banking with IDB Global Federal Credit Union compared to the average national financial institution.

### **Achievements**

Mr. Lusk noted the following recent achievements:

- Launched Zelle®
- Introduced online appointment scheduling
- Paid a special dividend to our members totaling \$500,000 in March
- Introduced no fees on incoming wire transfers
- Introduced no international transaction fees on debit or credit cards
- Introduced no annual fees on credit cards
- Offered a 13-month prime share certificate at an above-market rate
- Migrated the Credit Union to a hybrid member service model, with branch hours now open for in-person member visits Monday through Friday from 9:00am – 4:00pm EST

### **Introduction of Video**

The CEO introduced a video stating the highlights of the past year.

### **Video – Year in Review**

The video began with what happened at the beginning of the year:

- The pandemic dominated the globe, but this year was a reminder that our world is more connected than ever
- Modern science gave us effective COVID vaccines
- The U.S. inaugurated its first woman and woman of color as Vice President
- The Caribbean led climate action to protect the environment from global warming
- The Credit Union embraced new technology channels to engage with and assist members
- The Credit Union launched a diversity, equity, and inclusion strategy
- The Credit Union invested in cyber security, member privacy, and industry best practices

- The Credit Union hired Carla Decker as COO, a recognized leader in the credit union industry and the Washington D.C. Latin American community
- The Federal Home Loan Bank of Atlanta members in D.C. voted to elect Chip Lusk, our CEO, to serve a four-year term on the Board of Directors of the Federal Home Loan Bank of Atlanta as the member representative for the District of Columbia
- DepositsAccounts.com gave our Credit Union its highest credit ranking, an A+, and listed us as one of the top 200 healthiest credit unions in the U.S.
- Our Credit Union achieved a Net Promoter Score of 59, well above the industry average of 34
- Our Credit Union introduced Zelle®, a fast, safe, and free way to send money
- Our Credit Union onboarded Credit Score, a powerful credit monitoring tool
- Our Credit Union introduced the Purchase Rewards program, which enables cashback on everyday debit card purchases
- Our Credit Union introduced Digital Receipts
- Our Family Referral Program provided cash bonuses to members and their referred family members

### **Introduction of Reina Irene Mejía Chacón - Executive Vice President and Chief Operating Officer at Inter-American Development Bank**

The CEO introduced Reina Irene Mejía Chacón, Executive Vice President and Chief Operating Officer at Inter-American Development Bank via video.

### **Reina Irene Mejía Chacón Remarks**

Executive Vice President and Chief Operating Officer Mejía Chacón began her remarks by discussing how she has been a member since late 2020. She provided an excellent personal testimonial of her positive experiences as a member of the Credit Union. She noted several services that she uses, and she personally endorsed banking with the Credit Union. Specifically, Ms. Mejía Chacón stated that the Credit Union had helped her build her credit score in the U.S., which is important to her as a G4 Visa holder. She said that she is a frequent user of Zelle® to transfer funds to her college-age children. She also highlighted the Kids' Club account for children. Next, Ms. Mejía Chacón talked about the in-person services for employees at the DC headquarters. She invites her colleagues and their families to join the Credit Union.

### **Introduction of Rodney E. Hood, NCUA Board Member and Immediate Past Chairman**

The CEO then introduced NCUA Board Member and immediate past Chairman Rodney E. Hood.

### **Rodney E. Hood, NCUA Board Member and Immediate Past Chairman Remarks**

Mr. Hood congratulated the Credit Union for over 61 years of active service. He mentioned that as a regulator he feels that regulations should be effective but not excessive. He stated that NCUA is seeing a nationwide decrease in loan delinquency, which means asset and credit quality is strong. Mr. Hood commented that financial inclusion is the civil rights issue of this generation. He added that he believes that children should learn about managing credit and credit scores in school, so they do not graduate with debt. Mr. Hood discussed the NCUA's Diversity Equity and Inclusion (DEI) initiatives, as well as their third annual DEI Summit. His last discussion point was financial technology (Fintech). Mr. Hood stated the NCUA is encouraging credit unions to smartly evaluate and leverage Fintech and blockchain technology solutions to remain relevant in the ever changing environment. He concluded by stating the power and importance of credit unions in the national economy, and he said there are good people and members at IDB Global Federal Credit Union. He encouraged the Credit Union to continue its good works.

### **Question and Answer Session**

Mr. Lusk thanked Mr. Hood and then invited Jorge Roldan Modrák to provide the answer to the first member question:

#### **1) Q: "Are country office staff members eligible to be elected to the Board of Directors?"**

A: Yes, regardless of where a member lives, you may be a candidate to be elected to the Board of Directors. If you have an interest in serving as a volunteer, then please let us know and we will do our best to find a place for you to get involved.

Next, Carla Decker stated the question and answer.

#### **2) Q: "The purchase power in the Caribbean and Latin American countries is severely decreasing day by day, which undoubtedly also has an effect on the Bank's executives. Is it possible to save part of our salary in U.S. dollars?"**

A: The easiest and most efficient way to save funds in U.S. dollars is to

utilize our wire transfer functionality. A wire transfer can be initiated from the bank where a staff person's local currency salary is directly deposited, please note that the fees and currency exchange fees are dictated by the originating bank. There is no charge however, for incoming wires to the Credit Union.

Next, Marco Paredes, Chief Lending Officer, stated the remaining questions and answers.

**3) Q: “What is the best way to build credit in the United States?”**

A: To build credit with the Credit Union, the member needs to establish some sort of credit loan account that reports to the credit bureaus, which is usually a credit card. As long as the member has a social security number, a U.S. physical address, along with their date of birth and full name they will be eligible as we report to all 3 credit bureaus.

The VISA Platinum and Visa Classic are two types of credit cards that the Credit Union offers. International Staff is eligible for the Visa Platinum card.

Some members will not qualify for a regular credit card, so they will have to apply for a secured credit card. A secured card is backed by a cash deposit you will have to make upfront, and the deposit amount is usually the same as your credit limit. It is also possible to get a loan or an unsecured credit card using a co-signer.

Once you have a loan or credit card (with SSN), and address within the U.S. territory, it should take about six months to develop a FICO score.

**4) Q: “Can you enhance the loan products available to staff who live outside of the U.S.?”**

A: We offer a Country Office Loan program to international staff who live outside the U.S. The program was created several years ago in collaboration with the IDB, and it enables you to pledge your severance benefit for unsecured loans up to \$40,000. Most recently we collaborated with the IDB to develop and offer a Visa National Classic Credit Card of up to \$5,000 for National Staff. We would like to expand these loan programs and are in active discussions with the IDB to do so.

## **Introduction of Nominating Committee Chair – 2021 Elections Results – Jorge Roldan Modrák**

Mr. Lusk thanked members for their questions and then introduced Jorge Roldan Modrák to present the results of the 2022 Election.

## **Nominating Committee Chair Remarks**

After thanking the CEO, Jorge noted that he was honored to serve on the Credit Union's Nominating Committee along with Daysi Andrades, Lourdes Tellería, Mike Valianatos, and Carlos Andres Gomez-Peña. Jorge stated that the Committee met in early 2022 with management to evaluate candidate qualifications, as well as the skills needed and the composition of the Board to ensure that it represents the membership-at-large so that it may provide general direction and oversight of the Credit Union in accordance with the Federal Credit Union Act and the Rules and Regulations of the National Credit Union Administration.

Jorge stated that 1,515 members cast their vote and congratulated the following individuals for their election to the 2022 Board of Directors:

Three-year terms:

1. Sandra Darville
2. Juan Manual Fariña
3. Monica Velásquez

One-year term:

1. Kenneth Foley

Mr. Roldan Modrák then announced that the e-voter raffle winner of \$1,000 was Nelly Arce.

## **Introduction of Raffle**

Mr. Lusk congratulated the newly elected board members and Nelly Arce. He stated that in honor of the theme of giving back to the community, seven members would receive the chance to win a donation made in their name to an IDB partner charity.

## **Raffle Winners Announced**

After being introduced by the CEO, Chief Operating Officer, Carla Decker announced the seven raffle winners:

- Carlos Miranda from Maryland - \$500 Donation
- Brenda Garcia from Washington, DC - \$500 Donation

- Julio Blanco-Eccleston from Montgomery County/Maryland - \$500 Donation
- Yonaida Encarnacion from Santo Domingo Republica Dominicana - \$500 Donation
- Marie Baron from Haiti - \$1,000 Donation
- Roberto Flores from Virginia - \$1,000 Donation
- Maria G Navarro from Maryland - \$1,500 Donation

### Adjournment

In conclusion, Mr. Lusk thanked Carla and presented a summary of upcoming and exciting enhancements:

- Implement the ability for members to make Automated domestic wire transfers
- Allow members to transfer money from and to an external account from their IDB Global Federal Credit Union account
- Create an ability for members to schedule and make payments to their IDB Global Federal Credit Union loan from an account held at another financial institution
- Enhance member mortgage experience within online banking
- Create an easier way for members to access their Credit Card information through online and mobile banking
- Implement new credit card rewards
- Facilitate international wire transfers of funds via inclusion in the SWIFT Directory

Mr. Lusk also announced a new 11-month Prime Share Boost Certificate that offers a competitive 1.76% APY.

Mr. Lusk closed by expressing his gratitude to the IDB Global Federal Credit Union team for their support and hard work. In addition, he gave special thanks to his colleagues, fellow speakers, the marketing team, Marilyn, Delianny, and Stephanie, and the Operations team, Emilie, Sandra, and Andre, who worked on the event.

Ms. Zemborain concurred with Mr. Lusk's comments. She thanked all members for their participation, and she adjourned the 61<sup>st</sup> Annual Meeting.

