

Minutes of the 58th Annual Meeting

(Wednesday, June 5, 2019)

I. Call to Order and Determination of Quorum

The Fifty-Eighth Annual Meeting of IDB Global Federal Credit Union was held at 4:30 p.m. at the Inter-American Development Bank (IDB) Auditorium, Enrique Iglesias Conference Building. Mr. William L. (Chip) Lusk Jr., CEO, verified the existence of a quorum and called the meeting to order. He welcomed all members in attendance, including the members overseas participating via video cast. A moment of silence took place in honor and memory of the members who passed away during the past year.

II. Review and Approval of Minutes of 57th Annual Meeting

Mr. Lusk requested the endorsement of the 57th annual meeting minutes. Participants made a first motion and second motion to approve the minutes. The minutes were unanimously approved as presented, with no objections.

III. Chairman's 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 2018 and congratulated the staff, Board and volunteers for the dedication shown. She expressed her pride in the progress made in the past year and welcomed the participants to enjoy the 58th Annual Meeting.

IV. CEO's Remarks: Year in Review

Mr. Lusk thanked the Chair and listed the accomplishments of the previous year. He recalled the core system upgrade, launch of new products and services, website redesign, educational seminars, 24/7 bilingual call center, the revision of Credit Union's Code of Ethics and Conduct and completion of a new Strategic Planning cycle. He added that it was all done while generating profits and ensuring that the Credit Union remains a strong financial institution. He then invited participants to watch a video conveying the Credit Union's achievements in 2018:

Member Services improvements: During 2018, the Credit Union completed the following advances:

- The completion of our upgrade of the core software system, which paved the way for enhanced technology, new products, better service, and greater convenience.
- The launch of two new credit cards: The Visa Platinum, featuring 0% interest for six months and 1% cash back, and Visa Classic National, exclusively for our members overseas.
- An improved mobile banking app, with the ability to reorder checks and view statements, but also includes Money Management, giving members a snapshot of their financial health.
- Free access to the MobiMoney app for all members, allowing you to manage your debit card from your smartphone, with transaction history viewing, low balance alerts, and more.
- A total website redesign, with a simpler, cleaner, more user-friendly look.
- Unique sign-ins for joint account users, giving them more privacy and security.
- Less than 0.22% of all transactions reported as potentially fraudulent.
- Member I.D. scanning and account linking, negating the need for proof of I.D. on subsequent visits.
- Paperless account opening.
- Over 200 one-on-one counseling sessions booked -- a 100% increase from 2017.
- 329 members benefitting from educational seminars on investments, credit, taxes, and real estate.

- Over 41,000 calls answered at our 24/7 Call Center -- 24% more than 2017.
- More than 7,000 emails, 500 Secure Support requests and 850 Skype Calls handled.

Financial and Membership Performance:

- Member deposits grew by \$4.3 million to reach \$459 million by year-end.
- Total assets reached \$564 million.
- A total amount of \$76 million was disbursed in 824 loans.
- Net income was \$5 million, with a capital ratio of 12.99%.
- Members' equity grew by \$4 million to more than \$73 million.
- The Credit Union's Equity-to-Assets ratio reached 12.99% and held a Net Worth Ratio of 13%.
- The Credit Union's dispersed \$2.2 million in dividends, including a special end-of-the-year dividend distribution of \$500,000.
- Credit Union earned a 9.63 Service Satisfaction Rating with an In-Branch Customer Satisfaction of 98%.
- The Credit Union also attained a Net Promoter Score of 61, well over the banking industry average of 34.

V. Recognitions of Volunteers and Staff

Mr. Lusk thanked members for their involvement and participation in Credit Union related matters such as elections, surveys and events. He also thanked the Board of Directors for their guidance and direction, and the Committees' volunteers and officials for their service. Lastly, he thanked the Credit Union staff for their dedication and enthusiasm and for contributing to the vision, embracing the mission and living the values of the organization.

VI. Special Announcement

Mr. Lusk referenced the question asked previous to the meeting ("What is your focus?") and explained that the Credit Union management and Board had been working on a new strategic plan that involved the organization's charter, mission, vision, core competency, desired impact, and brand. He announced that a remarkable transformation was about to take place and invited the Credit Union's Chief Operating Officer Andrea Argueta to the stage.

Ms. Argueta greeted the participants and added that the new strategic plan focused on member solutions, growth and human capital, as well as rebranding. She mentioned that the Credit Union's name was outdated, and its brand did not reflect its change to meet members' needs, which was why a solid brand platform was created. She laid out the results of an investigation made to understand what stakeholders want and presented a brand manifesto introducing the new brand, IDB Global Federal Credit Union.

After the video, Ms. Argueta explained the meaning of the new Credit Union's name and logo, as well as the brand platform "In our world, we focus on you" – a representation of how the staff feels about serving a membership that improves lives in Latin America and the Caribbean. She closed her speech by adding that the Credit Union has a commitment to focus on members every day and hopes that they can feel that in every interaction going forward.

Mr. Lusk thanked Ms. Argueta and invited to the stage IDB President Luis Alberto Moreno.

Mr. Moreno took the stage and spoke about how much he appreciated and supported the Credit Union's "rebranding with a purpose." Mr. Moreno related it to all the recent rebranding with the Bank,

not only from IIC to IDB Invest, but also from FOMIN to IDB Lab. He pointed out that these rebrandings resulted in integrating them as a family. Surveys backed it up, he said.

He then spoke about how many IDB Global FCU members have moved away from D.C. or to a country office after working in D.C. for a few years and perhaps buying a property. Mr. Moreno expressed his hope that the Credit Union could provide some competitively priced, specialized services for these members, who were also remote D.C. homeowners.

Mr. Moreno then emphasized that he truly believed the Credit Union's rebranding spoke to the fact that the focus of the Credit Union is its members. He concluded by congratulating the Credit Union officers and staff on their grand efforts and celebrating the members' ambition.

Mr. Lusk thanked Mr. Moreno and reinforced IDB Global Federal Credit Union's mission statement: "We build and strengthen relationships with our members by providing them with smart financial solutions while living our values". He then listed how members would be experiencing the rebranding in more tangible ways, such as: new look of digital platforms, instant issue of debit cards, new green commuter bike loans, improved online account and loan application experience, enhanced wire submission, a new financial education center and a branch renovation.

VII. 2019 Election Results and Announcement of e-Vote winner

Mr. Jorge Roldan, the Chair of the Nominating Committee, on behalf of himself and fellow committee members Martin Guozden and Andrea Raimondo, thanked Chair Maria Valeria and the Board for their appointments.

Mr. Roldan then gave an overview of the committee's process for their search for qualified nominees. He cited such criteria as considering members of other Credit Union Committees, existing Board members with expiring terms, and interviewing each candidate. He then announced that 1,417 members voted in this election and encouraged every Credit Union member to exercise their right to vote in the annual elections.

Mr. Roldan then announced the results of the 2019 Board of Directors Elections:

- Sandra Darville
- Juan Manuel Fariña
- Mónica Velásquez

After congratulating them, Mr. Roldan introduced the winner of the Credit Union's e-voter raffle, Xavier Mendy, who won \$1,000. Mr. Mendy took the stage.

VIII. Questions and Answers

Mr. Lusk thanked Mr. Roldan, congratulated Mr. Mendy, and then answered members' questions.

Question #1

"Could the Credit Union place two additional ATMs in central locations in Virginia and Maryland? It would be a big convenience to members living in these areas. Many times, one is not able to use the ATM at the office and any withdrawal from another Bank's ATM costs at least \$3.50."

Answer: "As a member of the Credit Union you can take advantage of the 30,000 CO-OP ATMs nationwide, where members can make deposits and withdrawals at no charge. You may find the

nearest ATM location by entering your ZIP code on the CO-OP Network ATM locator in our website or our phone app. Additionally, you also have the option to receive cashback from grocery stores, gas stations, pharmacies and many other retail stores with little to no fee.”

Question #2

“Why did you stop the You Choose Rewards program? Can you bring this back? The gift cards were far more useful and beneficial than what is being offered now. Most of the offers are from places that many people don’t use much, if at all, so months pass by and you get nothing back because you don’t buy from these stores.”

Answer: “We value our members opinions and we are currently working on enhancing our debit card program. The great news is that our current purchase rewards program partners with favorite stores and restaurants such as Starbucks, Rite Aid, la Madeleine French Bakery & Café, Airbnb and many more. To take advantage of this great feature please log in to your online banking and select ‘View all offers’ under Purchase Rewards.”

Question #3

“We loved the Grand 2.75 CD promotion! When are you planning to do the next one?”

Answer: “This Grand CD was a great promotion which got a very positive response from our membership. We were happy that we were able to give back to our members in the form of dividends and are in the process of evaluating other attractive promotions, so keep an eye out on our communications.”

Question #4

“Do you offer Home Equity Lines of Credit for investment properties?”

Answer: “We are working on offering HELOCs for investment properties in the Washington, D.C. metro Area in 2020.”

Question #5

“Do you offer mortgages for members living overseas?”

Answer: “Yes, we offer mortgages for members overseas who are looking to purchase a real estate property in the Washington D.C. metro area and Florida. The rates are much more competitive than those offered overseas. To learn more, you can contact our lending department or submit your application online through our website.”

IX. Door Prizes - Raffle

Mr. Lusk then announced the winners of the Annual Meeting raffle, with their names projected on the screen.

- **1st prize (\$2,000 American Airlines gift card):** Gustavo Minc
- **2nd prize (Segway Ninebot KickScooter):** Alfred Metellus
- **3rd prize (Bose Acoustimass Stereo Speaker):** Daniel Deanbreis

X. Adjournment

Mr. Lusk noted what an exceptional and exciting year 2018 was, as well as how 2019 had already included some of the most important changes in our Credit Union's history. He emphasized that this was merely the beginning and thanked all members for their trust and loyalty.

Mr. Lusk then thanked the Marketing team for their tireless work in developing the Credit Union's new brand, including the exciting videos seen during the Annual Meeting.

Mr. Lusk then invited all present to a cocktail reception outside the auditorium with food, champagne, a photo booth, and thank you gifts. With that, the 58th Annual Meeting adjourned at 5:30 p.m.