

PEFCU's 63rd Annual Meeting Minutes

Meeting Title: Publix Employees Federal Credit Union's (PEFCU)63 rd Annual Meeting	Date/Time: March 25, 2021 5:05 p.m.
Location: 3005 New Tampa Hwy., Lakeland, FL 33815 Meeting Rooms A & B	Recording Secretary: Shannon Patten

Attendees

President Bregler asked if a quorum was present; EVP and Chief Operating Officer Karen Boccaleri stated that 22 members were present, constituting a quorum. President Bregler thanked everyone for their attendance. President Bregler then appointed Shannon Patten as Recording Secretary. President Bregler stated the President's message, the Chairman's message, the Supervisory Committee's and the Credit Committee's reports were all located in the Annual Report. Jeff Chamberlain made a motion to dispense with the reading of the previous year's minutes, seconded by Linda Hall. President Bregler then introduced the members of the Board who were present: Terry Brigman, Linda Hall, and Jeff Chamberlain.

Welcome

President Bregler welcomed everyone to the 63rd Annual Meeting. President Bregler stated that in 2020 the Credit Union did not expect to have to make major adjustments to day-to-day operations due to a global pandemic, but that this and other challenges in 2020 caused the credit union to make many changes. He stated that PEFCU has some of the most resilient Champions and members and that together, they were able to weather the storm. He shared that he was proud of the hard work and commitment that was demonstrated by PEFCU Champions and complimented the top-notch service that was provided during this unprecedented time. At that time, President Bregler introduced Chairman Brigman to give the Chairman's Report.

Chairman's Report

Chairman Brigman took the floor and thanked everyone for a successful year in 2020. He shared his thanks to the Board for their time, hard work, and commitment. He also thanked the Supervisory Committee, Credit Committee, and PEFCU Management for their dedication. Chairman Brigman then stated that PEFCU was in the “people business” and shared his gratitude for the dedicated employees who make a difference every day. He stated that everyone did a great job and the hard work by all was appreciated.

President's Report

President Bregler resumed the meeting and thanked Terry and the Board Members for their support and let them know they are appreciated.

President Bregler stated that 2020 was another busy year and ended with more than 102,000 members and over \$1.2 billion in assets. He shared that PEFCU served more than 200,000 members through the Member Contact Center, reviewed over 27,000 loan applications, and loaned over \$226 million to members. He shared that in 2020, PEFCU began to develop and deploy several digital upgrades to provide members with a more robust digital experience and increased the company’s social media followers by 43%.

President Bregler stated that PEFCU supported local communities when they faced difficult times, found ways to remain open and safely serve members and communicated more often with members on a variety of channels about various topics, including branch operations, weather alerts, system downtimes, etc.

President Bregler also stated that the organization remained committed to the champions by enhancing diversity and inclusion programs and investing close to 7,000 hours in training.

President Bregler then went on to reiterate that the challenges of 2020 helped PEFCU change for the better and shared that he is confident that PEFCU is prepared for the opportunities of 2021. He stated that PEFCU will continue to grow and thrive and remain a strong and stable credit union for members today and in the future.

Unfinished Business

President Bregler then asked if there was any *Unfinished Business*; there was none.

New Business

Under New Business, a report was given by President Bregler about the election of Directors. The Nominating Committee had nominated current Board Members Merriann Metz and Jeff Stephens for re-election to the Board in 2021 for additional three-year terms. Since there were no other nominations, Karen Boccaleri cast one ballot for the election of each board member to three-year terms on the board.

President Bregler then announced that the last order of business was to recognize the 2020 Excellence Award winners. He stated that these Champions excelled in their jobs during 2020 and were recognized by their peers. He announced that the Bronze Award Winner was Suzann Allums from the Lakeland office, the Silver Award Winner was Kiersten Hall from the Lakeland office, the Gold Award Winner was Kaleigh Walker from the Lakeland office, and the 2020 Inspirational Coach Award Winner was Michelle Koch-Shrader from the Jacksonville office. He congratulated each one of the Excellence Award winners for delivering stellar service to members and Champions every day and stated that they make us proud.

Meeting Adjourned

With there being no further business, Jeff Chamberlain made a motion to adjourn the meeting; seconded by Karen Hernandez. The motion carried, and the meeting was adjourned at 5:12 p.m.