

PUBLIX EMPLOYEES FEDERAL CREDIT UNION  
66th ANNUAL MEETING  
MARCH 28, 2024

President Kossen called the 66th Annual Meeting of Publix Employees Federal Credit Union to order at 5:06 pm in Meeting Room A/B of the Credit Union headquarters.

President Kossen stated it's been an honor to serve as PEFCU's President & CEO over the past two years. He continues to witness a team of dedicated associates and loyal members that set PEFCU apart from our industry peers. He couldn't be more excited about what we continue to accomplish and where we are headed.

President Kossen appointed Executive Assistant Christina Sornson as Recording Secretary. President Kossen then asked if a quorum was present; Recording Secretary Christina Sornson stated that 26 members were present, constituting a quorum. Kelley Martin made a motion to dispense with the reading of the previous year's minutes, seconded by Susan Toadvine.

President Kossen welcomed the Board members in attendance, Linda Hall, and Christopher King. He acknowledged that Adrian Bennett and Kindle Bowden were re-elected to the Board for additional three-year terms as Directors. After 22 years of dedicated service, Terry Brigman retired from the Board of Directors, and Christopher King, Director, IT Audit for Publix Super Markets, was named as a Director.

President Kossen introduced Chairman Linda Hall to give her Chairman's Report.

Chairman Hall's first order of business was to review the Supervisory Committee Report. This report was found in the 2023 Annual Report

Chairman Hall then stated we have been in the "people business" for 65 years and shared her sincere gratitude to the dedicated PEFCU employees who make a difference every day.

Chairman Hall stated that in 2023, we remained competitive by doing the following:

- kept fees and charges to our members minimal
- offered lending rates that were among the most competitive in the industry
- offered special rates on investment products like Share Certificates and High-Yield Money Market accounts, giving members the most out of their savings
- launched land loans, allowing members to buy a vacant lot to build their home
- deployed the Stock Line of Credit so members can access their funds without refinancing and
- rolled out the Publix Relocation loan for Publix associates transferring to Greensboro and Kentucky.

Chairman Linda stated that as the needs of Publix associates evolve, PEFCU continues to offer innovative solutions that can help them live their best financial lives and is proud that PEFCU remains Publix-centered. PEFCU continued to provide relevant products and services to our members while remaining operationally sound and financially stable. It takes a strong leader, dedicated associates, and a whole lot of hard work to accomplish great success, and she appreciate the contributions each associate made to help us achieve great

results. She also thanked her fellow Board members for their leadership and dedication, the Supervisory Committee members for their commitment, and our members for their continued loyalty and unwavering support. She is truly grateful.

President Kossen resumed the meeting and thanked Linda for her many years of service on the PEFCU Board and for taking on the responsibility as Board Chairman. He also thanked the Board of Directors and the Supervisory Committee.

President Kossen stated that 2023 was another busy year for PEFCU:

- More than 112,000 members
- \$1.4 billion in assets
- Served more than 213,000 members through our Member Contact Center
- Our social media page and profiles reached more than 9 million
- Our net loan growth was \$34 million and
- Our Net Promoter Score was a 77

President Kossen then gave some 2023 highlights:

- We launched our new and improved online banking site.
- We migrated to a new cloud-based phone system, giving callers more convenient automated options for faster self-service.
- We rolled out our new financial education program, Financially Fresh.
- We created a member legacy program, in which we take the time to thank and reward members for their loyal membership with Publix gift cards and
- We continued to strengthen our community outreach, giving our staff more opportunities to be involved and supporting local initiatives that serve our communities.

President Kossen then asked if there were any unfinished business; there was none.

Under New Business, President Kossen reported on the election of Directors. The Nominating Committee had nominated Merriann Metz and Kyle Davis to the Board of Directors for 2024. All those elected will serve a three-year term. He then held an election to fulfill the unexpired term of Terry Brigman. Christopher King was officially voted to the Board.

President Kossen then recognized the 2023 Excellence Award winners; Sarah Blizzard, Workforce Performance Specialist in our Member Contact Center who is our Associate of the Year and Ryan Perez, Assistant Manager in our Consumer Lending department is our Leader of the Year winner.

There was no further business; Stephanie Straker motioned to adjourn the meeting, seconded by Damaris Stevens. Motion carried. The meeting was adjourned at 5:17 pm.

Respectfully submitted,  
Christina Sornson  
Recording Secretary