

57th ANNUAL MEETING AGENDA

Wednesday, April 30, 2025 – 5:15 PM

WELCOME

Dan Berry, Chief Executive Officer

BUSINESS MEETING

Call to Order

Denise Motley, Chair, Board of Directors

Ascertainment of Quorum - Minimum of 15 members

Richard Alexander-Greene, Secretary, Board of Directors

Reading, Correction, Approval of Minutes of the 56th Annual Membership Meeting Richard Alexander-Greene, Secretary, Board of Directors

Reports of Officials

- Denise Motley, Chair, Board of Directors
- Mike Hennessy, Treasurer, Board of Directors
- Dan Berry, Chief Executive Officer

Report of Supervisory Committee

John DeFore, Chair

Questions and Answers

Dan Berry, Chief Executive Officer

Unfinished Business

Elections

Richard Alexander-Greene, Chair, Nominating Committee

Special Presentation

Adjournment



56th Annual Meeting Minutes

Duke University Federal Credit Union / April 24, 2024

The 56th Annual Meeting for the members of Duke University Federal Credit Union was held at the Erwin Square West Conference Room, Durham, NC and via Zoom. Board Members attending in-person were Denise Motley, Chair, Susan Creekmuir, Vice-Chair, Richard Alexander-Greene, Secretary, J Alan Kendrick, Derek Robinson and Stephen Smith. Michael P. Hennessy, Treasurer, Maureen Querey and Elizabeth Norwood were remote for this meeting. John Defore, Supervisory Committee Chair, and DUFCU staff members Dan Berry, Mark Suggs, Keith Goeller, Jorge Hernandez, Sophia Perry, Shawn Stevens, Deborah Perkins-Futch and Jennifer Sider, were also present.

Welcome: CEO, Dan Berry

Mr. Berry welcomed everyone to Duke University Federal Credit Union's 56th Annual Meeting, in person and via Zoom. He explained that the purpose of the Annual Meeting was to inform the DUFCU membership of its past history, present achievements and future goals as per Credit Union bylaws. Hardcopies of the 55th Annual Meeting Minutes, the 56th Meeting Agenda and the 2023 Annual Report were available for those present, and access was made available online for those attending remotely.

Mr. Berry informed everyone that the meeting was being recorded. He invited members attending remotely to put their questions in the CHAT feature. He added that a closed captioning feature was also available. Mr. Berry asked Zoom attendees to use their full screen names so that Annual Meeting gifts can be made available. The gifts will be available for collection at DUFCU's Greeter Station throughout the month of May.

Call to Order: Chair, Denise Motley

Chair Motley welcomed everyone to DUFCU's 56th Annual Meeting and called the meeting to order at 5:22 pm. Mr. Alexander-Greene, Board Secretary, ascertained a quorum and asked if there were any recommended changes to last year's Annual Meeting Minutes. None were forthcoming. Chair Motley requested a motion to approve the 55th Annual Meeting Minutes. The motion was made, seconded and unanimously carried.

Chair's Report: Chair, Denise Motley

Chair Motley introduced the attending members of the Board. She thanked members for their continued patronage and spoke of how seriously DUFCU staff take their responsibilities to the membership. Ms. Motley mentioned DUFCU's continuing commitment to Duke Children's Hospital, its support of higher education through its Scholarship Program and its evolving mobile service.

Chair Motley closed her report by saying that she and the Board welcome membership feedback on how DUFCU might better assist them in the future.

Report of Officials

Treasurer's Report: CEO, Dan Berry and Treasurer, Michael Hennessy

Mr. Berry acknowledged that current economic conditions continue to be a challenge for many members. In 2023, the membership as a whole borrowed more and saved less. Assets decreased by 2.25% as members withdrew savings to deal with inflation. DUFCU remains committed to helping members meet their individual needs through these uncertain times.

DUFCU continues to be 'well capitalized'. Credit Union regulators measure safety and soundness in a variety of ways. Net worth (equity ÷ total assets) of 7% is considered 'well-capitalized'. DUFCU's net worth was 9.49% at year-end. Although deposit rates might increase a little, loan interest rates are unlikely to drop for the rest of the year.

Mr. Hennessy added, because interest rates, which have been unnaturally low for many years, have increased exponentially, combined with the fact that Durham is a high growth area resulting in a supply/demand imbalance, housing will likely present an affordability issue for the foreseeable future. DUFCU remains dedicated to helping its members negotiate high inflation rates, especially inflation impacting members the most: high housing, utility and food costs.

A member asked if DUFCU has any investment services or strategies planned, other than CDs. Mr. Berry replied that because Fidelity offers free services to Duke employees, DUFCU does not have any stock or mutual fund strategies, etc. He added that DUFCU's CD rates had increased to 5% on April 1st.

Mr. Berry closed by thanking the members of the Finance Committee, Michael Hennessy, Treasurer and Committee Chair, Maureen Querey, Richard Alexander-Greene and Marie Langford, for their hard work.

CEO Report: CEO, Dan Berry

Mr. Berry opened the CEO Report by introducing DUFCU's Management Team: Sophia Perry (Lending), Deborah Perkins-Futch (Member Services), Jennifer Sider (Marketing), Shawn Stevens (Human Resources), Mark Suggs (Operations), Keith Goeller (I.T.), and Jorge Hernandez, (Programming). Members can contact any member of the management team with specific questions.

Mr. Berry next thanked the Member Advisory Council for their contributions to DUFCU over the years: Rebecca Martin, Melanie Mitchell, Ariana Scott, Celeste Toombs, Renee Vaughan, Katherine Williams, Dr. Jean Jacques Thomas, Dr. Jeffrey Dawson and Jeremiah Olivas.

Mr. Berry highlighted a few of DUFCU's services and events: Mobile App & Online Banking improvements, free withdrawals from all Allpoint ATMs, DUFCU's Scholarship Awards - \$3,000 (closing date May 3rd) and Shred Day (190 participants). Mr. Berry reiterated that DUFCU's success is defined by membership and that feedback is always welcome.

Mr. Berry concluded by thanking the Board and staff for their commitment to DUFCU.

Supervisory Committee: Chair, John DeFore

Mr. DeFore explained the responsibilities of the Supervisory Committee. The Committee oversees all of DUFCU's regulatory and financial audits and examinations. It has been working with Nearman, Maynard & Vallez, CPA firm successfully for the past three years. This year the audit had no findings or recommendations. DUFCU's periodic federal regulatory examinations and audits have also achieved all requirements.

Thanks were extended to the members of the Supervisory Committee: Joanna Rojas, Jennifer McCallister, Jessica Habecker and Will Johnson.

Questions & Answers:

Q: When and why does DUFCU charge a fee of \$5 to get cash back from a check?

A: Mr. Berry replied that it sounds as if the \$5 charge was made in error. He extended his sincere apologies on behalf of DUFCU and promised to reimburse the sum.

Q: Is the economy still struggling, flat-lining or showing signs of improvement?

A: Mr. Berry noted that nothing has been normal since the pandemic. Minimum wages have risen exponentially in the past couple of years but inflation has outpaced the increases. Government payouts during the pandemic made people feel temporarily better off, but once that money was gone, people felt worse off. Mr. Berry does not see things changing for the next couple of years.

Q: Do you have any suggestions or strategies on how members can lessen the impact of inflation?

A: There is no one solution or strategy to solve this problem, but a variety of small, long-term changes can help: Never spend more than you make, cancel subscriptions of services you no longer use, if you pay off a loan carry on making the loan payments to yourself to accumulate savings. Ms. Hill of DUFCU's Mortgage Department added that some homeowners are using the equity in their home to consolidate their debts. She does not advocate the refinancing of mortgages, as new loans will be at higher rates of interest than those they already secured, but a debt consolidation loan can help. For consolidation loans, DUFCU recommends not using the loans/lines that accumulated the debt.

Q: How does DUFCU recruit its next generation of members?

A: Mr. Berry replied that recruiting Duke students, and younger members in general, has become more of a challenge since the pandemic. DUFCU used to attend all university and healthcare orientation sessions but these events are now remote and attracting less DUFCU attention. The majority of Duke students arrive with accounts, usually from the bank of their parents to facilitate transfers. Most of DUFCU's student accounts have traditionally come from 'first generation' and international students. DUFCU is exploring new ways to attract the next generation of members. Ms. Sider, DUFCU's Marketing Director, works closely with two different Fuqua Business School students annually to keep on top of changing perspectives.

Q: The 2023 Annual Report shows 906 new members. Is this an average amount or are new member accounts decreasing?

A: Mr. Berry acknowledged that DUFCU had experienced a 25% decrease in its new accounts for 2023. The pandemic created a new 'normal' of remote employment and less in-person traffic, and the younger generation is more likely to use electronic Fintechs than traditional accounts. DU FCU is working hard to meet these challenges by educating its younger members on the risks that the competing Fintechs pose and by widening its electronic services to members beyond the Durham area.

Q: What is DUFCU doing about the use of Bitcoin in paying bills?

A: DUFCU is not accommodating Bitcoin at this stage. Mr. Hennessy added that DUFCU has been watching this market closely and will likely implement it at some point, but as a form of payment it is currently too problematic. The market will need to further mature and stabilize.

Unfinished Business: None

Elections: Mr. Alexander-Greene, Secretary- Elections Nominating Committee

As Chair of the Nominating Committee, Mr. Alexander-Greene introduced the four people nominated for election/reelection this year: Steve Smith (3 years), Derek Robinson (3 years), Maureen Querey (3 years) and Dominic Pazzula (2 years). The nominees have been vetted by the Nominating Committee (Richard Alexander-Greene, Chair, Sue Creekmuir and Alan Kendrick) and their names were posted in the lobby for membership consideration, in accordance with DUFCU's bylaws. No objections were raised.

Ms. Motley concluded that pursuant to the bylaws, and because no other candidates were petitioned, the nominees were thereby elected.

Ms. Motley closed the meeting by presenting Ms. Creekmuir with a celebratory plaque to mark her 22 years of service with DUFCU. She complimented her on the numerous talents she brought to the table. DUFCU has benefited greatly from her contributions and will be creating a fourth student scholarship in her name. Ms. Creekmuir concluded by saying that the Board had been like a family to her over the years, and that serving DUFCU had been both an honor and pleasure.

Adjournment: Chair, Denise Motley

The meeting was adjourned at 6:15 pm.

Submitted By

Denise Motley

Chair, Board of Directors

Richard Alexander-Greene

Secretary

Janette Jones

Staff Assistant