

**CENTRA CREDIT UNION  
2023 ANNUAL MEETING**

April 23, 2024  
3:00 PM

**MEETING**

The 84th Annual Meeting of Centra Credit Union was held on Tuesday, April 23, 2024, at the Centra Corporate Headquarters located at 3801 Tupelo Drive, Columbus, Indiana and via WebEx conference call. The meeting was held both in-person and virtually for Member attendance. The meeting was called to order at 3:00 PM by the Chairperson of the Board of Directors, Jim Bickel.

Board Members present:

Jim Bickel, Chairperson  
Randy Proffitt, Vice Chairperson  
Joseph Brown, Secretary/Treasurer  
Donald Jackson  
Christopher Orben  
Kevina Schumaker  
Mary Stroh  
Kesavan Venugopal

Supervisory Committee Members present:

Jody Heazlitt, Chairperson  
Michael Fleetwood  
S. Shawwn Storms

Supervisory Members absent:

Mark Eddy  
Michael Fleetwood

**QUORUM**

Joseph Brown, Secretary/Treasurer, declared a quorum.

**BOARD AND COMMITTEE INTRODUCTIONS**

Jim Bickel, Chairperson of the Board of Directors, introduced the Board of Directors and Supervisory Committee members.

**MINUTES**

*Randy Proffitt made a MOTION to approve the minutes of the 2022 Annual Meeting. Joseph Brown SECONDED the motion. None opposed. Motion CARRIED.*

**CHAIRPERSON'S MESSAGE**

Jim Bickel, Chairperson, gave the following message:

*"Centra Credit Union is an organization that strongly believes successful companies are constantly growing and improving. 2023 marked the second full year of the 4 the Future strategic plan. The accomplishments of Centra Management and Team Members continue to support the strategic growth of the credit union and expand the benefits to each of our stakeholders. The focus on Member Experience, Team Member Experience, Operational Excellence and Organizational Health has proved to better meet Member and Team Member needs, drive expansion, and advance strategic opportunities, thus, supporting Centra's Vision of Creating Value for Members, Team Members and the Communities we serve."*

*While the economic environment certainly had an impact on the progress of some of the credit union goals for the year, Management successfully responded to the continuation of rate increases, deposit and liquidity pressures and a shift in Member needs to finish the year in a strong capital position.*

*Ongoing and intentional focus on Centra's mission, "Centered Around You," and our Vision to create value can be seen in our products and services as well as our partnerships. During 2023, the Board adopted a new commitment statement that captures the responsibility to its stakeholders as follows:*

*Centra is committed to making balanced choices that benefit our Stakeholders while furthering intentional sustainability, building strong, inclusive communities, and actively promoting safe and ethical business practices. We believe we're only doing well as an organization when we are creating value for all our Stakeholders; Our Members, Membership, Team Members, Communities, Regulators & Insurers.*

*In essence, this statement guides accountability in the decision-making process to consider all stakeholders and sound business practices, ensuring the long-term viability of the organization. This commitment has proved beneficial as the new partnership with NorthPark Community Credit Union develops and as we look forward to potentially partnering with Hoosier Hills Credit Union in 2024.*

*Thank you to the Management, Team Members, Board of Directors, and Supervisory Committee for their valuable expertise, their vision, and their dedication to ensuring the continued growth and success of Centra Credit Union. I would also like to thank our Members for trusting us with the future of the Credit Union."*

## **PRESIDENT'S MESSAGE**

Rick Silvers, President and Chief Executive Officer, gave the following message:

*I love the opportunity to connect with our Members and reflect on the accomplishments made possible by You and all our Members during the previous year.*

*2023 was a year of momentous growth. We watched our vision of creating value for our Members, Team Members and Communities we serve come to life guided by the components of the 4 The Future Strategic Plan. Throughout the past year, we celebrated the opening of two new service center locations, an announcement of two more locations, new partnerships, record donations to local non-profits and so much more.*

*Our Members are the heart of everything we do here at Centra and we greatly value their feedback. Listening to our Members and understanding their needs helps us pinpoint what matters most, respond, and continue to improve our products and services in meaningful ways. In 2023, we implemented a Spanish language option for our Member surveys increasing service improvement opportunities. Member feedback has driven our investment in the Contact Center. Throughout 2023, a project team carefully identified a number of Member pain points and researched solutions to streamline processes and allow for deeper, targeted engagement with Members when they call us. We look forward to the implementation of an upgraded technology solution in 2024.*

*Additionally, in 2023, 78 Team Members became Certified Credit Union Financial Counselors. This allows for Members to have quick and convenient access to financial counseling at their nearest Centra location. This demonstrates not only investment in our Members' financial well-being, but also in the development of our Team Members. The education, support and internal promotion of our Team Members allows us to move forward faster and reap the benefits of an engaged workforce.*

*Centra continues to grow and expand its footprint, while also endeavoring to improve Member experience with improvements to existing facilities. In 2023, we opened two new service centers in Charlestown and Corydon and upgraded facilities in North Vernon and Jeffersonville. We also relocated our CFS Title offices, offering a larger space to conveniently serve more valued Members and customers.*

*Lastly, but certainly not least, Centra announced our partnership with NorthPark Community Credit Union. As a result, Centra Members can anticipate the opening of service center locations in Lebanon and Zionsville. NorthPark Community Credit Union successfully merged into Centra Credit Union on January 1, 2024. As we work to ensure the future success of Centra, our efforts to help our Members achieve their financial goals and dreams continues to strengthen. This will be further supported by the addition of the Onward program, which focuses on financial inclusion and the reinvigoration of Centra's select employee group strategy. These efforts go hand-in-hand with our vision statement that we live by each and every day."*

Rick Silvers recognized the Centra Executive Team.

## **FINANCIAL REPORT**

Dave Mann, Chief Financial Officer, gave the following Financial Report:

*"In 2023, Centra's Total Assets grew to over \$2.07 billion, an increase of \$31.2 million or 1.5% percent. Asset growth for the credit union is primarily driven by balance changes in Deposits and Borrowings. During the year, Deposit balances grew by over \$38.3 million or 2.2%, while Total Borrowings declined by \$13 million to end the year at \$66 million.*

*Outstanding loan balances, net of the allowance for credit losses, ended the year at almost \$1.6 billion which was a slight increase over 2022 balances. Last year, we saw loan growth in several loan categories including First Mortgage, Commercial, Home Equities, Direct Auto, and Credit Card loans. This growth was somewhat offset by a strategic shift to reduce balance concentration within our Indirect Auto loan portfolio.*

*Last year, Centra's Net Income came in a just over \$9.1 million. As a not-for-profit institution, the profits generated by the credit union are returned back to our Members in several ways including competitive product and service offerings, convenient delivery channels, competitive loan and deposit rates, and lower fees. We also return value to the Communities we serve through donations to local non-profit organizations and through Team Member volunteer time for various events.*

*At the end of the year, Centra served just over 192,000 total Members and almost 157,000 primary Members.*

*The credit union continues to maintain a strong capital position which is the primary indicator of financial strength. Centra's Net Worth ratio ended the year at 12.19 percent comparing favorably to our peer average of 10.92 percent. In addition, Centra continued to receive a BauerFinancial 5-Star or Superior rating each quarter of 2023, which is based on various financial health metrics.*

*At Centra, we strive to provide our Members with a valuable banking experience. To expand upon that vision, we must ensure that we're operating in a manner that protects the health of our organization. This health focuses on areas such as our risk profile including concentration risks, our investment decisions, and the overall revenue of the credit union.*

*In summary, 2023 was another successful year for Centra as evidenced by our healthy, managed growth and strong financial results. We would like to thank you for recognizing the value that Centra offers its Members and for your continued business."*

*Kevina Schumaker made a MOTION to accept the Financial Report as printed in the 2023 Annual Report. Donald Jackson SECONDED the motion, and the motion CARRIED.*

## **SUPERVISORY COMMITTEE REPORT**

Jody Heazlitt, Chairperson of the Supervisory Committee for the period covered by the 2022 Annual Report, who gave the following report:

*"As Chair of the Supervisory Committee in 2023, I would like to explain the importance of what our committee does for Centra Credit Union.*

*Our purpose is to ensure the safety and soundness of your Credit Union. We do that by focusing on two key areas of responsibility: Internal Controls and Audit.*

*It is our responsibility to ensure that adequate internal controls are in place, that the Credit Union's records are prepared in a prompt and accurate manner, and to evaluate operational policies and practices on an ongoing basis.*

*Our auditing functions include the monitoring and oversight of internal and external audits. The Supervisory Committee ensures that Centra Credit Union has appropriately met its insurance and security obligations. And we maintain accountable control of Credit Union transactions.*

*We meet each quarter with the Credit Union's President and Assistant Vice President of Internal Audit, and as a committee throughout the year as needed.*

*Doeren Mayhew, LLP conducts our Credit Union's external audits. The Committee is pleased to report that Centra Credit Union has received a clean opinion for 2023. Your Credit Union consistently receives positive recognition based on its external audits and works diligently internally to ensure the policies and procedures remain compliant and protect our Members' information and finances.*

*I would like to thank Mark Eddy, Michael Fleetwood, and Shawwn Storms for their valuable contributions to the success of the Committee's work this past year. We truly appreciate their contributions in 2023."*

*Chip Orben made a MOTION to accept the Supervisory Committee report as stated at the 2022 Annual Meeting. Mary Stroh SECONDED the motion, and the motion CARRIED.*

## **ACKNOWLEDGEMENTS AND ELECTION RESULTS**

The election results for the term beginning in April 2024:

Board of Directors:

Jim Bickel— 3-year term  
Donald Jackson— 3-year term  
Gina Pleak, Ph.D.— 3-year term  
Mary Stroh— 1-year term

Mark Eddy was acknowledged for his service on the Supervisory Committee.

The following were elected to serve on the Supervisory Committee for the term beginning April 2024:

Jody Heazlitt – 3-year term  
Shannon Jenkins— 3-year term

## **STRATEGIC PARTNERSHIP UPDATE**

President and Chief Executive Officer provided an updated regarding the pending merger with Hoosier Hills Credit Union. At the time of this meeting, the merger had obtained regulatory approval from the Indiana Department of Financial Institutions and the National Credit Union Administration. Member votes from both entities were set for a later date in 2024. Mr. Silvers provided an overview of the alignment of the two organizations, the growing need for scale, the outlook for the combined geographical footprint, key factors agreed upon for the unified organization and the benefits for the stakeholders.

## **MEMBER QUESTIONS**

The following questions were submitted by Member and the recorded responses were provided by Management and the Board during the meeting:

*“How Would you describe the benefits of Centra membership to former NorthPark Community Credit Union Members?”*

*In addition to the exciting outreach initiatives Rick mentioned in his report, new Centra Members will benefit from expanded products and services, including a robust mortgage and home equity suite, brokerage services, and commercial lending. In addition to reopening the service centers in Lebanon and Zionsville, Members will benefit from access to an expanded network of 25 service centers, ATMs and ITMs, and a cash rewards program. Additionally, Centra will remain a part of the Shared Branch and CO-OP ATM network which give you access to more than 5,000 free branches and nearly 30,000 free ATMs nationwide. You can find more information of this service on the Centra dot org website. In joining the Centra family, Members can expect to receive personalized service and support for their financial well-being.*

*“After the merger with Hoosier Hills is complete, will Centra be the brand for all locations? Will there be a list of locations that do not charge for ATM withdrawals and deposits transactions?”*

*As Centra will be the name of the unified Credit Union following the merger with Hoosier Hills, the Centra brand will continue forward. Management is developing a thorough integration plan which includes the re-branding of service centers and facilities. A complete listing of Centra locations, including ITMs and ATMs, will be available on the Centra website, found at centra dot org under the locations menu selection. The new, combined service center network will include 38 full-service locations and 73 ATMs and ITMs across the combined footprint. All ITMs and ATMs found in the unified network will be available for Members to use free of charge. Additionally, Centra Members will benefit from the Shared Branch and CO-OP ATM network Brad mentioned in response to the previous question.*

*“What other markets is Centra exploring for future expansion.”*

*Centra consistently seeks opportunities to grow organically within our field of membership. We are intentional about entering communities that will benefit from the unique products and services a credit union can offer, are advantageous to our Members, and support Centra’s organizational health. With the added service centers we will potentially gain as a result of the merger with Hoosier Hills, there are some unique and exciting opportunities to enter new markets that will further connect our network.*

*We also focus on how we can improve accessibility and convenience in our current markets. We recently acquired new land in both Scottsburg and Seymour to construct new facilities over the next couple of years. Management understands the importance of balancing our expansion with investment in other important services to improve our Member experience. We have a lot of exciting endeavors on the horizon and are grateful for the opportunity to continue to grow with the support of our Members.*

*“What are Centra’s plans for the Diversity, Equity and Inclusion space for 2024 and beyond?”*

*From a strategic perspective, Centra will continue to focus on achieving its Diversity, Equity and Inclusion aspirational goals in the areas of Workforce Diversity, Workforce Inclusion, Member Partnership and Community Commitment and Communication. These goals will be further supported by the adoption of the Centra Responsibility Framework, which embeds the responsibility for intentionally building strong and inclusive communities into the operations of the credit union and creates value for all of its stakeholders. You can expect to see a continuation of community involvement with organizations that promote the advancement of historically marginalized or oppressed communities, additional training for Centra Team Members, outreach to unbanked and underbanked communities and efforts to support inclusivity throughout the life cycle of Centra Team Members.*

## **ADJOURNMENT**

Chairperson Jim Bickel thanked the Membership for their attendance and declared the business meeting adjourned at 3:29 PM.