



**86th Annual
Membership Meeting Report**

We Believe in Building a Better Life.

A Better Life for our Members,
for our Communities,
and the Great State of Idaho.

A G E N D A

Your Master of Ceremonies

Cindy High

Pledge of Allegiance

Adam Serr

Welcome

Nathan Downey

Meeting Called to Order

Nathan Downey

Approval of Agenda

Nathan Downey

Approval of 2021 Minutes

Nathan Downey

Reports:

Chairman

Nathan Downey

President

Dan Thurman

Treasurer

Josh Searle

Supervisory Committee

Bryan Forsmann

Credit Committee

Ethan Morriss

Scholarship Winners

Steven Foster

Board Presentation

Nathan Downey

Election Results

Nominating Committee

Welcome New Board Members

Nathan Downey

Old Business

Adjournment

Cindy High

Kicks for Kids Raffle Drawing

EICU Leadership

Board of Directors



Nathan Downey
Chairman of the Board



Justin Chipp
Vice Chairman



Josh Searle
Secretary



Nicole Mattos
Treasurer



Tyler Brooks
Director



Mark Hyndman
Director



Josh Roos
Director

EICU Leadership

Executive Team



Dan Thurman
CEO / President



Cindy High
EVP / Chief
Operations Officer



Ethan Morriss
EVP / Chief Lending
Officer



Jeff Vogt
EVP / Chief Financial
Officer



Steven Foster
Chief Marketing Officer



Bob Hale
Chief Information
Officer



Marci Barker
Chief Experience
Officer



Robert Maynes
General Counsel



Adam Serr
VP Wealth
Management

Supervisory Committee



Bryan Forsmann
Chairman



Brad McMurtrey
Member



Brian Micklich
Member



Chad Ostergar
Internal Auditor

Managers and Directors

Angie Abegglen
AVP Operations

Mark Provolt
AVP Loss Mitigation

Matt Rice
AVP eServices

Alicia Jones
AVP Sales and Service

Jennifer Sanford
Consumer Lending Director

Kellie Elliott
Director of Mortgage

Kylee Fackrell
Lending Systems Director

Hunter Lemieux
Underwriting Manager

Matt Sullivan
Remote Services Manager

Melissa Rodriguez
Retail Support Manager

Travis Morgan
Product Advisory Manager

Branch Management

Karli Hatfield

Branch Manager
Main

Hercules Lima

Branch Manager
Freeman

Briana Chintala

Assistant Branch Manager
Ammon

MerAnda Miller

Assistant Branch Manager
Shelley

Tammy Vanderwood

Branch Manager
Salmon

Michelle Lords

Assistant Branch Manager
Arco

Laura Middleton

Assistant Branch Manager
Challis

Britni Holman

Branch Manager
Rexburg

Jarris Scollick

Branch Manager
St. Anthony

Taea Flores

Branch Manager
Pocatello

Sara Mann

Branch Manager
Meridian

Employess Longest Tenure

Mildred Gilstrap

28 Years

Tammy Vanderwood

23 Years

Angie Abegglen

22 Years

Britni Holman

20 Years

Dan Thurman

20 Years

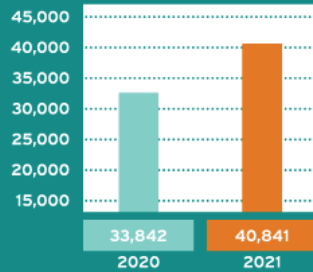
Phyllis Tracy

19 Years

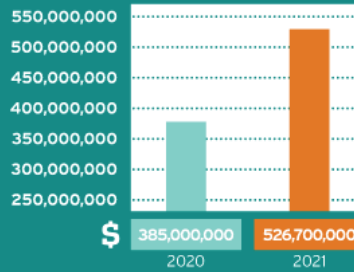
Financial Highlights

As of December 31, 2021

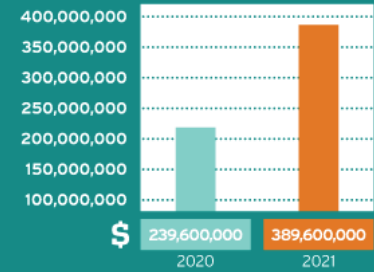
Memberships



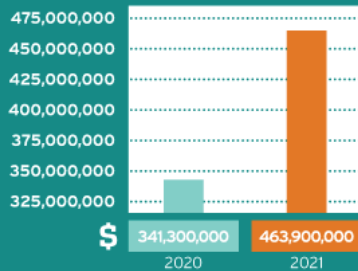
Assets



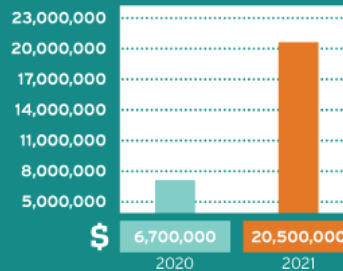
Loans Outstanding



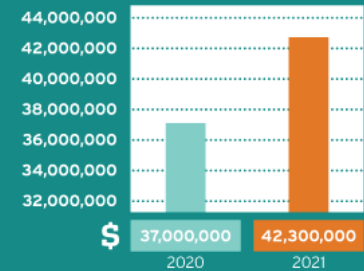
Share Accounts



Liabilities



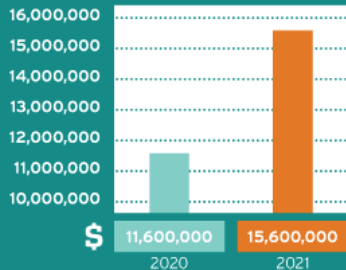
Total Equity



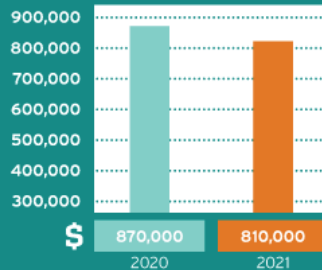
Financial Highlights

As of December 31, 2021

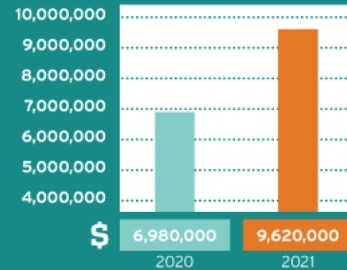
Interest Income



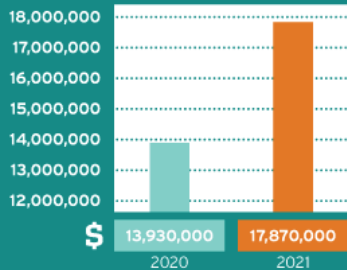
Interest Expense



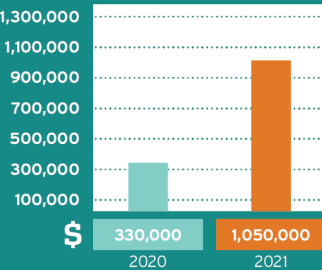
Non-Interest Income



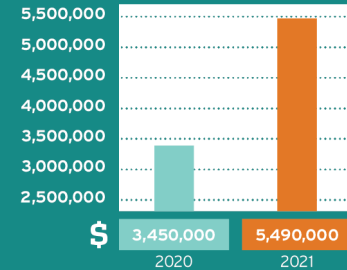
Non-Interest Expense



Loan Loss Expense



Net Income

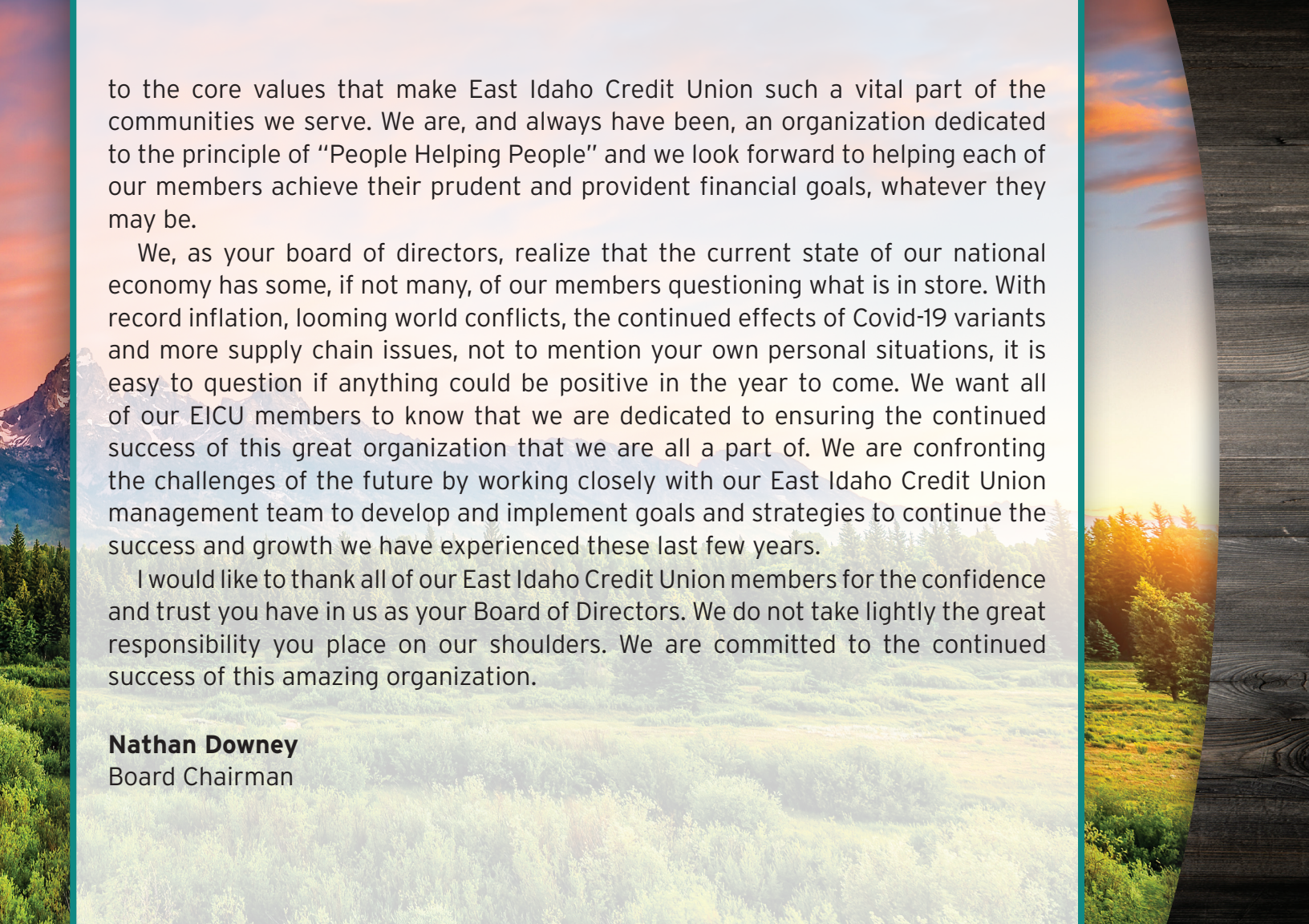


Chairman's Report

My association with East Idaho Credit Union began twenty years ago when I was hired as a teller at the Freeman Branch in December of 2001. If my memory serves me correctly, at that time we were around the \$110 million mark for total assets, give or take a little. Fast forward to 2011 and we ended the year at over \$252 million in total assets. And now, year end total assets for 2021 came in at just under \$527 million. If you look just at those numbers it appears that our trend is to double in asset size approximately every 10 years. But if you consider the fact that 51% of the asset growth from 2011 to 2021 happened last year alone (approximately \$141.7 million in 2021) it is hard to find another way to describe the year besides mind blowing.

Many amazing things happened across our organization throughout the year 2021. We won 1st Place in Best Places to Work in our employee size (again). We were able to get our Commercial/Business Lending more fully up and running. We purchased land for future growth in communities we are not yet in. And we more-fully invested in our East Idaho Credit Union team so that we do not continue to lose team members to other organizations or industries. All of these great accomplishments allow us to help provide you, our members, with better service and services.

It is a very exciting time to be a part of East Idaho Credit Union! There are many opportunities for growth, expansion and new services but also for a rededication



to the core values that make East Idaho Credit Union such a vital part of the communities we serve. We are, and always have been, an organization dedicated to the principle of “People Helping People” and we look forward to helping each of our members achieve their prudent and provident financial goals, whatever they may be.

We, as your board of directors, realize that the current state of our national economy has some, if not many, of our members questioning what is in store. With record inflation, looming world conflicts, the continued effects of Covid-19 variants and more supply chain issues, not to mention your own personal situations, it is easy to question if anything could be positive in the year to come. We want all of our EICU members to know that we are dedicated to ensuring the continued success of this great organization that we are all a part of. We are confronting the challenges of the future by working closely with our East Idaho Credit Union management team to develop and implement goals and strategies to continue the success and growth we have experienced these last few years.

I would like to thank all of our East Idaho Credit Union members for the confidence and trust you have in us as your Board of Directors. We do not take lightly the great responsibility you place on our shoulders. We are committed to the continued success of this amazing organization.

Nathan Downey
Board Chairman


President's Report

I just want to share with each of you what an amazing organization we have here at East Idaho Credit Union. I truly feel blessed every day to work with our amazing leaders and exceptional employees. We have the best members that believe in the credit unions efforts to build better lives and better communities.

Last year was a record-breaking year for East Idaho Credit Union. We had asset growth of \$142 Million taking us to \$526 Million dollars in assets. We had loan growth of \$160 million which was a growth rate of 70% and we had deposit growth of \$90 million. Last year we added 6,999 new members to the credit union. Even with all this record-breaking growth we still maintained a historically low delinquency ratio. We have managed to diversify our income which has allowed us to achieve an even stronger financial foundation.

We revamped our dealer lending program and increased dealer auto and RV loans by \$113 million. We added a commercial loan department and helped businesses in our communities obtain almost \$33 million dollars in funding for their operations. I know of several situations where the large national banks would not help small businesses in our communities and we were able to stand with them and provide the loans and operating lines they needed to not only survive but grow their businesses.

This last year we have had branches under construction in St Anthony and Shelley. The St Anthony branch opened in their new location in February 2022



and the Shelley branch opened in March of 2022. We are excited to make a sizable investment in these communities and we hope all our members enjoy these new beautiful branches. This year we will be building a new branch in Meridian and one in Driggs. As we continue to expand it always makes me happy to hear from our members about how much they love our teams and the products and services we offer.

I want to thank our board of directors and our supervisory committee members. We couldn't do what we do without these individuals and the many volunteer hours that they put in on behalf of our members. Another big thank you goes out to our entire employee team. Each one of them strives every day to help our members and go above and beyond their expectations. Not only do our employees do a great job serving our members but they provide amazing support to each other, and I'm honored to be part of this team. And finally, to our nearly 41,000 members, from the bottom of our hearts THANK YOU for the trust that you have placed in us as your trusted financial partner. It is because of you that we do what we do every day!

Dan Thurman
President

Treasurer's Report

2021 was a year of unparalleled growth for the credit union. At the end of 2020 our balance sheet sat at \$385,000,000 in assets. Finishing the 2021 year, the credit union has grown by over \$140,000,000 in assets and broke into a new asset category. Our 2021 year-end assets finished at \$526,700,000; giving us a growth rate of nearly 37%.

While our member's share growth last year was over \$90,000,000 (a 26.5% increase), our member loans grew an eye-popping \$160,000,000 (a growth rate of over 70%). We are also happy to report that our delinquency rates continue to remain very low.

We also had record earnings in 2021. And as a result, our Net Worth increased by \$5.5 million last year. Our Net Worth Ratio, which measures our rainy-day fund, is at 8.05% of assets. Our Return on Average Assets (ROAA) was also record-setting, finishing the year at 1.18%. These growth rates are among the top in the nation.

The incredible growth and income numbers are emblematic of the trust and support of our members coupled with the hard work and efficiency of our employees. For over 86 years we've been providing for the financial growth of our members and the communities we serve. As the Treasurer of the Board of Directors, I am happy to report that as an organization we are financially strong and continuing to grow.

Nicole Mattos
Treasurer

Supervisory Committee's Report

East Idaho Credit Union's Supervisory Committee is appointed by the Board of Directors and is responsible for ensuring that the credit union is operating within the policies and procedures set forth by the state and federal regulators and the Board of Directors of the credit union. The Supervisory Committee reports annually to the members and monthly to the Board of Directors. East Idaho Credit Union is a state chartered financial institution, and as such, is regulated by the state of Idaho Department of Finance. The state is required to examine the credit union to ensure state and federal regulations are followed. I am happy to report that all suggestions and requirements outlined by the Department of Finance have been met and we are operating within the policies and procedures outlined by our regulators laws and regulations in place for our credit union.

Each year the Supervisory Committee engages an independent auditing firm to perform an external audit of the credit union's financial accounts for the completed year. The Supervisory Committee engaged the independent accounting firm Eide Bailly to perform the external audit for the period ending December 31, 2020. The audit is performed to verify that financial statements are presented fairly, accurately, and in accordance with generally accepted accounting principles. We are pleased to report that the credit union received an unmodified opinion on the most recently completed financial statement audit. We would like to thank the Board of Directors and credit union staff for their continued adherence to growing the credit union in a sound and responsible manner.

Bryan Forsmann

Supervisory Committee Chairman

LOCATIONS



11 Convenient Branch & Service Centers

Idaho Falls

Main Branch

865 S. Woodruff Ave.
Idaho Falls, ID 83401

Idaho Falls

Freeman Park

1170 Science Center Dr.
Idaho Falls, ID 83402

Treasure Valley

Lending Center

2000 S. Eagle Rd.
Meridian, ID 83642

Ammon

3255 E. 17th St.
Ammon, ID 83406

Shelley

418 W. Fir St.
Shelley, ID 83274

Pocatello

1700 Hurley Dr.
Pocatello, ID 83202

Arco

120 W. Grand Ave.
Arco, ID 83213

Challis

1307 A Highway 93 S.
Challis, ID 83226

Salmon

777 Shoup St.
Salmon, ID 83467

Rexburg

310 N. 2nd E.
Rexburg, ID 83440

St. Anthony

750 N. Bridge St.
St. Anthony, ID 83445

Remote Services

208.523.9068
800.727.9961

EastIdahoCU.org

PO Box 1865
Idaho Falls, ID 83403



**We Believe
in Building a Better Life.**

May 4th, 2022

EAST IDAHO CREDIT UNION
Annual Meeting Minutes
Held at the Legacy Flight Museum
Rexburg, Idaho

May 5, 2021

Chairman Nathan Downey called the meeting to order at 6:05 p.m.

Nate welcomed all those in attendance. He thanked those attending for being a member of East Idaho Credit Union.

Nate introduced our current Board Secretary, Josh Searle. Nate asked, "Mr. Secretary, do we have a quorum?" Josh announced that we have a quorum and may proceed.

Nathan asked for a motion to approve the agenda. A motion was made and there was a second. The motion carried.

The meeting minutes from last year's 84th Annual Meeting have been supplied at each table. Nate asked for a motion to approve the minutes from the 2020 Annual Meeting. A motion was made and there was a second. The motion carried.

Nate shared that he had started with the East Idaho Credit Union 20 years ago. When he started employment, EICU was at about \$120M in total assets. In 2020, we grew \$75M in assets. It's exciting to watch the growth and wonderful things taking place.

He shared the following points:

- LaNea Holt has served on the board for 15 years, she has just retired from the board. She will be greatly missed. She has done a lot for the credit union. She has served in different positions on the board. She is a great leader, a great advocate for the members as a whole, and for those in her area. We will miss her friendship, and everything she did for the board. She wasn't able to be here tonight, but we wanted you to know she will be missed greatly.
- Nate paid tribute to Deanna Stucki. The reason Nate is in attendance is because of Deanna. She was the branch manager at the time she hired Nate as a teller in 2001. She later then hired him as her assistant branch manager at the Freeman branch. She recently retired and we will miss her as well.
- We are excited for the future as we move into the Treasure Valley area and taking the steps necessary to make that happen.
- It's been an amazing year of growth and we are looking forward to a better and brighter future for the credit union as a whole. Even with the remarkable growth goals we have had, we have been able to surpass our amazing deposit growth. This puts us in a position to grow even better next year.
- Lastly, thank you members for your trust, and for allowing us to be here for you, and to serve you.

Nathan turned the next section over to Dan Thurman, CEO/President. Dan shared the following:

- This year has been a challenge with COVID and COVID has affected all of our lives whether we want to believe it or not. I'm proud of our team for how they responded to COVID. There have been many corporations that have been crippled even paralyzed by COVID. We gathered the troops and circled the wagons. We dealt with COVID the best way we could. We worked

hard to protect our employees, their families, and our members. We refused to let it paralyze us and we continued to push forward to do the heavy lifting and the hard work of the credit union. There was a time that we closed our branch lobbies for a couple weeks and used the drive thrus. The branch in St. Anthony does not have a drive thru and so we asked our employees to come to the Rexburg branch to help with the transactions at the branch. We appreciate your patience while we went through that transition.

- o Good News: the active case count are really dropping and vaccinations are increasing every day. We see spending increasing, we see travel opening up and we see a light at the end of the tunnel for this global pandemic that has affected all of our lives.
- Last year we scheduled our 2020 Annual meeting at this same Legacy Flight Museum location. We were building a new branch in Rexburg at the time. We wanted to be here in town while the branch was being opened. Because of Covid there were construction delays and restrictions, and we ended up doing a virtual Annual meeting instead. We appreciate those from the Legacy Museum allowing us to be here tonight and allowing us to move our contract forward for this year's Annual meeting. This is an amazing place, and again we thank them for allowing us to be here tonight.
- The Rexburg branch is the first branch we have built with this new design from our new architect. We liked it well enough that we built one just like it in Pocatello. This year we are building two more, in Shelley and St. Anthony. As Nate shared, we received approval to expand our market. We can now open up memberships from the Eastern corridor all the way South to the Utah border and then West to Oregon border. We can now cover the Treasure Valley. This has opened a lot of opportunities for us, and we are excited to see the growth of the credit union. Of course, we won't be ignoring the branches we currently have as they are a vital piece of our foundation and what we do.

- **Products and Services:** We have added business accounts and are adding business services. It seems like they are just lining up in the business services area and we are turning them on one after another in a short order. We have hired a Treasury Management representative, Kristin Sanger. She came to us from the Snake River Animal Shelter, and she is doing an amazing job. If you have any business needs, she is a great resource.
- **Business Lending:** In many cases, people focus on the big business loans. We will do large business loans, but we are also focusing on the small business loans. These small business loans are vital to our communities. They are what make the local communities tick. We are excited and passionate about small businesses.
- We also brought our mortgage origination processing in house. We can now control the mortgage process. When you put your application in, until the mortgage closes, it is all inhouse with our internal employees. This has sped up the process for our members and it offers us the opportunity to serve you better.
- We have added some cool on-line services to include Zelle, it is a real time, person-to-person, payment system. We have also added upgrades on the functionality of our mobile apps. We have one of the best mobile apps in our areas.
- I want to recognize a major accomplishment for our team. We once again won Best Places to Work in Idaho in the large employer category. It is because of our employees that we won this award. We have won in the #1 Best Places to work category three times in the past four years. Congratulations to all our employees for this award.
- Dan remarked on the passing of one our founders. Arlene Walker was one of the first employees of EICU. She was the first official employee hired and the only one at the time. She started her career in 1962. The credit union started in 1935. She managed the credit

union with some volunteers. We had office space that was given to us in the corner of a post office. When she was hired, we had \$62K in assets. As stated, we grew \$75M last year in assets. When she was hired, they had a goal to have 200 members by the end of that year. When she retired in 1987, after 25 years of being at the credit union, we had 8 branches. We are not sure what the asset size was when she retired in 1987, but in 1989, we reached \$41.7M in assets. She saw some remarkable growth during her years of leadership. She did some amazing things to include adding branches, adding technologies and created a strong foundation to grow the credit union. I just wanted to recognize Arlene for all that she did for East Idaho Credit Union and we appreciate her so much. Without the leadership and forethought she offered, we would not be where we are today.

- Dan was at the Rexburg branch today and he heard several stories about serving our members. There is one story they shared that there was a member who was older, she didn't get out of her house very often, except when her daughter took her out to run errands. She never wanted to go through the drive thru at the Rexburg branch. She always wanted to walk into the branch. The reason for this is that she wanted to give everyone a hug. Unfortunately, she died this past year. Interestingly, she died on National Hug Day which was very fitting for her and for our employees. We have amazing members, we like to serve them, but in turn you serve us too. We appreciate all those who traveled to Rexburg to attend tonight.
- Dan explained the fund raisers we have tonight. We are raising money for a program we have that purchases shoes for kids in need throughout Eastern Idaho. \$25.00 will purchase shoes for those kids. Dan encouraged all those attending to purchase raffle tickets tonight for great prizes.

Dan then turned over the meeting to our Treasurer, Mark Hyndman to share EICU's overall financials.

During March and April 2020 with COVID, and 30-40% unemployment, the board members were thinking: Where are the delinquencies going to go? Will they go through the roof? How are we going to get income? Thanks to Dan and his staff we have branched out in other locations and found a niche for ourselves. In 2020, we finished with \$385M in assets. We grew \$75M, a 24% growth in a year. New loans were at \$228M. Our net worth last year increased \$3.5M which made our net worth ratio 9.5%. We finished the year with a 1% return on assets. As the treasurer, I am happy to report we are financially covered and very stable.

Mark then turned the time over to Bryan Forsmann of our Supervisory Committee.

Bryan shared that his main job is to make the members feel good about their money in this credit union. He said the reason we have a great Supervisory Committee is because we have Chad Ostergar and Jaidon Dixon who are the internal auditors at EICU. They do a fabulous job. With the growth that has been discussed tonight, they make sure EICU is doing things right! Even though we have great internal auditors, we hired Eide Bailly to do an external audit as well.

Eide Bailly final written comments to EICU reads, "In our opinion, the financial statements referred to above present fairly, in all manner respects, the financial position of the credit union as of December 31, 2020, and the results of its operation and its cash flow for the year then ended in accordance with accounting principles generally accepted in the United States of America." Eide Bailey Boise Idaho, April 23, 2021

That is the big stamp that matters to the credit union.

Bryan then turned the time over to Ethan Morriss, the Chairman of the Credit Committee.

Ethan shared the following:

The Credit Committee is the lending side of the Credit Union. We meet monthly and go over a lot of analysis. EICU is putting a lot of loans on the books and it is important we are putting good loans

on. It is also important that we are lending to all of our communities. We have a passion and a mandate to lend to all credit score ranges. It is a careful process, and a balancing act and something we are passionate about. Ethan started with the EICU over a year ago and he had 7 employees and today he has over 20 employees. We are growing.

- A Business lending program was added.
- We brought our mortgages inhouse and are really moving forward with our lending.
- We have added a Mortgage Director, Mortgage Processors, Mortgage Closers, Commercial Loan Officers and Commercial and Business Processors, Dealer Director, Dealer Loan Officers and more.
- The credit union really grew from 2019 to 2020. We produced \$73M in 2019, and we produced \$126M in 2020, 42% increase in lending.
 - o Note: by the end of this month, we will have produced as many loans as we did in 2020.
- Our charge offs and delinquencies are at an all-time low, compared to our peers, they are extremely low.
- Our delinquency rate is .397% while our peers are .50%. Our charge off ratio is .265%. This is a very low number. We are putting a lot of loans on the books.

Ethan then turned the time over to Dan Thurman to go over the scholarship announcements.

Dan shared the following:

Every year we put a scholarship announcement out to our high schools. We are so excited about the students, the youth in our communities and the potential they have. This year we had 55 applications and it was incredibly hard to select from a strong group of candidates. We feel honored and proud to support these amazing young men and women as they pursue their education.

- The \$3K scholarship winner is Chloe McGary
- The \$1K scholarship winners are:
 - o Halle Brooke- Oerke
 - o Cole Mattson
 - o Sydney Nelson
 - o Bekah Cook
 - o Cameron Peck
 - o Mia Wanstrom

Dan said that we look forward to presenting their scholarships to them and seeing what they do in their academic career and their lives. There was a recorded video of each of winners. The video was shared with the attendees. Dan turned the meeting over to Marci Barker, Chief Experience Officer.

Marci shared the special honor presented to EICU, Number One, Best Places to Work in Idaho, in the large employer division, 100-250 employees.

- The Best Places to Work winners are chosen by their own employees, this is what makes it special to us. The responses come from employee satisfaction surveys, it covers topics like compensation, benefits, employee growth and development opportunities, work life balance, corporate culture, and company management. Our company culture is very strong. That is what we hang our hat on at the end of the day.
- To be given this distinction is amazing but to have maintained a consistent presence at or near the top of the list for the last five years, makes it even more meaningful. We have been

first place three times, second place one time, and also fourth place several years ago.

- On behalf of the senior team and Human Resources, I would like to thank our team members for this recognition. The success of our credit union takes the deliberate commitment of every employee every day. Marci said, "You as our members continue to do business with us because of the caliber of service you receive in our branches and from our member contact center. That caliber of service is provided because we have our back-office support teams that help those people help you."
- While Senior Management makes decisions on what the outline of the credit union looks like, it is the front line and support employees that truly color in the picture.
- To accept this honor without recognizing the people who truly give our company this award is truly unthinkable. I would like to thank the EICU team for what they do every day, for allowing your co-workers to be comfortable being their own unique selves, and for choosing us in giving your time and energy to everyday. I recognize it is not always fun and games, and it is very hard work but it is a great place to be and it's because of you.
- I also want to thank our members for choosing us as their financial institutions and allowing our team members to serve you each and every day. Thank you all for making us the Best Place to Work!

Marci also announced that our second to longest term employee has announced her retirement. Nancy Orme, with a very heavy heart and tearful eyes, she will be leaving us for grandkids, of all things. Nancy thanks for all of your years of service. Nancy came up to the stage to share a few memories. We are going to miss Nancy and she is welcome to always come back to the credit union. Marci turned the meeting over to Cindy High, Chief Operations Officer.

Cindy also shared her feelings about LaNea Holt, our retired board member. We thank her for her

time and efforts in guiding our organization. Cindy expressed that this year we had two open positions and four candidates. One was an incumbent and the other three candidates. This year we had a record vote.

First, we welcome Nicole back to the board. Second was Mr. Josh Roos as our new board member. They will both serve for a three-year term.

Several years ago, we did these votes with paper ballots in our branches. As you know, people are drawn to their mobile devices and computers, and we have found that our voting tallies are three times more than it has been in the past. We want to hear from our members, we want our members to guide us, it is a member-owned cooperative and we want to ensure that everyone has an opportunity to do it. I want to thank the board for allowing us to vote electronically.

Cindy turned the remaining of the meeting to Nate Downey.

Nate welcomed the two new board members and thanked the other two that ran. Nate asked for a motion to destroy the ballots. A motion was made and there was a second. The motion carried.

Nate said there was no Old Business.

Next, Cindy High picked the winners of the gifts through a drawing.

Nate concluded the meeting by stating, "On behalf of the board, our senior team, and of course our incredible team, we want to thank you for coming to our annual meeting. We appreciate your membership and referrals, thank you for being here."

There was a motion and a second to adjourn the meeting.

The meeting adjourned at 6:55 p.m.