

## 2019 Annual Meeting Call Federal Credit Union

Call Federal's 2019 Annual Meeting was held on March 23, 2019, at the AMF Shrader Lanes in Henrico County. There were approx. 200 members present. A large portion of the guests included families with children wanting to enjoy the activity of bowling and other games.

The Business Meeting began promptly at 9:30 a.m. with William Thomson, Vice Chairman, calling the meeting to order and determining a quorum was present. Bylaws state a quorum is a minimum of 15 members. Following the welcome and in the absence of Mr. Lonnie Tolley, Mr. J.T. Blau, the Vice President of Risk Management for Call Federal provided the invocation. Mr. Horne, Board Chairman, continued the meeting with receiving a motion and second to approve the minutes from the 2018 Annual Meeting. He heard a unanimous approval of the minutes.

Mr. Horne referenced his letter found in the Annual Report along with the Highlights of 2018. He asked members to review the details of these two reports and see him or any member of the Board after the meeting if there are any questions.

Mr. Horne introduced Julian L. White, Treasurer of Call Federal to give his report. Mr. White referenced the Consolidated Statement of Financial Condition and Consolidated Statements of Revenue and Expenses. He noted the positive net income for 2018 along with other financial highlights. He explained the credit union is in excellent financial health with a capital ratio almost double the regulatory requirement. He also stated he would be available for any questions following the meeting.

Roger Ball, the President and CEO of Call Federal delivered the State of the Credit Union Address. He highlighted the relationship between technology and our membership. His comparison of how younger members view changes and our

more traditional members view changes is somewhat different. The magnitude of changes over the years for the traditional members has had a greater impact. He integrated the value of having the Voice of the Member Committee within the organization to review and discuss issues presented by members through all of our delivery channels. One such issue was the perception of our green Visa debit card not being very attractive or relevant to our local community. Through these efforts and an online voting by our members on a more community focused card, Roger unveiled the winning selection of the Richmond River Scene as the one more liked by our members. This new card will become our default card in the future.

Mr. Horne referred to the Supervisory Committee's letter found in the Annual Report. The letter indicates both the CPA Audit done through PBMares, LLP and the supervisory exam by the NCUA indicate Call Federal is financially sound and the financial statements are an accurate reflection of our business.

The meeting continued with Mr. Horne asking for any Old Business or New Business. There were no issues from the membership allowing the meeting to adjourn, door prizes to be drawn and the bowling to begin. Five members were selected to submit their scores of their first game, and Call Federal would contribute double the points in money to the Richmond Children's Hospital. This resulted in a contribution in excess of \$1000.00.