

# ANNUAL MEETING 2020

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guiding you on  
your financial  
journey with a  
human touch.

May 1, 2020

SoundView Financial Credit Union  
Virtual Annual Meeting



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## 2020 ANNUAL MEETING

### Call to Order

1. Ascertainment that a quorum is present
2. Reading and approval of the minutes of last meeting
3. Chairman's Report
4. Report of the President
5. Loan and Marketing Report
6. Report of the Supervisory Committee
7. Unfinished Business
8. New Business
9. Elections
  - Slate presented by Nominating Committee
  - Call for nominations from the floor
  - Close nominations
    - ◆ *If no nominations from the floor* - Chairman requests the Secretary to cast one ballot for the entire slate
    - ◆ *If there are nominations from the floor* - Appoint tellers, distribute ballots, votes taken and tallied by tellers and announce results
10. Adjournment

Let it never be forgotten that a credit union is, above all else, an association of people, not dollars.

-Alphonse Desjardins

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# Annual Meeting Minutes – Held May 3, 2019

## Minutes

### 2018 Annual Meeting

#### SoundView Financial Credit Union

May 3, 2019

Those in attendance are noted on the attached sign in sheets. It was noted that a quorum was present.

Minutes of the Annual Meeting held on May 4, 2018 were read and approved.  
Maciej Milewski, Chairman, presented the Chairman's Report which was approved.  
Jo-Ann Palladino presented the President's Report which was approved.  
Jo-Ann Palladino presented the 2018 Loan Officer's report which was approved.  
Teresa Reichmann delivered the 2018 Supervisory Committee report which was approved.

There being no unfinished business or new business, the nominating committee comprising of Jo-Ann Palladino, Andy Bard and Heidi Sztanko submitted the election slate of the Board of Directors. Elections were held and the Chairman announced the following slate of candidates for election to a two year term as Directors:

RuthAnne Salvatore                  Dawn Norton                  Barbara Chaisson

Barbara Chaisson declined her nomination and has retired from the SVFCU Board after numerous decades of exemplary service. Leo White was nominated from the floor to assume her seat. The Chairman requested the Secretary to cast one ballot for the entire slate. The above nominations were approved.

Reorganization has cast the following directors:

Chairman:	Maciej Milewski
Vice Chairman:	Sue Schulz
Secretary:	RuthAnne Salvatore
Treasurer:	Andrew Bard
Chairman of Supervisory:	Terry Reichmann

The above documents are attached as presented.

Respectfully submitted,

RuthAnne Salvatore, Secretary

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## Chairman's Report – 2019

SVFCU members and staff,

I sincerely hope that all of you are well and staying safe!

I can report to you that 2019 was a good year for the Credit Union, with the majority of the goals set by the Board and the CU Team met or exceeded. We finished the year in, as usual, in a strong financial position. Jo-Ann Palladino will detail the results.

I would now like to turn to 2020, a year most of us would never have anticipated. This has brought significant changes to our lives, our work, our social fabric and our financial situations. Credit Unions were established with the thought that their focus is on you, our credit union members, that together we are able to find ways to meet your changing needs as life progresses.

This is such a time, as communicated by SVFCU, we have numerous ways to work with you, our members, to help. Take the time to [review our website](https://www.soundviewfcu.org) at soundviewfcu.org or call to ask questions or review your accounts. Let's continue to work together.

Remember the branch days and hours are limited, but online banking/deposit is available 24/7 and strongly encouraged. As a member, you have access to all your accounts without needing to visit a branch. Access is available from the comfort of your home or anywhere with secure internet access. We encourage you to stay connected to your accounts with the SoundView Mobile App using a tablet, smart phone or computer. You can check balances, transfer funds, make payments, deposit checks and have control your debit card. Use our secure messaging on home banking on our website by going to Menu>Secure Messaging to ask any question you may have. If you do not have our Mobile App, it is easy to download from our website, as is a [form for mobile check deposit](#).

Please stay safe and well.

**Maciej Milewski**

Board Chairman

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## Report of the President – 2019

The Credit Union Difference can be seen every day at SVFCU. We make a difference in the lives of our members and the communities in which they live and work. It is our mission to support their dreams through financial services that put their best interest first. We provide safe, affordable services to our community, one member at a time.

We had many successes in 2019! We ended the year with a Net Worth of 12.30%. Having a well-capitalized credit union poises us to be in a good position for any challenges we may be faced with in the coming year. We lent a total of \$6,057,286 to meet the needs of our members in the forms of lines of credit, personal loans, auto loans and home equity loans. Our loan to share ratio is 61.5%, which means we have sufficient money to fund future needs of our members.

Our staff works hard to match our members with those products needed to make life easier in today's hectic world. Our convenience products: home banking, a mobile app which allows mobile check deposit, telephone banking and bill pay allow members to bank wherever they are with a smart phone, tablet or laptop. Last year, we had 4,487 deposits made in the amount of \$4.8M come into the credit union through our mobile check deposit. Our usage has increased 900% since our debut in 2013.

We welcomed 218 new members last year to SVFCU. We implemented an onboarding email program to our new members which welcomes them to the credit union and educates them on products available to them. We have a 50% open rate on our emails.

We began offering a new GAP (Guaranteed Auto Protection) and Auto Advantage program this year which covers the difference between the actual cash value of a vehicle (the insurance settlement price) and the outstanding loan balance at the time. Members can also purchase this product after the loan is closed as long as they have not had a total loss.

We have also partnered with a new first mortgage company, Allanach/Mortgage Group Corporation. They will tailor mortgage programs to meet member needs.

We had to close our satellite branch at Barden due to the company's plan to upgrade their facility and take the space for a new guardhouse. Those members now visit us at the main office and enjoy the company of Debbie, who ran the branch and now works in Bethel.

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In the fall, we had a successful plant visit at Duracell, LaGrange and the DESC building next door. It was wonderful to meet up with our members and meet some new ones as well. Thank you to the HR Department for coordinating with us to make our trip a success.

The credit union continues to work with the CT Foundation with Reality Fairs across the state and work with Western CT United Way and Junior Achievement of Western CT to provide financial education to high school and middle school students.

As we look to 2020, the credit union is working on providing “contactless payments” via Apple Pay™, Google Pay™, and Samsung Pay™ in early second quarter. We also will be working on updating our website to provide a better member experience. More information will be forthcoming.

As we go through these unprecedented times, I would like our members to know, we are here to help. Credit Unions are financial first responders. Thank you for trusting us with your financial journey.

Respectfully submitted,

**Jo-Ann Palladino,**  
President

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## Loan and Marketing Report – 2019

### Credit Union Landscape:

2019 ended one of the most financially tumultuous decades in recent history. Over the last 10 years, more than 30 million people joined a credit union, leading share balances to rise by 75% industry wide. Reflecting just how far we have come since the Great Recession, 2019 loan originations were more than double those in 2009. Members also increased their engagement with and utilization of their respective credit unions, with the average member relationship growing by 35% in the services used. Despite the current instability regarding the COVID-19 pandemic, credit unions came in strong to start 2020. Assets are currently near \$1.6 trillion, and total capital exceeds what was reported at the end of 2009 by almost \$100 billion.

Examining how SoundView is performing as compared to other similarly sized institutions in Connecticut, the credit union ranks:

- In the top 50% for both loan and membership growth
- In the top 20% for both share and asset growth
- In the top 25% for net worth

### SoundView Loan Growth:

Despite interest rates slowly rising in 2019, the current economic landscape still warrants lending money to help members succeed financially over investing to yield the best returns. This strategy means loan growth remained a top priority in 2019. Your credit union ended the year with a total loan portfolio of \$19.8 million, which is an increase of 1.65% year-over-year. We helped our member-owners to close 371 unique loans totaling \$6,057,286.76, giving them the additional financial support needed to obtain new cars, homes, student loans, and more.

The current credit union loan portfolio shifted slightly to reflect a higher penetration of loans secured by real estate and vehicles. *Below is a snapshot of the current credit union loan portfolio mix compared to the year prior:*

Loan Type	2019 % of Total Loan Portfolio	2018% of Total Loan Portfolio
Credit Card	8.15%	8.21%
Unsecured Personal Loans	11.82%	12.69%
Student Loans	2.67%	2.86%
Auto Loans	39.45%	35.09%
Home Equity Loans	37.89%	41.11%
Other Loans	0.03%	0.03%

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Year-over-year delinquency decreased from 1.49% at the end of 2018 to 1.27% at the end of 2019. We continue to work with CU Collections to call members overdue for payments. This remains a priority as we work diligently to ensure the safety, soundness and regulatory compliance of your credit union.

Respectfully submitted,

**Jo-Ann Palladino,**  
President

## Loan and Marketing Report – 2019 Community Involvement

### 2019 Governmental Affairs Conference in Washington, D.C.:

The credit union participated in the national launch of the “Open Your Eyes” brand awareness campaign for credit unions, as well as lobbied legislators on behalf of Connecticut credit unions.



### Western New England Home Show O’Neill Center 2019



## Shred Day and Food Donations to Hillside Outreach:

This year our community really turned out to help make this event a success. We tripled last year's cash donations, collecting \$910 in cash and 549 lbs. of food that was donated to the community.



## Danbury Westerner's Sponsorship:

The Westerners proved victorious over the Vermont Mountaineers, and one of our youth members threw the very first pitch at our sponsored game!



## Movie Night at Candlewood Town Park:

This year the credit union sponsored the movie Spider-Man: Into the Spider-Verse! For Movie Night at the Lake. The event was postponed several times due to inclement weather but finally prevailed in August! We handed out glow sticks and popcorn to 150 families.



### Scholarship Fund:

SoundView is proud to provide 2 members with a \$1,000 scholarship for college education. An independent company screens all the recipients.



### Duracell Partnership Backpack Donation:

The credit union once again partnered with Duracell in sponsoring filled backpacks for local children and their back-to-school needs.



### Duracell & Danbury Hospital Health Fairs:

A booth was manned at Duracell HQ Health Fair to promote "financial wellness" and again later in the month for Danbury Hospital.



### 2019 Member Appreciation Day

Lobby celebrations to thank our members.



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**2019 King of the Hill 5K Sponsorship**



**America's Credit Union Museum Visit:**

Credit union employees went back to their roots, taking a field trip to America's Credit Union Museum in New Hampshire.



**2019 International Credit Union Day**

Each year, we remember why we do what we do by reaching out to members as they come into work.



**Torrington Reality Fair:**

SoundView employees helped teach invaluable budgeting lessons to over 700 local students.



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**Junior Achievement –  
Morris Street School in  
Danbury:**

CEO Jo-Ann Palladino was requested to once again present to Ms. Greene’s second grade class. Their participation in the program and willingness to be involved makes for a fun, educational, and rewarding activity.



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## Supervisory Committee Report – 2019

The SoundView Financial Credit Union (SVFCU) composed of a chairperson and three committee members, is a standing Committee of the Board. The role of this independent group of member-volunteers, provide an oversight function on behalf of the membership. This includes periodic internal audit functions of the credit union operation, attendance at credit union Board meetings, and the hiring of a CPA firm to conduct an Independent Accountant's Report on Applying Agreed Upon Procedures in order to assist the CU Supervisory Committee in performing the annual Supervisory Committee Audit.

To that end, the Supervisory Chair contracted with Whittlesey PC, a regional CPA firm, to perform the procedures agreed to by the management and Supervisory Committee. Results of the audit indicate that the financial statements present fairly the results of the operations and financial position for the period, and no material weaknesses in internal control were reported.

As representatives of the credit union membership, the Supervisory Committee is always available to assist individual members by answering questions and resolving problems they may have with the credit union. Please feel free to contact the Supervisory Committee at SoundView Financial Credit Union, 14 Research Drive, Bethel, CT 06801.

Respectfully submitted,



**Theresa Reichmann, Chairman**

SVFCU Supervisory Committee

Committee Members: Theresa Reichmann, John Murphy, Carla Trombley, Walter Weiss

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## **Nominating Committee Slate – 2020**

Nominating Committee Slate

February 19, 2020

Nominating Committee Slate

Comprising of RuthAnne Salvatore, Dawn Norton, Heidi Sztanko

The Nominating Committee Submits the following slate for election to the Board of Directors at the May 1, 2020 Annual Meeting

Maciej Milewski

Andy Bard

Kevin McKinney

Sue Schulz

Christopher DePalma

Respectfully Submitted

**Nominating Committee**