



Annual Meeting

September 17, 2020



Things to Know:

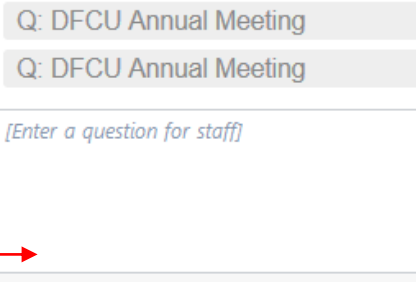
To raise your hand to vote, file or second a motion, use your hand-up icon located in this box. Don't forget to lower your hand.



We will start shortly after 5pm to give people a chance to log in. Everyone will be on mute.

This presentation will be available on downeyfcu.org for several weeks after today

If you want to ask a question or have problems please send us a question using the Chat button →



The Annual Report and 2019 Annual Meeting Minutes can be downloaded from this box →






Today's Presenter



Ray Mesler
President & CEO

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Q: DFCU Annual Meeting

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[Enter a question for staff]



DFCU Board of Directors and Supervisory Committee



Board of Directors



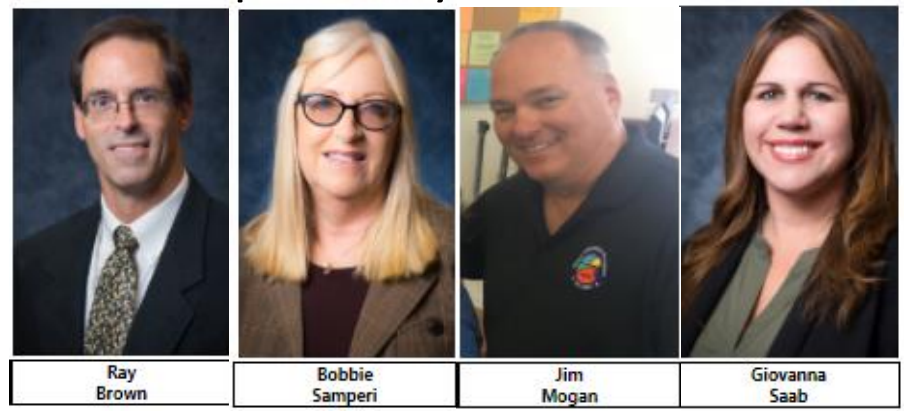
Chair

Vice Chair

Treasurer

Secretary

Supervisory Committee



Chair



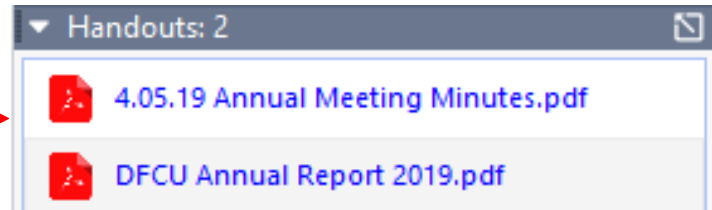
Establishment of a Quorum



How to access 2019 Annual Meeting Minutes & how to Vote



The Annual Report and 2019 Annual Meeting Minutes can be downloaded from this box on your screen



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Dr. Brian Brown



Board Chair



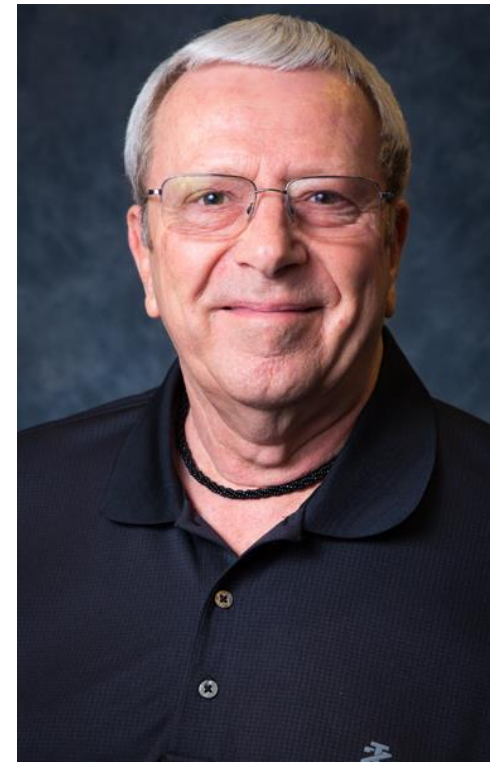
Election Nominations



Robert Becker



Stan Hanstad



Dr. Edward Potter



Chair's Message

Dr. Brian Brown



Board Chair



President's, Treasurer's, and Supervisory Committee Reports

Ray Mesler



President & CEO



The Covid-19 World We Live In

The 2019 Annual Meeting was originally planned for April 2020. We had to postpone to today because of Covid-19. Thank you for your patience and understanding. Given the timing and uniqueness of this meeting, we will cover DFCU's 2019 and provide updates and highlights for 2020 as well. Before we begin, THANK YOU to our staff who's dedication and positive attitude has allowed DFCU to continue serving our members.



COVID-19 Help for Members



TEMPORARY ASSISTANCE LOAN PROGRAMS

We understand that it may be challenging to maintain financial balance during these uncertain times. DFCU has developed temporary assistance loan programs.




DFCU CARES **SKIP-A-PAY**
ALL FEES WAIVED



STAY SAFE. STAY HEALTHY.



WE ARE EXTENDING SOME BENEFITS TO ALL SHIELD PLUS CHECKING ACCOUNT HOLDERS

CLICK HERE TO LEARN MORE



RENT ASSISTANCE LOAN



DEBT CONSOLIDATION LOAN

RATES AS LOW AS 5.95%
OR GET UP TO 2% OFF YOUR QUALIFIED RATE **APR***

STRESS FREE LIVING

Consolidate and pay off your debt sooner so you can focus on what you really want to do

*APR = Annual Percentage Rate.



To sign up for our COVID-19 Real Estate Loan Forbearance Program, please complete a Real Estate Forbearance Application online:

[Real Estate Forbearance Application](#)



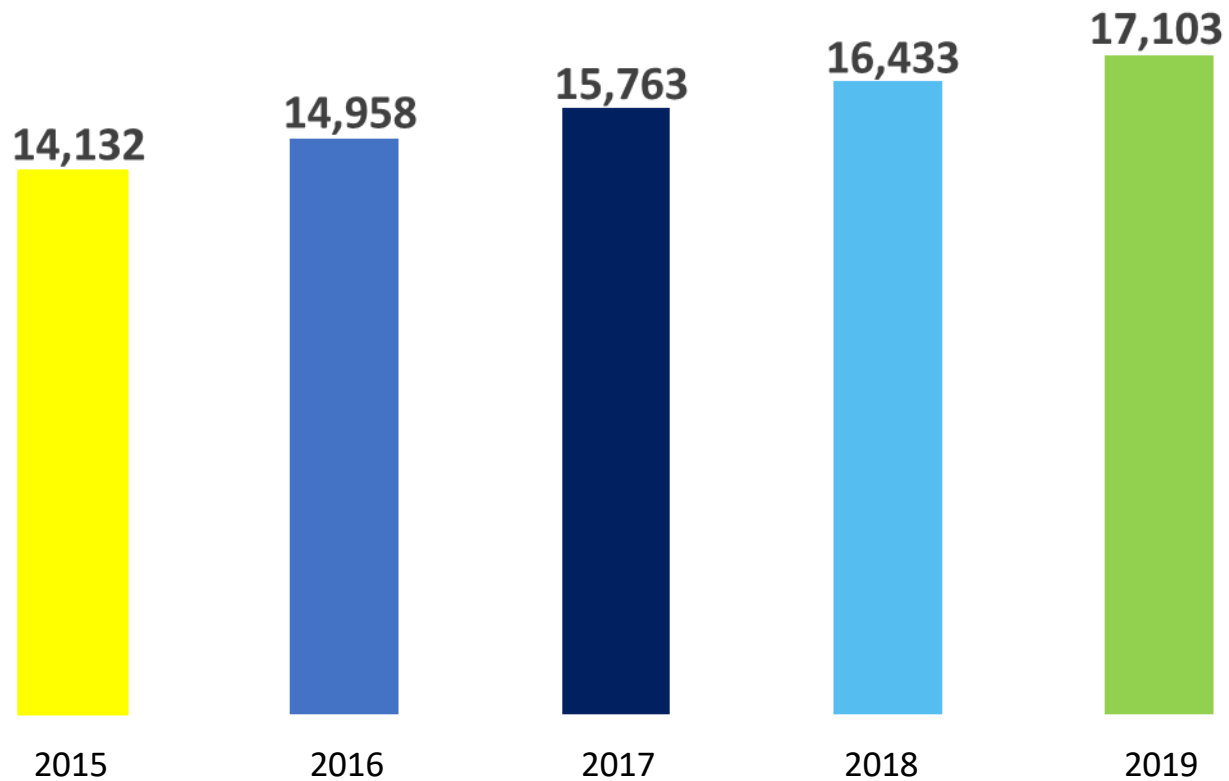
COVID-19 Precautions & Actions

Through the whirlwind of March-May many decisions were made in real time and with as much information on hand as possible. Safety of employees and members were and are the top priorities. DFCU has implemented the following to date:

- Placed hand sanitizer pumps in branch and throughout offices
- Wiping down and sanitizing ATMs and work stations
- Placed plexiglass barriers at member facing stations
- Encourage members to bank online with DFCU Online & Mobile Banking and the DFCU App.
- Moved to two-team in-branch system. Teams alternate weekly working in the branch. This helps slow the spread of any potential outbreaks.
- Instituted procedures to limit employee crossover in offices/departments

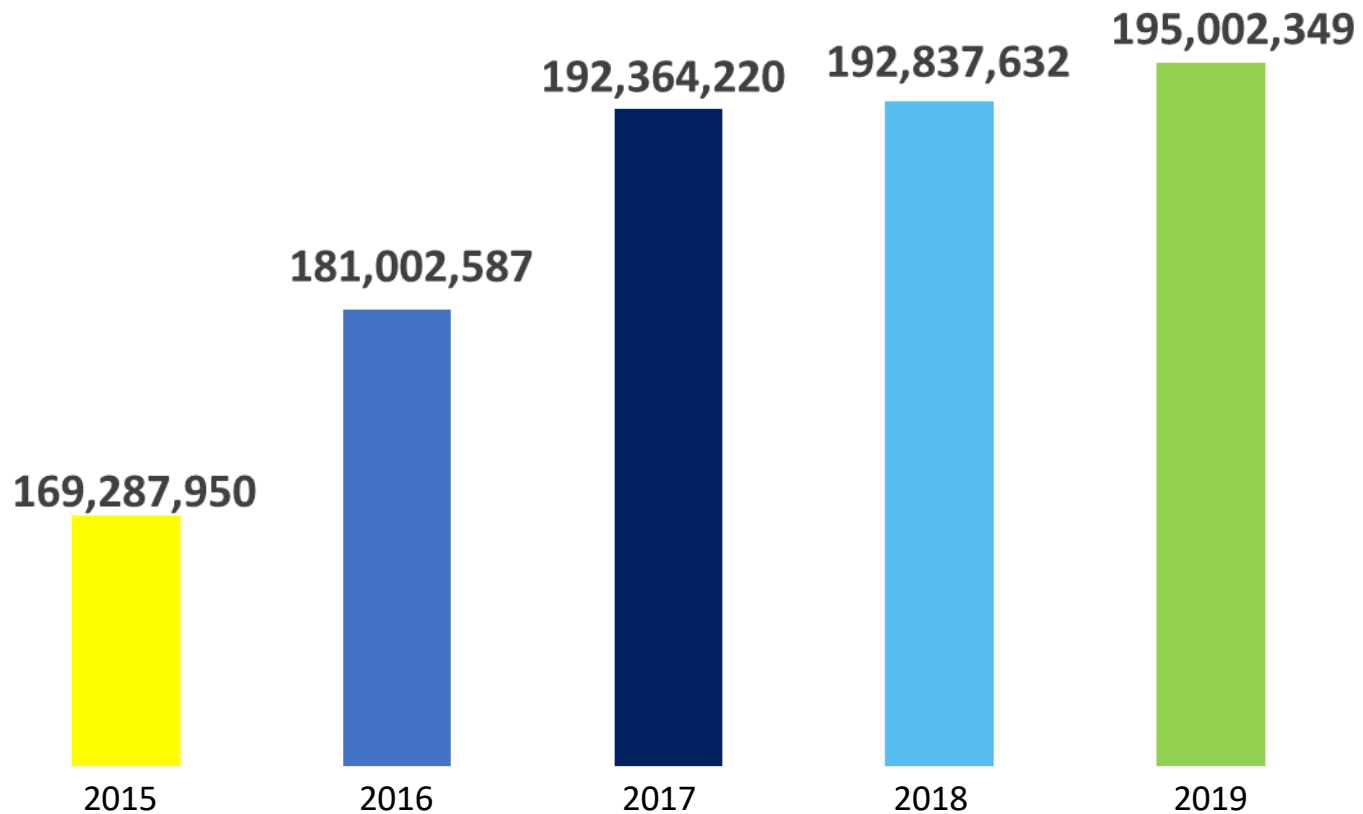


Membership Growth



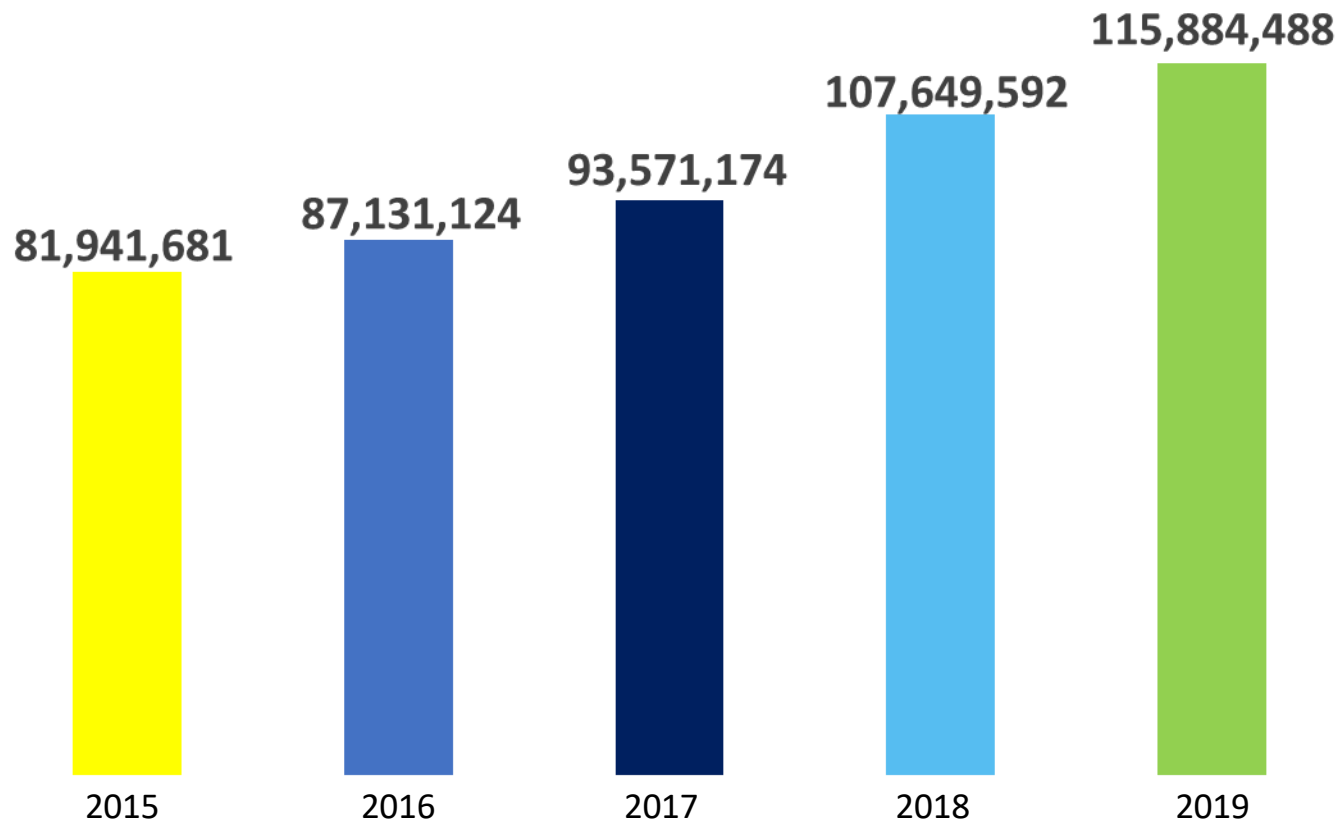


Share Growth



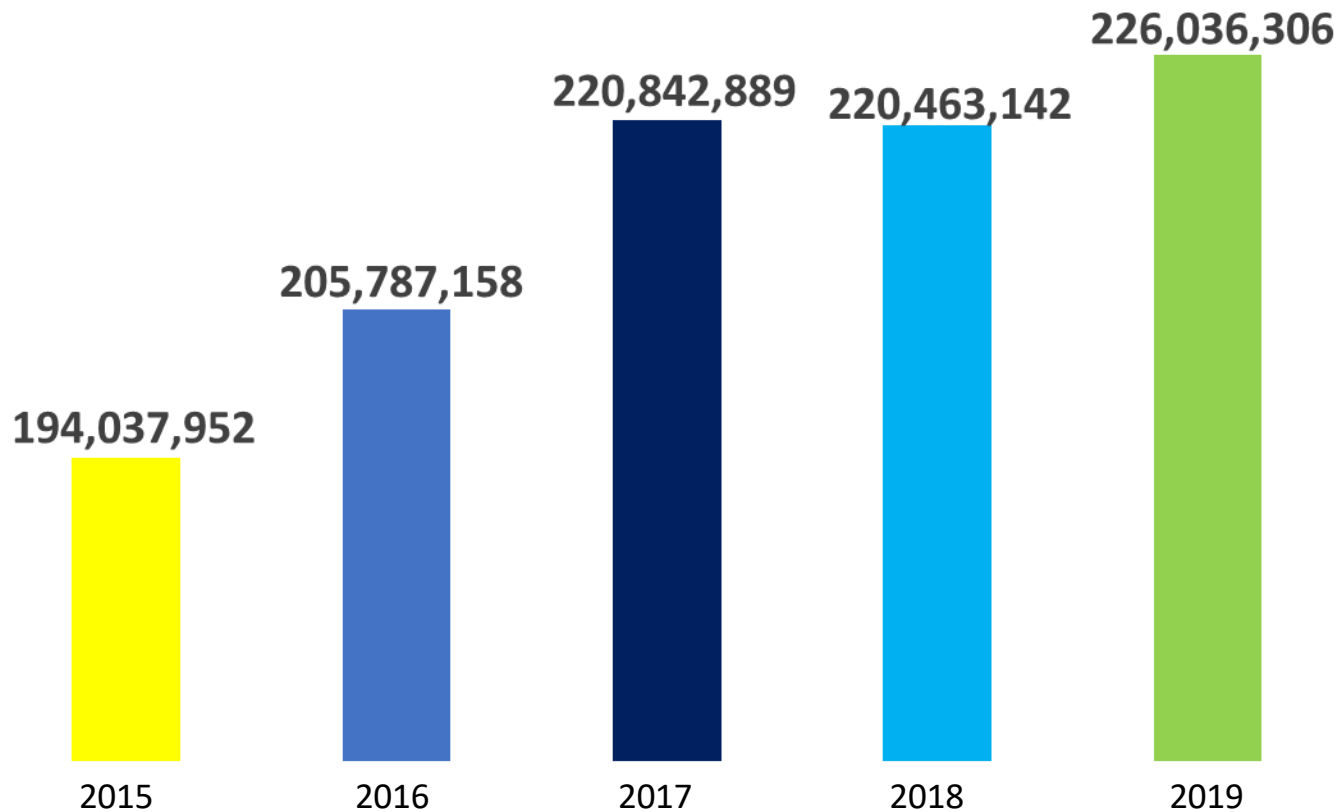


Loan Growth





Asset Growth





Supervisory Committee Report

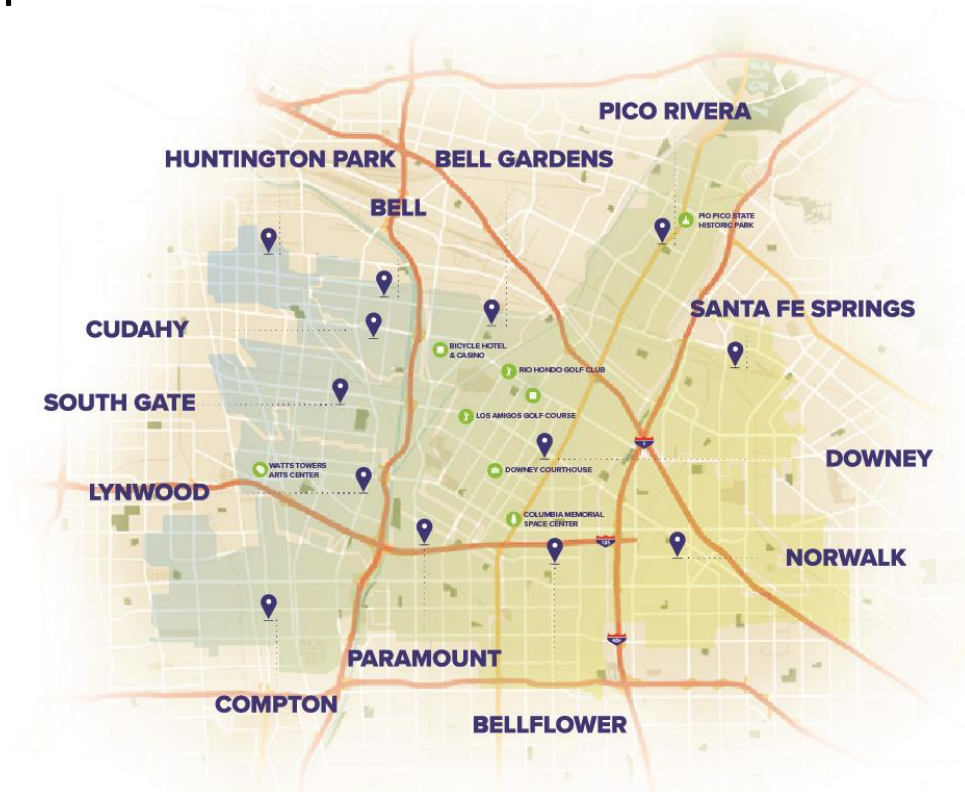
- Annual CPA Audit
 - Completed by Carroll & Associates, LLP
- NCUA (Federal Regulators): NCUA exam in early 2019 – none scheduled for 2020 yet



2019 Accomplishments

- Field of Membership Expansion

- Bell
- Bell Gardens
- Bellflower
- Compton
- Cudahy
- Downey
- Huntington Park
- Lynwood
- Norwalk
- Paramount
- Pico Rivera
- Santa Fe Springs
- South Gate















2019 Accomplishments

Moved from one Checking Account with no Benefits to...



| Account Features: | Shield Elite Checking <i>The best.</i> | Shield Advantage Checking <i>More protection and save money.</i> | Shield Plus Checking <i>Protection with some benefits.</i> |
|---|--|--|---|
| Anywhere Banking Tools Online banking, mobile banking, bill pay, and debit card.  | ✓ | ✓ | ✓ |
| Cell phone protection^{1,2} Insurance if your cell phone is broken or stolen.  | Receive up to \$600 per claim (\$1,200 per year) if your cell phone is broken or stolen. | Receive up to \$400 per claim (\$800 per year) if your cell phone is broken or stolen. | Receive up to \$200 per claim (one claim per year) if your cell phone is broken or stolen. |
| ID theft aid^{1,2}  | Includes 1B credit monitoring, credit report and credit score, fraud resolution, and \$10,000 personal identity theft benefit. ³ | Includes payment card fraud resolution, \$5,000 in personal identity theft benefit and identity restoration. | Includes payment card fraud resolution, \$1,000 in personal identity theft benefit and identity restoration. |
| Buyer's protection and extended warranty^{1,2} Newly purchased items are protected if theft or accidental breakage occurs. Plus one year extended warranty.  | Newly purchased items are protected for up to \$2,500 per item if theft or accidental breakage occurs during the first 180 days of purchase, plus one year extended warranty. | Newly purchased items are protected for up to \$2,500 per item if theft or accidental breakage occurs during the first 180 days of purchase, plus one year extended warranty. | Newly purchased items are protected for up to \$2,500 per item if theft or accidental breakage occurs during the first 90 days of purchase, plus one year extended warranty. |
| Monthly Subscription Fee | \$7.95 | \$5.95 | No fee |
| eStatements  | No fee (Paper statements = \$2 monthly fee) | No fee (Paper statements = \$2 monthly fee) | No fee (Paper statements = \$2 monthly fee) |
| Roadside assistance Available 24/7 and free to use, up to \$80 in service charges.  | ✓ | ✓ | |
| Accidental death coverage² Peace of mind for the unexpected.  | \$25,000 accidental death coverage² | \$10,000 Travel accidental death coverage² | |
| Shop local, save local with DFCU Deals savings Local discounts and national retailer deals to save you money on shopping, dining, travel and more.  | ✓ | ✓ | |
| Health Savings Card Save money on prescriptions, eye exams, frames, lenses and hearing services.  | ✓ | ✓ | |
| Earn Interest on your balance!  | ✓ | | |



2019 Accomplishments



- Revamped our loan origination system, an upgrade that will make our loan process quicker
- Kicked off a project with that will allow DFCU to accept membership applications online
- Continued to grow our Berenstain Bears Financial Literacy Program and added 543 Cub Accounts (ages 0-10) and Money Smart accounts (ages 11-17).
- Added a Spanish version of our online banking/mobile app
- Increased the number of Bite of Reality financial literacy simulations to include several hundred more students.
- In order to keep up with growth and to plan for continued member growth we brought on 15 new staff members – a 31% increase in our total number of employees.
- Implemented a state-of-the-art Intranet system to improve staff communication





2020 Accomplishments



- Credit Card conversion
 - Redesigned and replaced all credit cards
 - Introduced Rewards!
- Finalized online account opening capabilities
- Providing more Spanish option materials for our members – Spanish micro-site coming soon!
- Continued to grow our Financial Literacy efforts with Bite of Reality, Money Smart Jr. events, and community seminars – over 1,000 students!
- Stayed open!!

Looking Forward!

- Core System Evaluation
- Member survey



2019 Barbara Lamberth Scholarship Winners



Evonnie Estrada

Evonnie currently attends Cal Poly Pomona where she is majoring in Business with a focus on Computer Information Systems. She previously interned with LA Metro where she discovered her interest in transportation. She is passionate about helping her community and hopes to encourage all students to pursue higher education.

Jonathan Sanchez

Jonathan attends Cal State Fullerton where he is majoring in Business Admin. with a concentration in accounting and finance. He discovered his passion for financial literacy and business after completing an internship with DFCU. He plans to continue to pursue this interest with an internship at Deloitte.

Amanda Ambroff

Amanda attends Cal State Long Beach where she is working towards her multiple subject teaching credential. She is currently a student teacher at Ward Elementary in Downey. Her goal is to become a teacher for DUSD.

Isaias Zarate

Isaias is a senior at Santa Fe High School in Norwalk. He is passionate about biotech and hopes to create a device that can protect beta cells in the human body. Isaias will be a first generation college student and hopes to attend UC San Diego. Isaias participates in his school's STEM Club and volunteers at the Columbia Memorial Space Center where he teaches robotics to kids.

Roxanna Mexicano

Roxanna is a senior at Downey High. She will attend Harvard University where she plans to pursue her love of math. In her free time she enjoys tutoring students because it allows her to help her peers with a difficult subject and to share her passion for math. The scholarship funds will go towards a laptop.


Natalie Battiest

Natalie is a senior at Warren High. She will attend USC and plans to pursue a degree in health promotion and disease prevention. Her goal is to become a pediatric physician assistant. When Natalie is not studying, she has participated as Miss Teen Downey Princess and is involved in her Native American community.



Questions



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[Enter a question for staff]

Send any questions after the meeting to
feedback@downeyfcu.org



THANK YOU!

Members

Staff

Supporters

Volunteers