

Inside This Issue

- Cast Your Vote – Important Updates on the 2023 SECU Board of Directors Election
- We are SECU: On the Road, with Members from Across North Carolina
- Reflecting on Exciting Changes at SECU

SECU BOARD OF DIRECTORS ELECTION

How to Vote

Please note, you will need your SECU account number and last 5 digits of your social security number to vote.



To vote online, scan this QR code or visit secuvote.ey.com

If you prefer to vote by mail, call (888) 732-8562 for a paper ballot.

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is a publication of the State Employees' Credit Union Marketing department. The Credit Union is a member-owned cooperative, organized to promote thrift and provide low-cost financial services. The field of membership extends primarily to employees and retirees of North Carolina's state government, public school systems, community colleges, state universities, and their immediate families.

Grassroots

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Cast Your Vote – Important Updates on the 2023 SECU Board of Directors Election

SECU's Board of Directors is an 11-member group charged with the responsibility for setting and overseeing the strategic direction of the Credit Union. Board members are volunteers who serve three-year terms and meet monthly. This year three of the Board seats are up for election by SECU members.

There are six candidates for the three open seats. Three were nominated by SECU's Nominating Committee and three self-nominated. They are listed below. More information on all candidates for this year's election can be found in the Candidates' Statement of Background available on SECU's Board of Directors election information page or in your local branch.

- Alice Garland (incumbent) – *Nominated by Nominating Committee*
- Thomas Parrish (incumbent) – *Nominated by Nominating Committee*
- Jo Anne Sanford (incumbent) – *Nominated by Nominating Committee*
- Michael Clements – *Self-Nominated*
- Barbara Perkins – *Self-Nominated*
- Chuck Stone – *Self-Nominated*

As members, your active participation in the democratic process is crucial to SECU's success! All members aged 16 years and older have the right to vote through one of two ways:

- **Absentee Voting:** Available electronically **September 1 – October 3** by visiting secuvote.ey.com or upon request, via a paper ballot. Specific instructions for requesting and casting a paper ballot are provided in the Notice of the Annual Meeting, published August 25. Be sure to read the instructions carefully to ensure paper ballots are returned on time.
- **In-Person Voting:** Available during the **Annual Meeting October 10**. Registration information will be made available soon online.

For more information about the election, candidates, and how to vote, please visit ncsecu.org/home/2023annualmeeting.html.

We Are SECU: On the Road, with Members from Across North Carolina

It can't be said enough: members are at the center of everything we do at SECU, and they help guide us every step of the way. All across our great state, members like you volunteer to meet regularly with local branch managers, SECU leadership, and the SECU Board of Directors (BOD) to provide feedback and guidance about our products, services, and overall member experience. These Advisory Board members are your advocates, serving as local and vocal representatives of our membership and working to make sure that our Credit Union is meeting the needs of member-owners.

In fact, we have **3,240 volunteers serving on Member Advisory Boards (MABs) across all 100 counties**. Each branch's Advisory Board consists of up to 12 members, each serving two-year terms.

Meeting with some of those MABs, our new President and CEO, Leigh Brady, members of the BOD and organization executives packed up and hit the road visiting six cities across the state. They embarked on a "We Are SECU: On The Road" tour, coming together to discuss progress at SECU, listen, and connect.

The team kicked things off by introducing Leigh, discussing her legacy of service to the Credit Union and **"maintaining all that keeps SECU special and unique among financial service providers."** After an exciting conversation with Leigh about her priorities as President and CEO, our BOD and Executive Committee took to the stage to review the performance of our Credit Union over the past year and provide an update on products and services.

Rex Spivey, Chief Financial Officer, shared good news on SECU financials **confirming that SECU remains fiscally strong**. These financial components help ensure SECU can weather future economic events and drive our strategic initiatives to provide value and benefit to our members. He also announced new competitive share term certificate rates.



Leaders and our BOD continued by showcasing how SECU is investing in its team members, today and every day, and previewed both short and long-term improvements at SECU.

Leading with data, BOD member Jo Anne Sanford highlighted details from a survey of North Carolina members and non-member residents. "We found that **members care MOST about service, rates and accessible tech. 77%, 64%, and 63% of members, respectively**, when choosing a financial institution. These surveys have given us great insights, and the data supports that the strategic plan is meeting members' needs, preferences, and expectations."

Jo Anne also shared an overview of our community impact, including financial education events, summer camp awards, school supply drives, and the **SECU Foundation giving that has reached over \$250M since 2004, and provided \$81M in college scholarships**.



Continuing the exciting news, Stacie Walker, Chief Lending Officer, took to the stage to announce that **SECU was the #1 real estate lender in North Carolina for 2022**. Stacie shared, “Our members’ habits are changing, and we must evolve. Earlier this year we launched our new tier-based auto loan rates. **About 2/3 of our state employees or retired state employees who have been borrowing from SECU now have the opportunity to get a better rate** than they would have received if we continued with one rate for all members. In our first month, we originated over 8,300 loans, our highest since August 2021 when rates were rock bottom.” Additionally, SECU’s Board approved discounted auto loan rates for state employees and retirees, which offers an additional **0.50% interest rate discount** on competitive auto loan rates.” Walker also discussed how SECU is looking at potential changes that might be needed for lower credit score borrowers to enhance tier-based pricing.

Bob Brinson, a member of our BOD since 2007, took to the stage to talk about products and services. “While **on-the-ground branches and staff are important and are not going away**, members notably place great importance on both in-person interactions and quality technology, as well as service and competitive rates.”

Josh Bomba, Chief Information Technology Officer, shared key goals around digital transformation. SECU is implementing upgrades to better serve members and provide more of the personalized and secure experiences. Bomba shared **key digital experience enhancements** being worked on, including a new website, email communication with members, a new mobile app, recent contact center software installation, and other enhancements.

Alice Garland, BOD Vice Chair, rounded out our updates with information on how we invest in our members by investing in our SECU team. Joined by Emma Hayes, Chief Culture Officer, and Jennifer Storey, Associate Executive Vice President of HR, they reflected on how **confident and engaged employees improve the member experience**. SECU is focused on enhancing employees’ experiences by enhancing benefits and engagement.

Each We Are SECU Roadshow event concluded with an opportunity for the audience to ask questions in an open forum, rooting the discussion in listening, feedback and connection.

*Note: To be eligible for this discount, members must have their North Carolina state payroll or retirement benefits on direct deposit with SECU. Only for full-time state employees. Retirement benefits on direct deposit must be from State of NC retirement system. Members must be at least 18 years of age or otherwise eligible for lending services to apply. Lending is limited to residents of North Carolina, South Carolina, Georgia, Tennessee and Virginia. Additional terms and conditions apply.



Reflecting on Exciting Changes at SECU



Jo Anne Sanford

“We have the opportunity and the obligation to combine the legacy values and care of our members with the necessity of offering different products and offering all our products through different channels now. It’s a very, very exciting time in the life of

any large financial organization, but particularly for this one.” – Jo Anne Sanford, SECU Board Member

“I’ve been an SECU member for a few years, and while they’re not my main financial institution, their new lending process using credit scores for car loans was a game changer for me. With strong credit, I always shop around for the best rate when car shopping, and SECU happened to be the lowest I could find. Plus, their Auto Power Program made my experience at the dealership incredibly smooth – in and out the door with no financing back and forth. I’ve always enjoyed working with SECU based on their excellent service, and it is nice to know they are also stepping up to compete against the many options consumers have today.”

– Joseph, SECU Member, Raleigh



Thomas Parrish IV

“I got my first mortgage through the State Employees’ Credit Union so it’s been a part of my history and will be a part of my history moving forward. And my children, both my sons now have Credit Union accounts. We’re all working together to build

this organization. It really takes the entire 2.7 million members to make the Credit Union a success. And this is why we’re the second largest Credit Union in the world – because of our members.”

– Thomas Parrish IV, SECU Board Member



McKinley Wooten Jr.

“Every member is at a different place in his or her life. Their financial needs at 24 are very different than they are at 64. So, it’s important for us as an organization and certainly as a Board to understand what those needs are from

every member at every stage of their life. Because once we know that, then we can make sure that our products and services are unique for their financial needs.” – McKinley Wooten, SECU Board Member

“I had a call from a member who was approved for an auto loan with an interest rate of 28%, making their payments almost \$650/month. I ran their application and was able to get them approved at 9.5% - bringing their payments down to no more than \$376/month. It’s a wonderful thing to offer our members better rates.” – Rob Crowe, SECU Financial Services Representative, Black Mountain Branch



Alice Garland

“I believe that employees are the glue that holds the organization together. I think one of the reasons that our members are so happy with us is because when they walk into a branch, they’re going to be treated like they are a member

of the family, which they are.”

– Alice Garland, Vice Chair, SECU Board Member



Mona Moon

“I think the most important value shared by all members at SECU is the Credit Union philosophy of people helping people. It’s coming through loud and clear in all the conversations that we are having with members, with advisory boards, with

employees, and within the Board of Directors.”

– Mona Moon, SECU Board Member

For more on how SECU is delivering more value and convenience for our members, visit wearesecu.org.