

Nominating Committee

Paul Fredenburg

Since our Nominating person is on the ballot this year, I am standing in to present this year's nominees for the 2025/26 Board of Directors open positions.

There was no mail in requests for board positions so the ballots that are on your tables are accurate, including the write in nomination requests.

Up for re-election are incumbents Donald Schnauber, Randy Olsen and Jim Bickford.

PLEASE READ THE BIOS FOR EACH NOMINEE

AFTER THE COUNT OF BALLOTS

We have received the counted ballots. By unanimous decision, the three nominees, Don Schnauber, Randy Olsen, and Jim Bickford will remain on The Family Credit Union Board of Directors for another three years.



Please complete this ballot and return via a TFCU employee.

Board of Directors (Must VOTE FOR only **ONE**)

1. **Donald Schnauber – Incumbent**

Don was appointed to the board as an associate board member in 2019 and became a board member in 2021. Don has an extensive Professional Engineering background. He began his career as a Professor in the Manufacturing Technology and Computer Aided Drafting department at Blackhawk College where he taught for 18 years. He was in Management of the Engineering and Technical Service Group at Sedona Technologies and later a consultant for John Deere Seeding Group, where he retired from in 2015. He attended Colorado State University, University of Northern Iowa, and various other universities. Some of his accomplishments include grant writing, Society of Manufacturing Engineer, served on many Mechanical and Engineering committees, and serviced as a Strategic Advisory Committee for the Quad Cities Chamber. Don enjoys golfing, skiing, and Rod and Custom Cars.

2. _____

Board of Directors (Must VOTE FOR only **ONE**)

1. **Randy Olsen – Incumbent**

Randy Olsen is the newest Director to The Family Credit Union, coming on board in 2024. Randy is the Chief Strategy Officer for Twin State Technical Services, where he leverages his extensive background in computer networking and information systems to drive organizational growth and success. Randy holds a bachelor’s degree in Computer Network Administration from St. Ambrose University and a Master's degree in Computer Management Information Systems from Southern Illinois University Edwardsville. In addition to serving on The Family Credit Union board, Randy demonstrates his commitment to community as a member of the Mississippi Valley Workforce Development board, where he also participates on the Finance committee. Outside of his professional endeavors, Randy enjoys spending time with his wife and two children. He is an avid cook and, especially enjoys smoking, spending time outdoors, and following college and professional football. Randy is eager to contribute his expertise and passion to The Family Credit Union board.

2. _____

Board of Directors (Must VOTE FOR only **ONE**)

1. **Jim Bickford – Incumbent**

Jim joined The Family Credit Union board in 2008, with the merger of Davenport Fire Department Credit Union. He was first elected to the Fire Credit Union in 1993 and has now served on credit union boards for 29 years. He is currently the Chairman of the Audit Committee, a member of the Scholarship Committee, and formally served on numerous other committees during his time on the two boards. He joined the Davenport Fire Department in 1979, advancing through the ranks, retiring as the Assistant Chief of Operations, after 40 years in the fire service. While a member of the fire department he attended Western Illinois University where he earned his bachelor’s degree. In his retirement Jim enjoys traveling, biking and hiking.

2. _____

***These nominations have been made in accordance with the Iowa Credit Union Division's
Bylaws and NOMINATING COMMITTEE***

Name _____ **Phone** _____

Address _____

We're excited to share an update on The Family Credit Union, including highlights from our 2024 Annual Report and how our achievements benefit our valued members.

In 2024, the number of credit unions in Iowa declined once again, now totaling just 64. Despite this, The Family Credit Union continues to hold strong, maintaining our rank as the 14th largest in the state. We proudly welcomed 2,763 new members last year, bringing our total membership to nearly 21,000.

Our incredible team of 71 dedicated professionals remains committed to providing exceptional service with kindness and a smile. We're proud of the culture we've built and the support we offer every member.

At the core of everything we do is our mission: *"Providing the products and services for your lifelong financial success."* We are honored to walk alongside you and your family on your financial journey.

Among our accomplishments in 2024:

- **Technology:** All TFCU offices have now been upgraded with the latest cash automation technology, offering our members enhanced efficiency, convenience, and an added layer of safety. These new machines are also strategically designed to help deter potential robberies, further supporting a secure environment in each branch
- **CDFI Grant Award:** We were once again selected to receive a \$300,000 grant from the Community Development Financial Institution program. These funds helped us purchase new ATMs, support the salary of our new Marketing Coordinator, install new exterior signage at our Bettendorf and Silvis locations, and complete a much-needed remodel at our Beardstown branch—which now proudly looks and feels like a true financial institution.
- **Enhanced Cybersecurity:** We deepened our partnership with Twin States Technical Services to further strengthen our internal and cyber

security. In addition, we introduced a new layer of protection to online and mobile banking. While the change came with a learning curve, it was a crucial investment in safeguarding your personal financial information.

- **Ongoing Financial Education and Advocacy:** We remain passionate about empowering our members through financial education—offering in-person seminars, one-on-one counseling, and continued advocacy at the state level. We proudly supported the Iowa Credit Union League in successfully passing legislation to modernize credit union operations and support member protection.
- **New “Round Up” Feature:** Our newly introduced Checking Account Round Up service has quickly become a favorite. When enrolled, each debit card purchase rounds up to the next dollar, and the difference is automatically transferred into your savings account—making it easy to build your savings effortlessly.
- **Community Commitment:** We continued to show up for our communities—sponsoring more than 20 local events and volunteering a total of 435 hours as a team.
- **Member Financial Well-Being Resource Center:** Don’t forget to explore our Financial Wellness platform on our website, which offers free tools, educational content, credit resources, and even multilingual support to guide you every step of the way.

On behalf of our Board of Directors, Executive Management Team, and every staff member here at The Family, thank you for your continued trust and support. As a credit union, our focus has always been on serving *you*, our members—our Family.

We look forward to continuing to support your lifelong financial success.

Chief Financial Officer

Ron Diekmann

While we're proud of our past accomplishments, our commitment remains centered on delivering strong financial results for our valued members.

In 2024, our Net Worth remained healthy at 12.83%, showing a slight improvement over the previous year and reinforcing our long-term financial strength. Our Return on Assets also saw growth, reaching 0.70%, nearing the industry benchmark of 0.75%.

Your continued trust and engagement—especially through our competitive share certificate specials—enabled TFCU to return significant value to members. We paid out \$2.67 million in dividends, while additional deposit accounts like checking, savings, and money markets returned \$350,121.

Deposit growth was a major highlight last year, with over \$18 million in new Certificates of Deposit (CDs). At the same time, elevated interest rates contributed to a slowdown in loan growth. Moving forward, we're focused on turning those deposits into opportunities by expanding our lending efforts.

Despite economic challenges, TFCU remained profitable. Our total assets grew by 7.05% to \$258 million, and we ended the year with a net income of \$1,752,479. While this was just below our budget goal, it reflects steady, positive momentum.

As we look to the future, The Family Credit Union remains financially strong, well-positioned, and dedicated to supporting the evolving needs of our members.

Credit Committee Report

Steve Turner

The Credit Committee is responsible for overseeing the implementation of The Family Credit Union's credit and lending policies. We report monthly to the Board of Directors and are committed to maintaining full compliance with both internal credit union policies and state regulatory requirements.

We are pleased to share that in 2024, our members continued to see the value of borrowing from their credit union. Over the course of the year, we issued 2,870 loans totaling \$37,676,738, generating \$9.5 million in loan income.

The Credit Committee meets monthly to review applications and monitor lending practices. In addition to myself, the committee includes Kenia Alarcon and Don Schnauber. As elected representatives, we ensure that every applicant receives fair and individual consideration.

Qualifying for a loan is basic. A member must demonstrate job stability, a positive payment history with creditors, and sufficient income to repay obligations. Most of our loans are secured by collateral such as autos, boats, or funds on deposit. Because of the credit union difference, we are often able to approve loans that may have been denied elsewhere—because we are here to help our community.

Of the \$222.7 million held in member deposits, over 66% was reinvested into our membership through loans. This means your credit union is working hard to return value directly to you.

We encourage you to turn to The Family Credit Union for all your borrowing needs—whether you're purchasing a car, an RV, a home, or just need assistance with personal loans. Thank you for your continued trust, investment, and belief in our mission. We're proud to be your financial family.

Audit Committee Report

Jim Bickford

The Audit Committee plays a vital role in overseeing the credit union's operations to ensure ongoing compliance with internal policies and regulatory requirements. The committee meets monthly to review internal controls, assess risk, and confirm adherence to all applicable regulations.

As a regulated financial institution, we are subject to regular audits and examinations by external auditors and government agencies. The committee is comprised of **Paul Fredenburg, Steve Horan, Diane Lange**, and me.

Each year, we engage the CPA firm **Petersen & Associates** to conduct our annual audit. Our most recent audit was completed in June 2024, and I am pleased to report that the credit union's internal control systems and member account verification processes remain reliable.

In addition, the **Iowa Credit Union Division** conducted their examination in the winter of 2025. The findings from that exam will be included in next year's report.

While we have experienced a personnel change in our internal audit department, we are excited to welcome our new Internal Auditor, **Andrea Poell**. Andrea has already implemented several organizational improvements that will enhance the efficiency and effectiveness of future examinations.

The Audit Committee remains fully committed to upholding its oversight responsibilities and ensuring transparency, accountability, and operational integrity throughout the organization.

As you may have noticed, the theme for this year's Annual Meeting is "**New Beginnings.**" We chose this theme with purpose—because we have some exciting news to share with you.

The Family Credit Union Board of Directors is pleased to announce that, as of April 8th, we have welcomed a new President and CEO: **Mike Brandt.**

While Mike couldn't be here with us this evening as he makes the transition from Wisconsin to our community, we'd like to take a moment to introduce him to you.

Mike brings more than 24 years of experience in the credit union industry, including over a decade serving as President and CEO at two successful credit unions. His career began as a loan officer and progressed through roles including Financial Services Manager and Vice President of Lending—each step shaping the strong leader he is today.

Most recently, Mike served as President and CEO of Empower Credit Union in West Allis, Wisconsin. There, he built meaningful partnerships with local nonprofits to enhance the credit union's brand, expand membership, and grow lending. In 2021, he was recognized by *BizTimes* magazine as a Notable Credit Union Leader for launching the *Change for Charities* program—an initiative that allowed members to round up their debit card purchases and donate the change to community nonprofits.

Prior to that, at Evergreen Credit Union in Neenah, Wisconsin, Mike led with a vision of sustainability and impact. Under his leadership, Evergreen was honored with the Sustainable Leadership – Small Business Award from the Wisconsin Sustainable Business Council, and Mike was named a *Credit Union Rock Star* by *Credit Union Magazine* in 2016.

With Mike at the helm, we are energized about the future of The Family Credit Union. After a thorough and thoughtful search process, the Board of Directors is confident that Mike's leadership, passion for community, and deep-rooted understanding of the credit union philosophy make him the right person to guide us into this next chapter.

Together, we look forward to continuing our mission of improving the financial lives of our members and the communities we serve.