



Your Name

123456 Your Address

Your City, AA 12345

Dear Member:

As we move into the last quarter of 2021, I want to update you on our Special Member Meeting, held on August 13, 2021. The Board of Directors called the members-only meeting to discuss the Credit Union's Member Access Plan, including the sale of our Santa Cruz building. The meeting was held in response to requests made by some of our members.

A recent signature-gathering effort to petition the Board of Directors to hold a meeting for members failed to garner the required number of verified signatures. However, the Board felt strongly that it was important to honor the meeting request.

At the meeting, members provided the Board with detailed feedback, and the Credit Union verified the sale was made to 90% local buyers with local controlling interests. Additionally, the sale of our Front Street building was clarified as a tactical strategy, designed to provide necessary resources to fulfill our commitment to the unbanked and underserved in our community through our Member Access Plan.

To summarize, the Member Access Plan supports our strategic plan and incorporates several elements designed to reach the unbanked and underserved in our community. The plan will:

1. Provide more access delivery locations to all members and others in our community who lack access to financial services and financial learning opportunities.
2. Reduce payday and predatory lenders in our community and replace them with safe services.
3. Develop more technological and in-person service options, such as micro-offices, pop-up services, outreach to farm communities, Interactive Teller Machines, website and smartphone expansion (including online document signing and loan approvals), and mobile services expansion.

While the Member Access Plan will continually evolve, I'm extremely proud that we are leading the charge in this effort and continue to find new and unique ways to help those who too often have no voice. We are pushing the envelope and have already seen other financial institutions in our community follow suit. It's satisfying to know that our mission is pure, and because of that, good things are happening and will continue to happen!

Though the approximately 100 people who participated in the Special Member Meeting are a very small slice of our more than 14,000 members, we truly appreciate the opportunity to have heard from members. The meeting was an excellent opportunity to share our vision and receive feedback. If you're interested in learning more about the Member Access Plan and/or the sale of our building, please visit our website (there you'll find FAQs and other key information).

As we embark on driving our mission throughout 2021 and beyond, we look forward to working together with you to make great things happen in our community.

Sincerely

A blue ink handwritten signature, appearing to read "Beth Carr", is written over a light blue circular watermark.

BETH CARR | **PRESIDENT/CEO**