

On behalf of the Board of Directors, I'd like to submit the following Board Chair's Report:

*(Speech)*

2019 was another year of strong results for TruChoice. The leadership, employees and volunteers of TruChoice are developing and executing our plans and serving the membership very well. Our organizational success is clearly demonstrated by the achievement of almost every goal, from financial to operational, and including the development of our employees and volunteers. TruChoice has never been stronger than it is today and the entire TruChoice team should take pride in all we have accomplished.

Our business model has a demonstrated track record of stability and financial success. I truly believe that I speak on behalf of the entire board in saying we are very confident in the leadership team and every TruChoice employee's ability to set goals and execute plans to successfully attain them. In 2019, TruChoice successfully converted our Core system. This was the culmination of over a year of intensive behind-the-scenes training and technical transitions. Every TruChoice employee played a part in this intense preparation all while ensuring that TruChoice members continued to receive the high quality service they expect and deserve.

Something that the Board of Directors finds especially impressive about TruChoice is the manner in which the credit union continually manages technological innovation, and new business opportunities, while maintaining strong relationships with members. TruChoice continues to adapt new technologies and introduce innovative products that enhance our members' experiences. And at the same time, our members rave about the customer service they receive at a branch, on the phone, or even through online communication. Members remain at the center of all that we do!

Truchoice has also encountered an unprecedented pandemic which tested our ability to meet the demands of our members while we maintained continuity in our daily operations. This was truly not an easy task for the entire Truchoice team to respond to given the severity of the situation. They were able to assist members with financial assistance, new loans, new accounts and many other needs. This was truly a testament to the dedication and commitment Truchoice employees give each and every day to you the members. The entire board commends them on a job well done.

Looking forward, we remain confident that our key strategic objectives will drive a unique membership experience and long term, sustainable growth for TruChoice.

Each and every employee plays a critical role in helping TruChoice implement new products and services, exceed membership expectations and drive the organization forward. The Board is very excited about the opportunities ahead with the new core and we are looking forward to working with you to make 2020 another strong year for our members and for every one of us. On behalf of the Board of Directors, thank you so much for all you do!