

Need (virtual) Help?

1. Try leaving the meeting and rejoining
2. Email pam.pinch@stellervista.com for help

Bank like you live here.





StellerVista
credit union

WELCOME

2025 ANNUAL GENERAL MEETING

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StellerVista
credit union

Item 1:

Call to Order

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In the spirit of reconciliation,
StellerVista Credit Union would like to
respectfully acknowledge the land on
which we serve our membership and
meet is within ʔamakʔis Ktunaxa, the
traditional and unceded homelands of
the Ktunaxa Nation, as well as the
traditional and unceded homelands of
the Syilx, Sinixt, and Secwepemc.



Item 2:

Roll Call

**Is it declared that we have 25
members present and have met
quorum.**

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AGENDA

1. Call to order
2. Roll Call (quorum 25 members)
3. Adoption of Agenda
4. Appointment of Recording Secretary
5. Appointment of Parliamentarian
6. Introduction of Officers
7. Adoption of Rules of Order
8. Adoption of Minutes from the 74th AGM, held May 1st, 2024
9. Board Chair Report – Lynnette Wray
10. CEO Report – Jody Burk
11. Auditor's Report including overview of Financial Statements - David Adams
12. Appointment of Auditors
13. Nominating Committee Report including Directors Election Results – Denine Milner
14. Member Questions
15. Good and Welfare
16. Adjournment

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Item 3:

Adoption of Agenda.

Motion: That the 2025 AGM agenda, reporting on 2024 for StellerVista Credit Union, be adopted as presented.

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Item 4:

Appointment of Recording Secretary.

We have appointed Pam Pinch as our recording secretary.

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Item 5:

Appointment of Parliamentarian.

We have appointed Glen Purdy as our meeting's parliamentarian.

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Lynnette Wray
ICD.D, ACCUD - Chair
Cranbrook



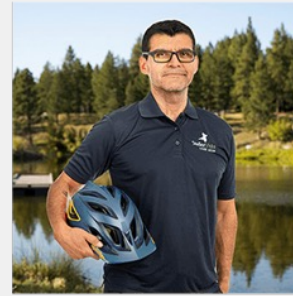
Joleen Kinakin
ICD.D Vice-Chair
Castlegar



Darla Ashton
ICD.D, ACCUD, CCD - Director
West Boundary



George Freitag
ACCUD - Director
Cranbrook



José Galdamez
ACCUD - Director
Cranbrook



Sean Silverson
Director
Slocan Park



Larry Bomak
ACCUD - Director
Castlegar



Barb Nunes
ACCUD - Director
Elk Valley



Leni Normington
ACCUD - Director
Castlegar



Norm Fraser
Director
Elk Valley



Denine Milner
ICD.D Director
Cranbrook

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Item 6:

Introduction of officers.

StellerVista

- Board of Directors
- CEO – Jody Burk
- CFO – Alan Fillis

Special Guests

- David Adams, External Auditor
- Kenta Hatamochi, BCFSA
- Jean-Ann Debreceni – Past Director
- Cindy Corrigan – Past Director
- Larry Brown – Past Director
- Russ Pask - Past Director

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Item 7:

Adoption of Rules of Order.

Motion: That the Rules of Order for the 2025 AGM be adopted as circulated.

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Item 8:

Adoption of the 2024 AGM minutes.

Motion: That the Minutes of the 74th Annual General Meeting, held May 1st, 2024, be accepted as circulated.

Bank like you live here.





Item 9:

Board Chair Report.

Lynnette Wray

Bank like you live here.





Item 10:

CEO Report.

Jody Burk

Bank like you live here.



As At 2024 Year End

19,300+ Members	~1,500 Small Businesses + ~500 Not-for-profit organizations	\$ 943 Million+ Assets Under Management
\$602 Million+ in Member Loans	\$679 Million+ in Member Deposits	97 employees

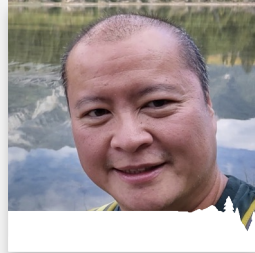
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Steller Leadership



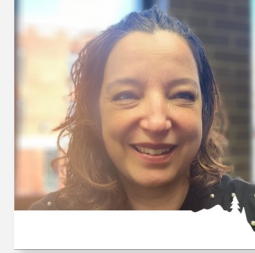
Jody Burk
Chief Executive Officer



Ken Lo
Chief Operating Officer



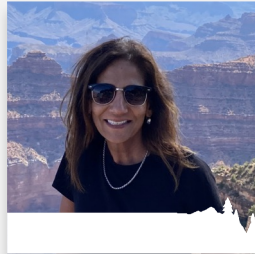
Alan Fillis
Chief Financial Officer



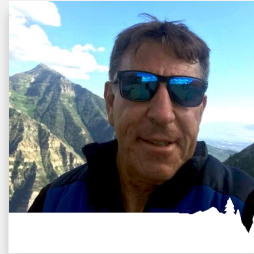
Debbie Ross
Chief People & Culture Officer



Jeff Fero
Director of Marketing &
Community Engagement



Mindy Atti
Director of Sales &
Service



Tom Bijvoet
Director of Information
Technology



Amanda Laughton
Human Resources Manager,
People & Integration



Pam Pinch
Corporate Secretary

Organizational Success:

Our Teams.

- Cranbrook Branch
- Castlegar Branch
- Elkford Branch
- Fernie Branch
- Slocan Valley Branch
- Sparwood Branch
- West Boundary Branch
- Member Solution Center
- Finance/Accounting Department
- Administration Department
- Commercial Services Team
- Risk Team
- Corporate Office

Subsidiaries

- Kootenay Insurance Services (KIS)
- StellerVista MoneyWorks
- Kootenay Risk Services Ltd.
- Growth Financial
- EKC Property Holdings Ltd.
- 398329 BC Ltd.

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Balance Success Measures

Employee Engagement
Surpassed target by 5% -
84%

Member Loyalty
6% Below Industry
Average



ROA
Met budget ROA of 0.28

Community Value
12% Above System
Average

■ ROA ■ Community Value ■ Member Loyalty ■ Employee Engagement

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2024 Major Initiative:

Stabilization for Growth

- To improve the consistency and quality of member experience.
- To improve the knowledge and skill sets of our people.
- To invest in and improve the physical spaces we operate in.
- To invest in and improve the digital tools and capacities of StellerVista.

Overall Goal: To better enable us to consistently serve members better, faster, and with more expertise.

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Stabilization for Growth:

Member Feedback

- 2 Member Surveys ran through the year, with the first in January to help find core service issues.
- One-on-on meetings held with CEO, COO, and Director of Sales - open to all members, onsite or remote.
- Open house meetings held at all branches.
- Online feedback channels created and improved – online feedback portal.
- Member advisory committee ran May – September.

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Stabilization for Growth:

Investment in Staff

- Created and hired a dedicated trainer position.
- Invested nearly \$100,000 into building, buying, and utilizing proper courses and training systems.
- Spend significant time on basic systems and product training
- Spent significant time evaluating and developing new sales and member service training materials.
- End of year Culture Survey showed large increase in engagement over 2024 – with 86% at high satisfaction.

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Stabilization for Growth:

Investment in Technology

- New app and online banking
- New hardware for branches – New computers, printers, and more.
- IT and network infrastructure overhaul – New and improved connectivity as well as back-ups and redundancy that was not previous in place for West branches.

Bank like you live here.



2024 Notable Projects and Initiatives:

Beyond Stabilization

- **Castlegar Branch Renovation:** Full project, to complete in 2025, estimated \$2,000,000 major building renovation. Partly required, partly to modernize. Modest renovation work also completed to create new office in West Boundary branch.
- **Launch of new online banking and mobile app – Forge:** Delivered a fully refreshed platform for online banking with no major issues or outages in the transition.
- **Delegated Lending:** A new regulatory requirement placed on all credit unions in 2024, that created significant operational change to lending.

Bank like you live here.



2024 Notable Projects and Initiatives:

Service Level Improvement

- In response to challenges faced in 2023, we pushed are to improve our service levels in 2024, and to decrease wait times across the board.
- We expanded our Member Solutions Center team, and moved them into a new local location. Wait times have decreased from an average of over 5 minutes in 2023, to approximately 2 minutes in 2024.
- We managed to hire most all vacant positions and bring more supervisors and managers onboard to oversee branch operations at a local level. Often in-flux, but 2024 came with great improvements.
- Still focused on training and expertise, but service levels notable increased in 2024.

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Financial Performance: Yr End 2024

Total Assets: \$730,851,452

Approx 4% Growth over 2023

Total Deposits: \$679,098,426

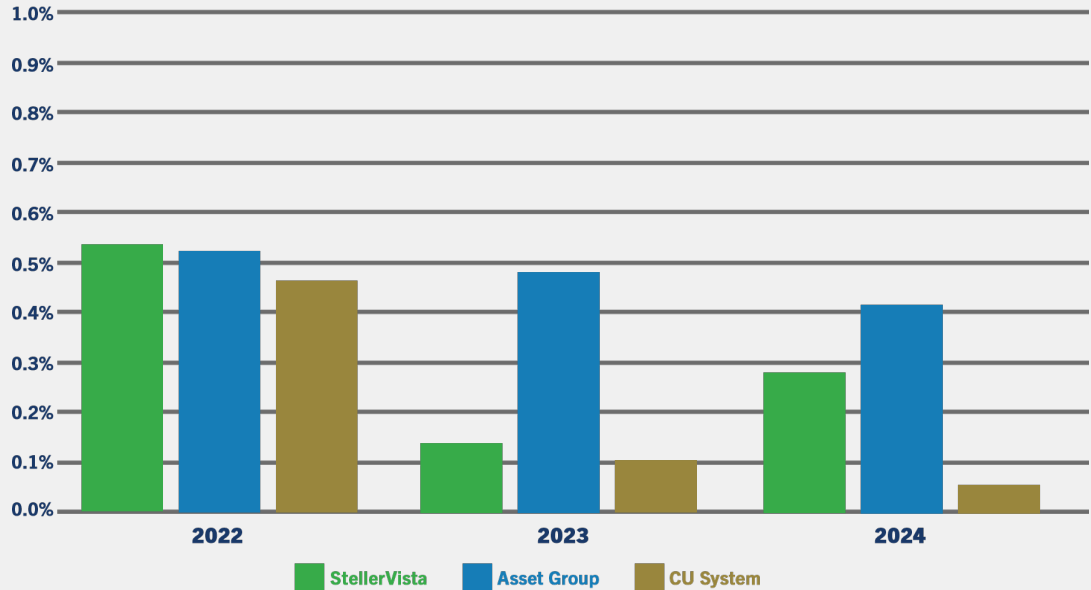
Approx 4% Growth over 2023

Total Loans: \$602,341,187

Approx 1% Growth over 2023

StellerVista ROA: 0.28

RETURN ON ASSETS BY PERCENTAGE



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Member = Owner:

Patronage.



Patronage
Rewards

\$390,000+

Dividend on
Shares

\$90,000+

Donations &
Fundraising

\$200,000+



Bank like you live here.

Giving Like We Live Here:

Community Investment.

Together, we donated more than \$200,000 in 2024 across all seven of our communities. **Including More than \$50,000 in Cranbrook!**



Bank like you live here.





Almost \$15,000 in Sparwood!



More than \$20,000 in Elkford!

Bank like you live here.





More than \$36,000 in the Slovan Valley!



More than \$20,000 in the West Boundary!

Bank like you live here.



Giving Like We Live Here: StellerStudents.

More than \$25,000 in awards
were given to local students in
2024.

Some of our...
StellerStudents



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Corporate Social Responsibility

2025 Action Plan

- **A major Board and Senior Management focus since merger.** The creation of policy and frameworks have led to our first tangible CSR action plan, developed in 2024.
- **Member Survey Input:** Two surveys and hundreds of responses on the topic.
- **Member Advisory Committee:** Eight members joined our first member advisory committee to talk about the local issues, leading examples, and general expectations of how the credit union can help and behave as a responsible neighbor and advocate of our local communities.
- **Staff Led Committee:** Developed in 2024 as another feedback mechanism on what StellerVista can / could / should be doing in terms of CSR planning and Action.
- **Key areas of internal project focus are:** Inclusivity and Equity, Financial Literacy and Affordable Housing, and improved Device and Electronics Responsibility.

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What Does 2025 Look Like?

- **Increased focus on member retention and loyalty**, growing share-of-wallet among existing members.
- **Driving operating efficiency** by balancing targeted revenue growth with prudent expense management.
- **Stronger alignment with subsidiaries and regional partners** to enhance value-added services, especially in Commercial Growth, Risk Management, and Wealth Management.
- **Significant investments in digital accessibility and infrastructure**, including a new fully accessible (WCAG AAA) website and branch renovations.
- **Launching impactful community projects** through our new Corporate Social Responsibility (CSR) action plan.
- **Organizational Culture enhancements** through focusing on our core values of trust, expertise, belonging and courage.

Bank like you live here.



A photograph of two hikers with large backpacks walking away on a forest trail. The hiker in the foreground is wearing a grey t-shirt and khaki pants, carrying a large blue and black backpack with a white roll-up mat. The hiker behind is wearing a plaid shirt and dark pants, also with a large backpack. The trail is dirt and rocky, surrounded by dense green forest. Sunlight filters through the trees.

THANKS TO ALL.

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Item 11:

Auditor's report.

Overview of Financial Statements – David Adams, Adams Wooley Chartered Professional Accountants

Bank like you live here.



Item 11:

Auditor's report.

The consolidated financial statements

Present fairly

In all material respects

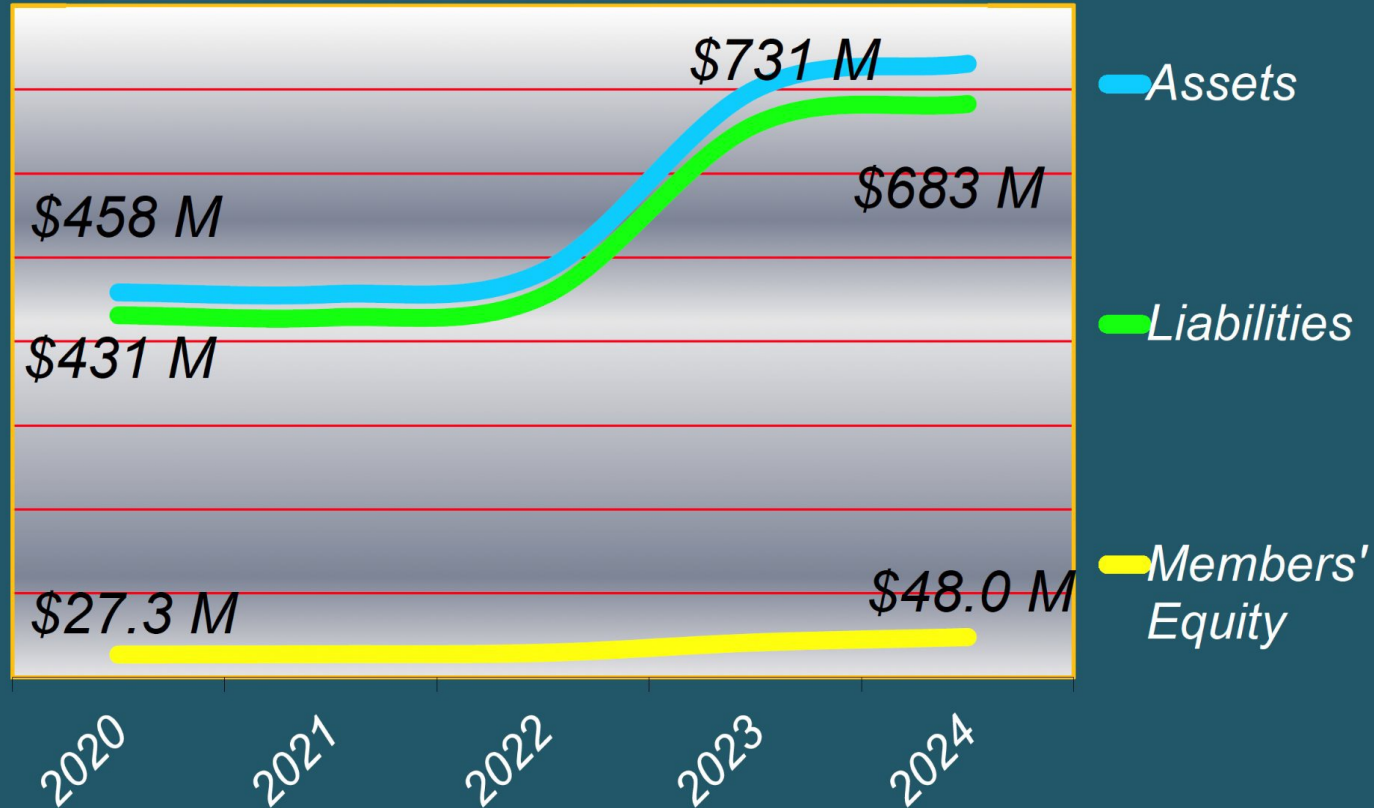
In accordance with

International Financial Reporting Standards

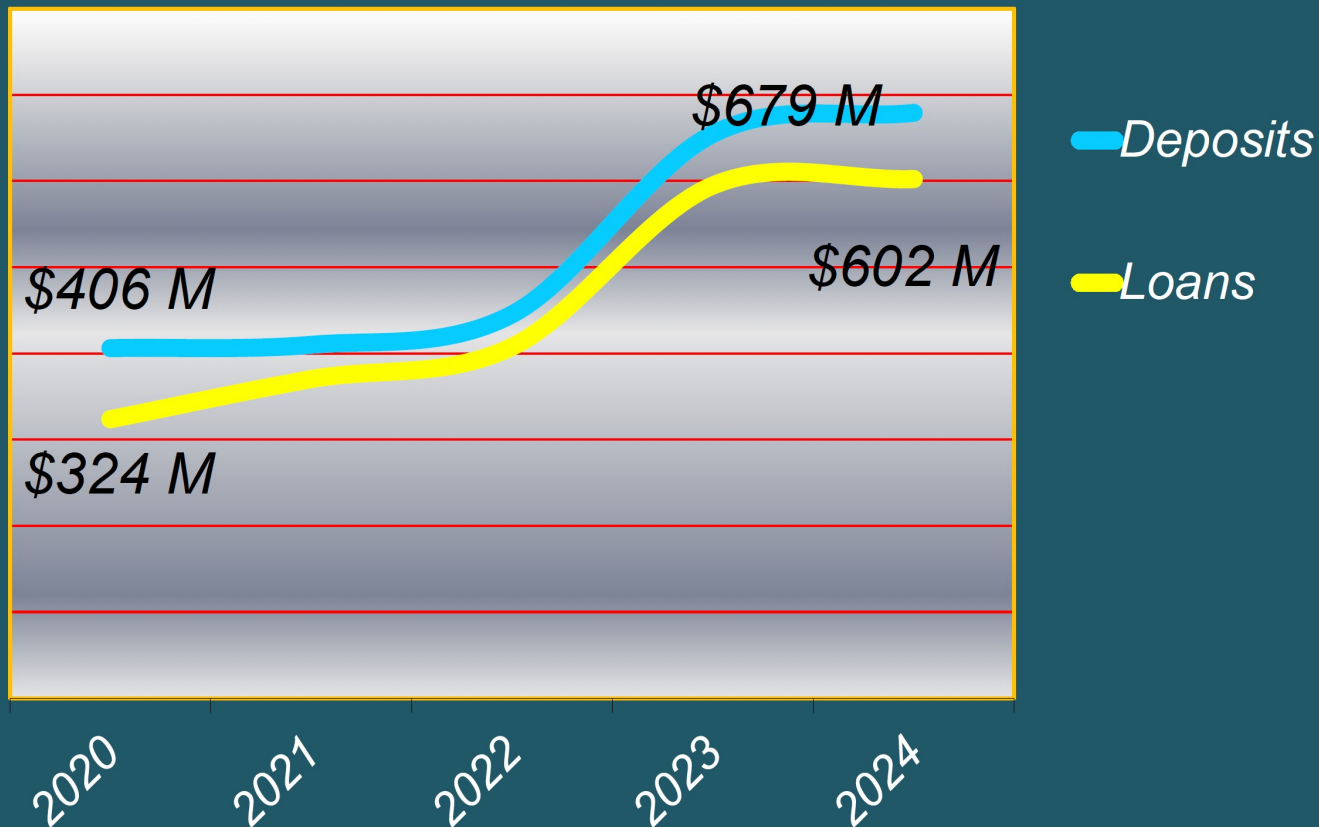
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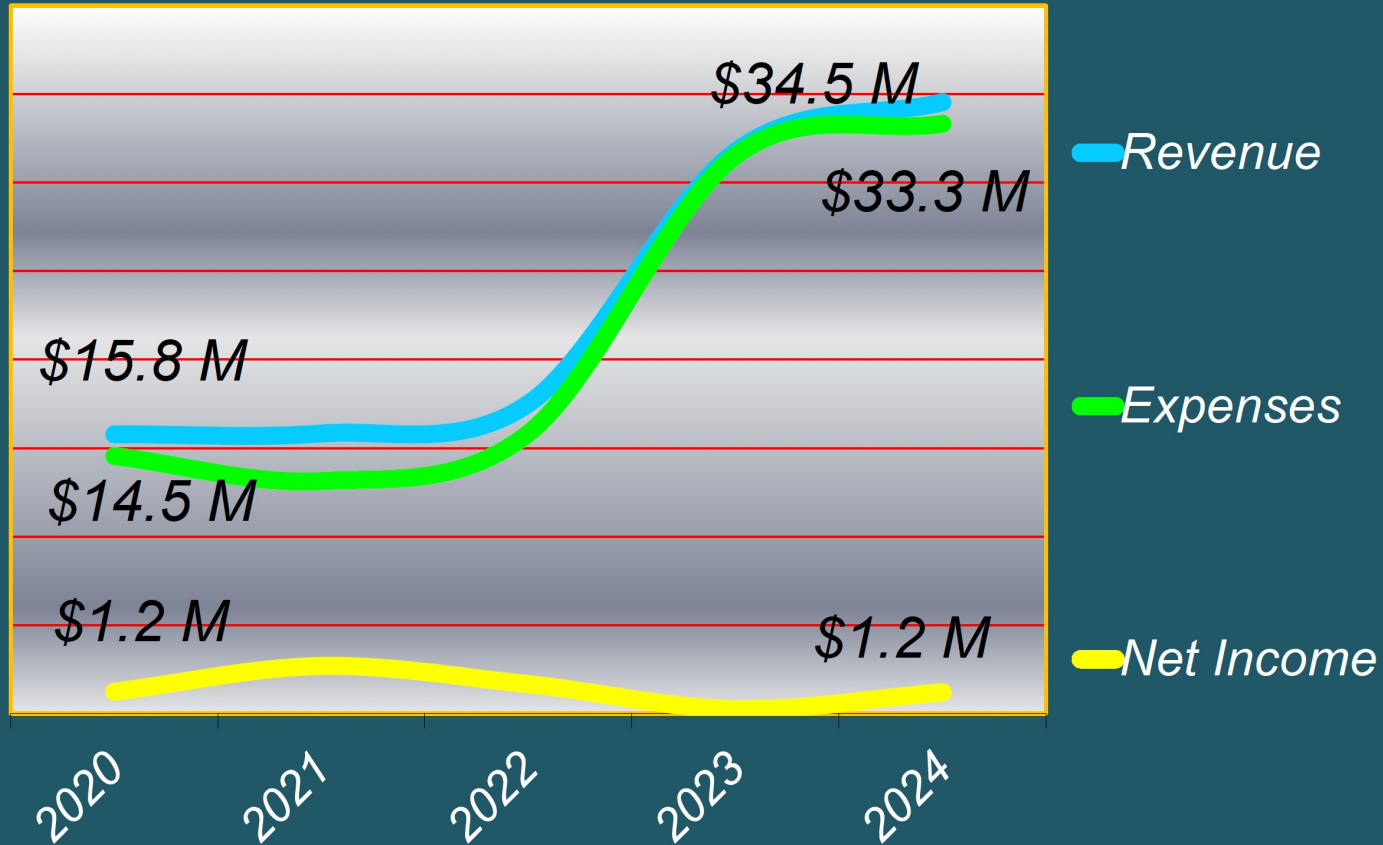
Statement of Financial Position



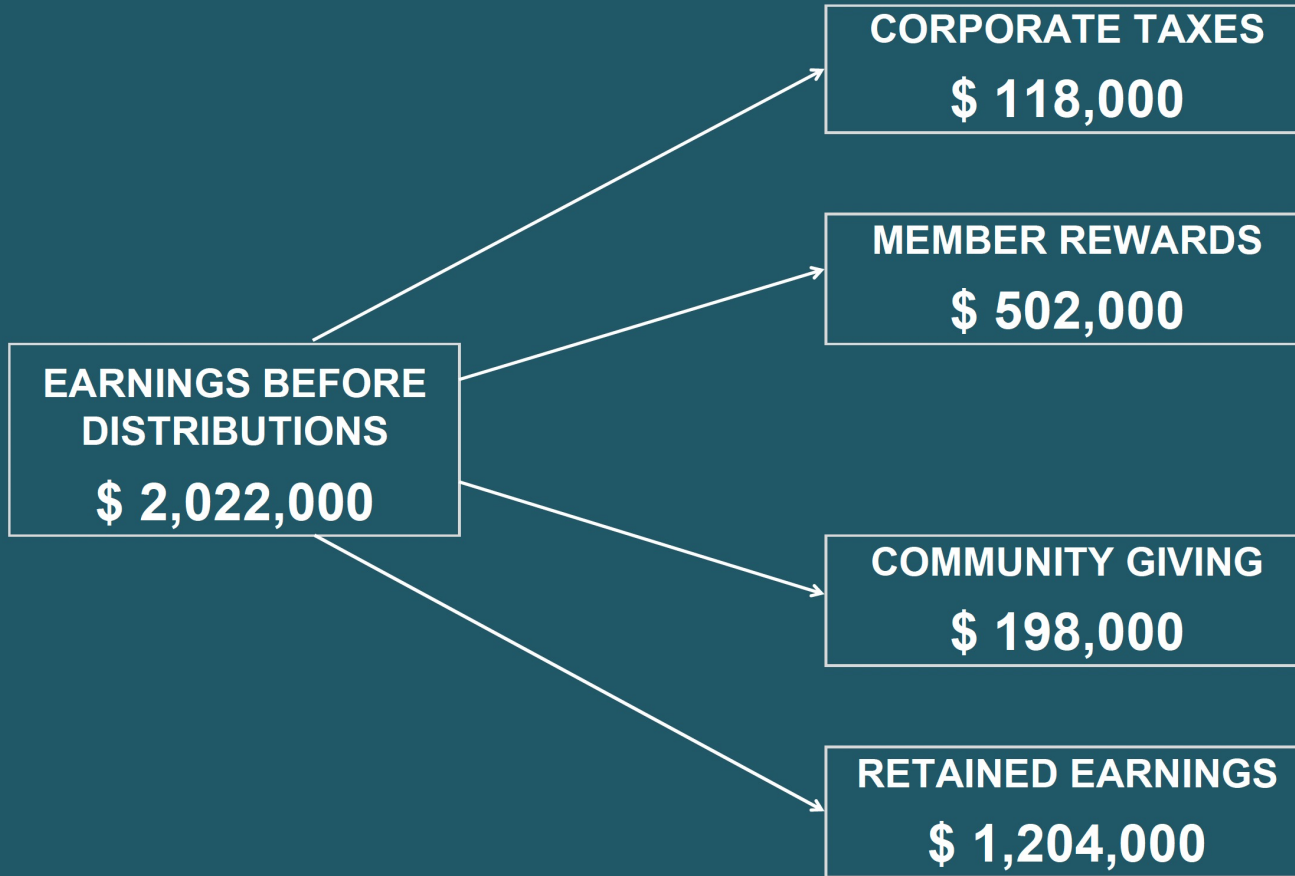
Deposits and Loans



Statement of Income



Allocation of Earnings



Item 11:

Auditor's report.

Motion: That the Auditor's Report and the Financial Statements for 2024 presented by David Adams of Adams Wooley, Chartered Professional Accountants, be accepted.

Bank like you live here.



Item 12:

Appointment of Auditors.

Motion: That Adams Wooley, Chartered Professional Accountants, is appointed auditor for 2025 with remuneration to be determined by the Board of Directors.

Bank like you live here.



Item 13:

Nominating committee report including director election results.

Motion: To accept the Nominations
Committee Report as presented by Denine
Milner.

Bank like you live here.



Item 14:

Member Questions.

Bank like you live here.



Item 15:

Good and Welfare.

35 Years: Pam Sheloff

30 Years: Sharon Cameron – Denise Graham – Shawna Klein – Tomoe Surtees

20 Years: Jen Neil – Jody Phillips

15 Years: Christina Delisle – Meghan Hatala

10 Years: Darla Ashton, Director (11) – Leni Normington, Director (14) – Ang Grimes – Tobi Cumming

5 Years: Joleen Kinakin, Director – Kyler Robertson – Halyna Ishchook

Of Special Note:

Thank You to Retiring Directors: Leni Normington and Barb Nunes

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Item 16:

Adjournment.

Motion: That the 2025 StellerVista Credit Union Annual General Meeting be adjourned.

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