

CELEBRATING 90 YEARS OF SERVING OUR MEMBERS!

March 25, 2024

Annual Meeting Report

PSECUSM
90TH

1930s

Founded with 22 members and \$90 in assets



1950s

Increased member monthly deposit limits \$5 to \$10

1960s

\$1 million in assets



1980s

Opened our first call center and launched self service telephone



1990s

\$1 billion in assets



2010s

Hired our current president George Rudolph



2020s

Launched First Time Home Buyer program

90 Years of Growth

1940s

Distributed first newsletter



1960s

Field of Membership expanded to include more than just State Employees

1980s

100,000 members



1970s

Hired our first president Frank Wielga



1990s

Hired our second president Greg Smith



2000s

Launched Upost (Remote Deposit Honor System) Finovate ranked in the top 50 of online/mobile innovations of all time

2020s

500,000 members and \$8 billion in assets





Our Vision

To be your trusted and preferred financial partner.



Our Mission

As a member-owned credit union, we provide lifelong value to our members, communities, and employees.

PSECUSM

PENNSYLVANIA STATE EMPLOYEES CREDIT UNION

860+

EMPLOYEES



ECONOMIC IMPACT¹:

\$700+ MILLION



\$8 BILLION+

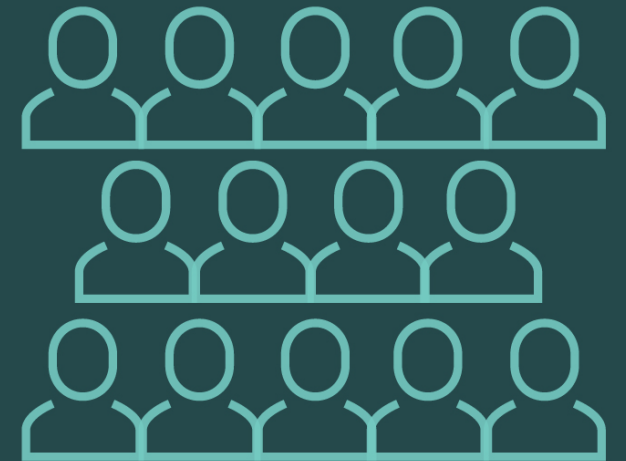
IN ASSETS



\$26,191,012²

MEMBER GIVEBACK

²Total amount given back to, or saved by, members in the form of debit card rewards, Founder's Card cash rewards, and ATM rebates.



590,000+

MEMBERS

¹In 2022; most recent data available. [Source: IMPLAN and CUNA]

PSECU Annual Meeting Agenda

Monday, March 25, 2024

- I. Call to Order and Establishment of a Quorum
- II. March 27, 2023 Meeting Minutes
- III. Annual Election (page 6)
- IV. Report of the Board of Directors (page 7)
- V. Report of the Treasurer (pages 8-12)
- VI. Report of the Public Accounting Firm
- VII. Unfinished Business/New Business
- VIII. Adjournment



Annual Election

No nominations by Petition to Serve for open Board positions were filed for the 2023 Election. As a result, a paper/electronic vote was not necessary. The below slate of candidates is hereby presented by the Nominating Committee to serve three-year terms on the PSECU Board of Directors and to be elected by acclamation at the Annual Meeting.



Mr. Michael C. Ferster



Mr. Timothy D. Grunstra



Ms. Leanna L. Meiser



Report of the Board of Directors

2023 was a positive yet challenging year at PSECU. Delinquencies and charge-offs saw significant increases across the financial industry, and new accounting standards for estimating and saving for these credit losses led to lower-than-expected Net Income and Return on Assets. Despite these challenges, PSECU increased its membership by 5%, grew revenue by 27%, and increased its loan portfolio by 6%. PSECU continued to provide an exceptional member experience to more than 590,000 members and returned \$156 million (over 32% of income) to members through dividends, rebates, and rewards.

The work completed during PSECU's 2020-2023 Strategic Plan focused on maximizing member value by transforming the business to compete and grow in an evolving marketplace. This work enabled PSECU to reach new heights in the credit union & financial services industry. In 2023, GoBankingRates.com selected PSECU as one of the Best Credit Unions, PSECU was named to PA Business Central's Top 100 Organizations list by Pennsylvania Business Journal, was named a Best-in-State Credit Union by Forbes, and was named Best Regional Bank Northeast for the "Best Fees" category by Money.com.

Throughout 2023, PSECU made several key investments focused on improving the member experience. Increased staffing in the call center significantly reduced hold times for members reaching us over the phone, and all member-facing staff received core training focused on active listening skills, financial literacy, and key member service skills. New products like First Time Homebuyer Loans and the revamped Secured Visa provide opportunities to members working to purchase their first home or establish good credit. As a digital-first credit union, PSECU prioritized the release of new digital features, such as self-service account resets, digital document delivery, certificate maturities, mobile chat, and card reorders. The new website at psecu.com also makes it simple and quick for visitors to find the information they need. These enhancements are a direct result of our dedication to delivering exceptional experiences and value to our members.

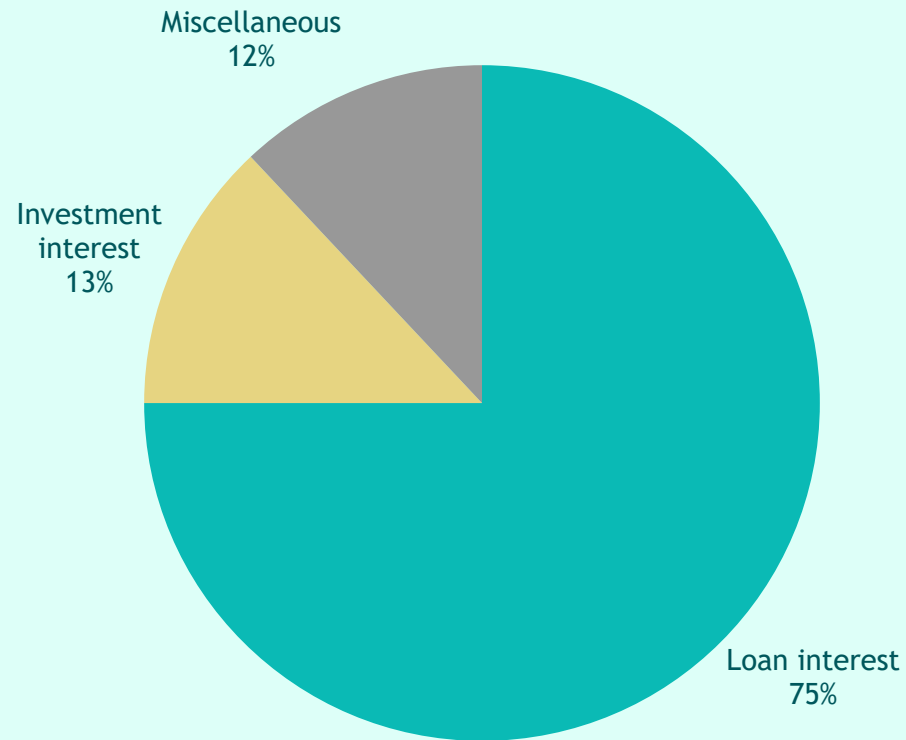
In fact, PSECU's focus on the member experience is at the heart of the credit union's 2024-2027 Strategic Plan. Through delivering value, designing & optimizing member experiences, building consistency in our delivery, and bringing it to life through people & culture, PSECU aims to create emphatic loyalty through exceptional member experience. The initiatives to support this strategic direction will come together in the next four years and will put the member at the center of everything we do.

As a member-owned credit union, PSECU will continue to provide lifelong value to our members, communities, and employees in 2024 and beyond.

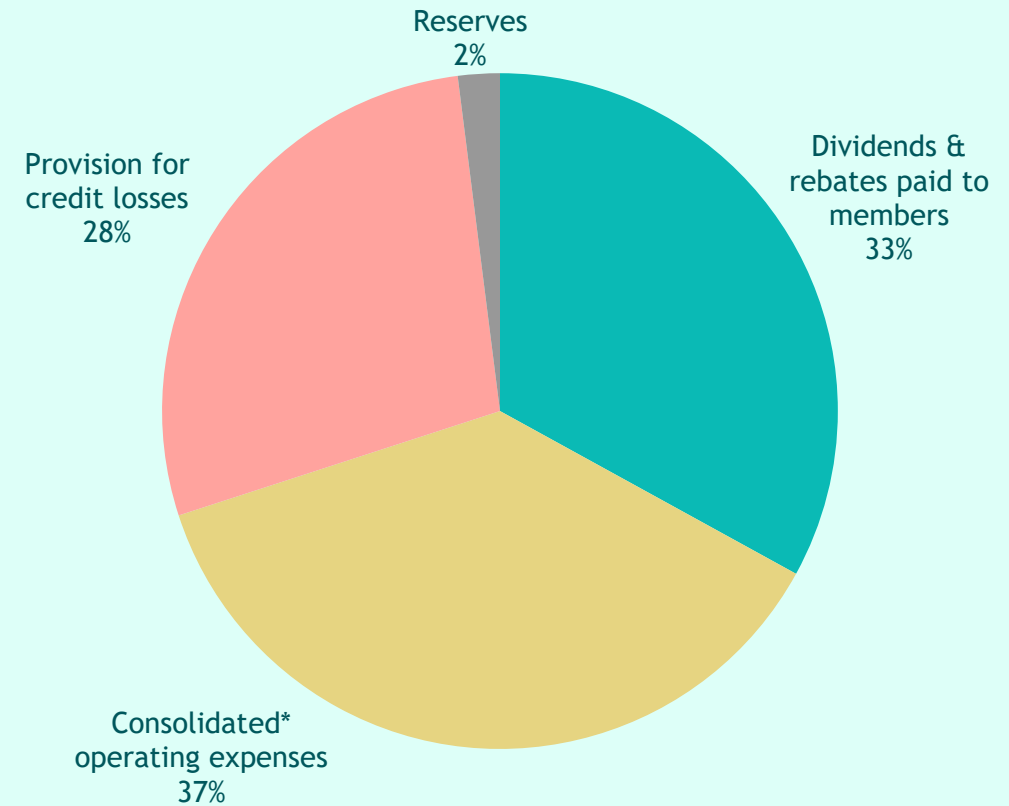


Report of the Treasurer: Income Statement

Total consolidated* income \$469 million



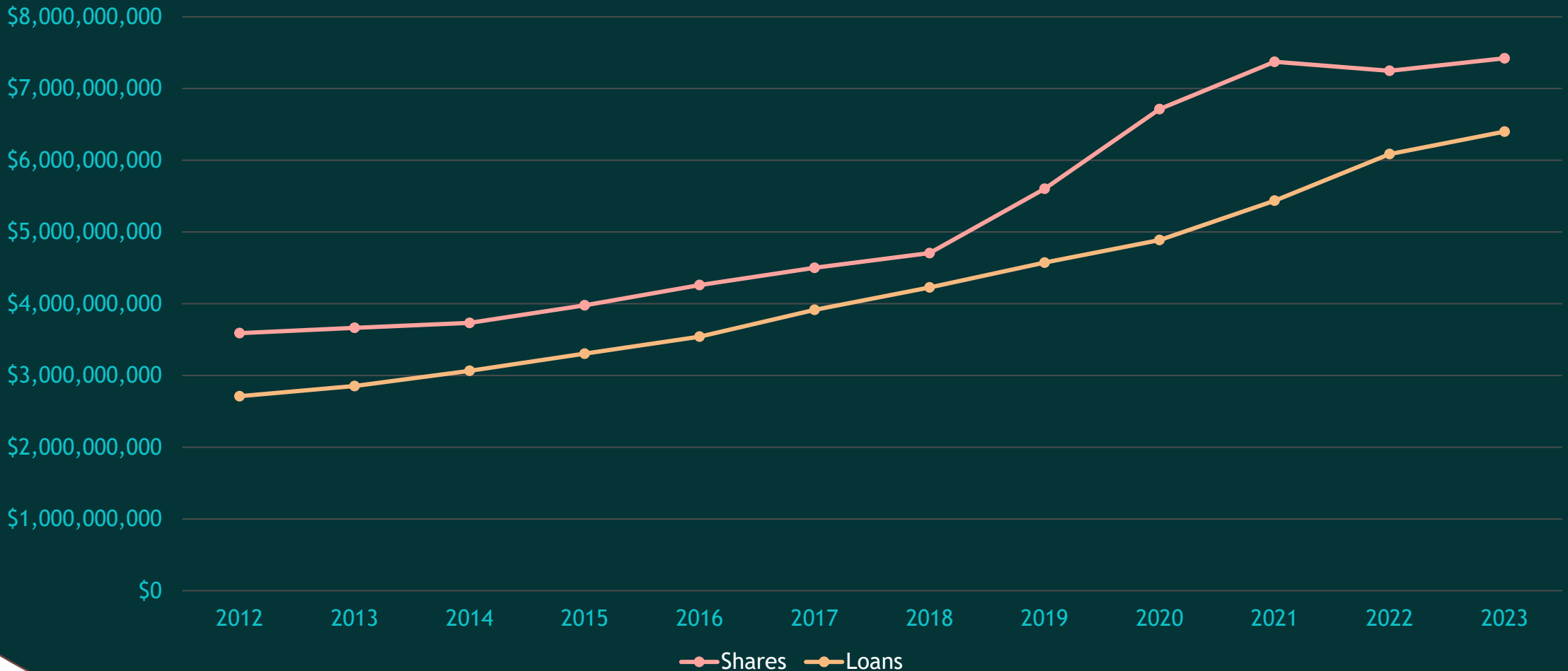
Income distribution



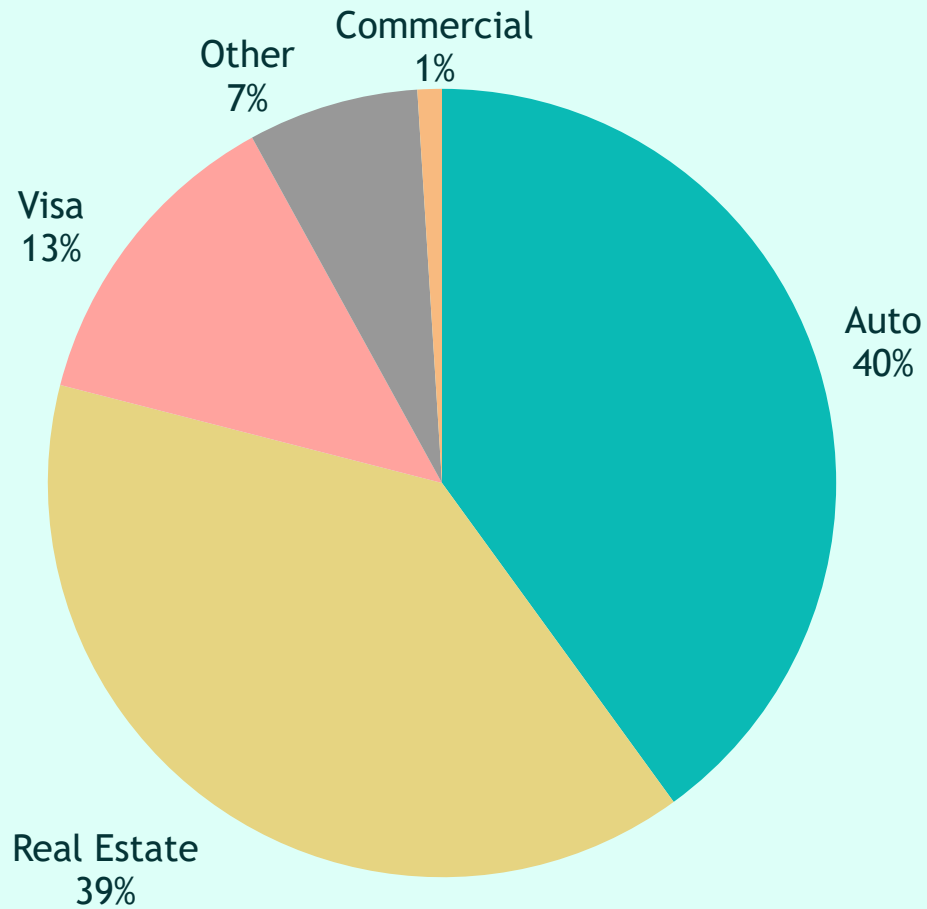
*Consolidated includes the wholly owned subsidiary, PSECU Protect, LLC.



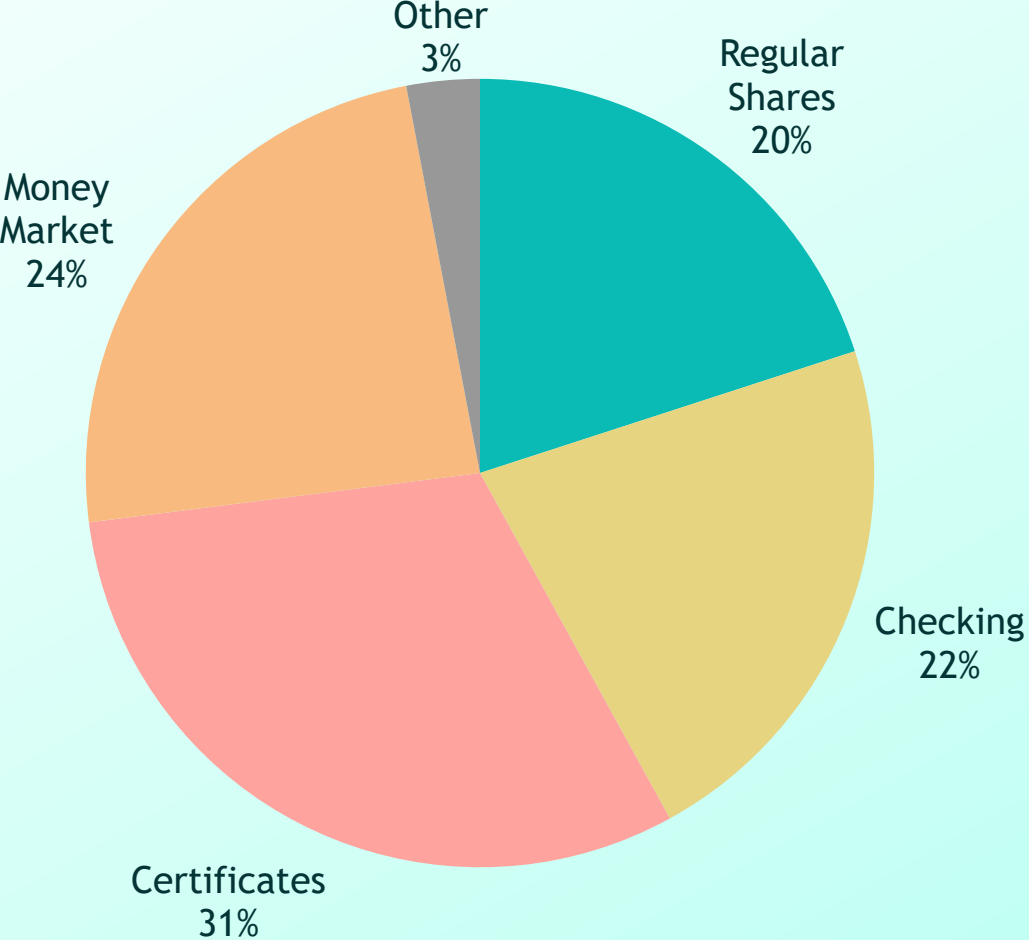
Report of the Treasurer: Share & Loan Balances



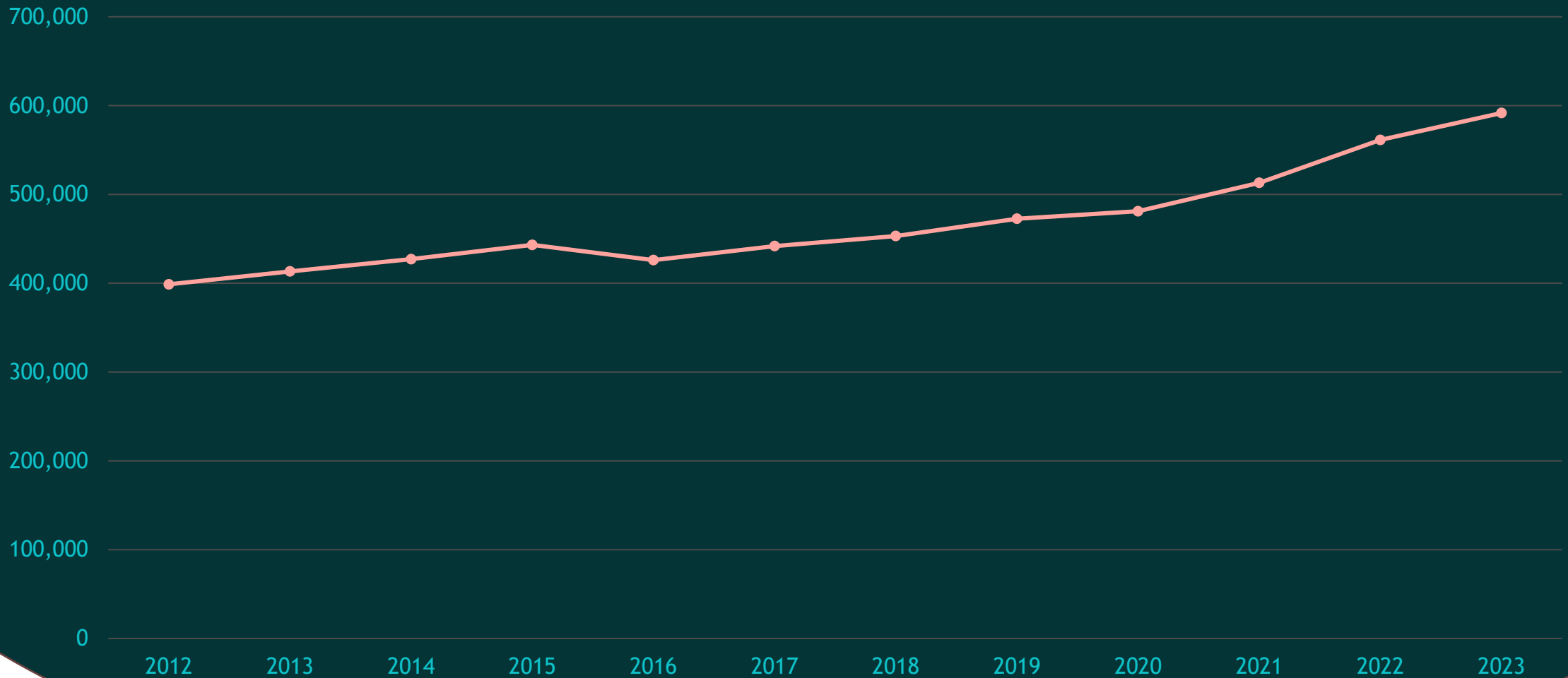
Report of the Treasurer: Loan Portfolio Distribution



Report of the Treasurer: Share Distribution



Report of the Treasurer: Net Membership



**Dianna K.,
17 Years of Membership**

“Very good rates and when I have a need to call, I receive excellent service! Everyone I’ve ever talked to has been extremely helpful and professional.”



“I’m very happy doing my banking and being able to pay my bills on Bill Payer with PSECU and currently receiving a nice interest rate on my accounts.”

**Maryann E.,
44 Years of Membership**





“I have continued to feel that I, as a customer, am seen as a top priority by PSECU, and that my funds are in the good hands of individuals making sound and realistic financial choices for me while creating positive additional investment opportunities for me to consider.”

**Kenneth W.,
47 Years of Membership**



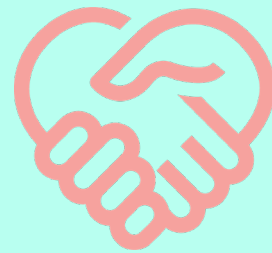
“Customer service is number one. I have always been pleased by any interactions with staff. I have financed a number of vehicles through the years I have been a member and the rates are much better than traditional banks.”

**Charles C.,
36 Years of Membership**



“PSECU always delivers in all categories of “banking”... or credit unioning.”

**Bradley G.,
12 years of Membership**



PSECUSM

PSECU Board of Directors



Shawn Weis
Chair



Matthew Wagoner
Vice Chair



Timothy D. Grunstra
Treasurer



Leanna L. Meiser
Secretary



Nicholas J. Barbera
Director



Jodi Lynne Blanch
Director



Michael C. Ferster
Director



Joseph Sassano
Director



R. Brian Wilbur
Director

