

OUR PURPOSE

## **OUR CORE VALUES**

PASSION FOR MEMBER EXPERIENCE

SUCCEED TOGETHER

FRIENDLY & RESPECTFUL

FIND A BETTER WAY

GIVE BACK

**OWNIT** 

PURSUE INDIVIDUAL GROWTH



## MISSION PILLARS THROUGH DECEMBER 2025

Community Value Experience Consistency

# PYRAMID OF SUCCESS

Loyalty & Growth

PREMIER AMERICA

**CREDIT UNION** 

Membership Growth and Engagement Operational and Service Excellence

#### 4 PILLARS

Community

Value

Experience

Consistency

#### **3 YEAR MISSION**

We commit to serve our community by consistently providing an exceptional experience and value.

#### **PURPOSE & VALUES**

Making it easier to meet today's needs and reach tomorrow's dreams.

Passion for member experience, Succeed together, Friendly and respectful, Find a better way, Give back, Own it, Pursue individual growth.

#### **BOARD OF DIRECTORS MEETING AGENDA**



DATE	START TIME	
Board of Directors Meeting - Thursday, January 23, 2024	4:00 PM	

CORPORATE OFFICE – 19867 PRAIRIE ST. CHATSWORTH, CA 91311

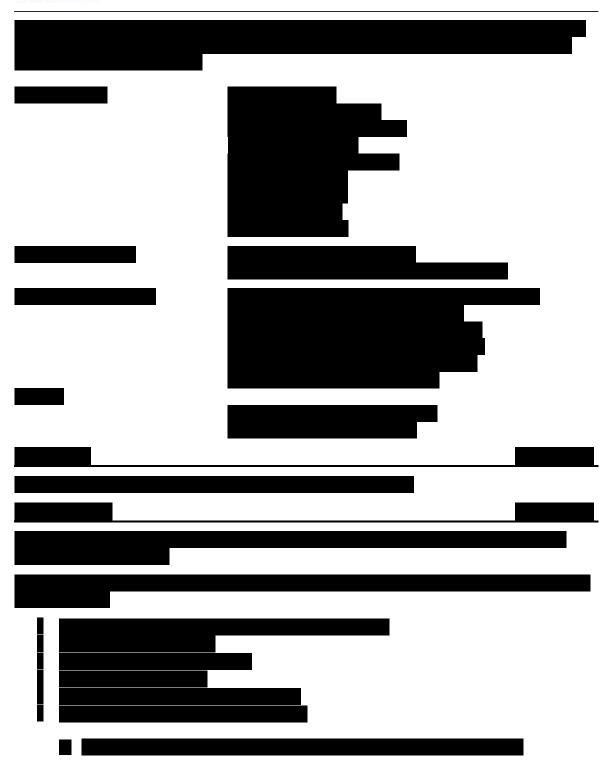
AGENDA ITEM DESCRIPTION		TO BE PRESENTED BY	TAB#
Marketing Update and Social Media Update			
Purpose, Values, Mission, and Pyramid			
Consent Agenda			Tab 1
Approval of Minutes – BOD Meeting – Thursday, December 21,	2023		Tab 1.1
Approval of Rate Declaration			Tab 1.2
Approval of Negative Shares Report			Tab 1.3
Accept – SARs Report			Tab 1.4
Accept – Limitation of Services Report			Tab 1.5
Team Member Loan Report			Tab 1.6
Team Member Loan Report - Consumer & Real Estate			Tab 1.6.1
Board Policy Report – Policies requiring no amendment(s):		No Report	Tab 1.7
Quarterly Legal Update			Tab 1.8
Executive Committee Meeting Report			Tab 2
Minutes			Tab 2.1
Acceptance of Interim Coverage Plan			Tab 2.2
Acceptance of 2024 annual review of committee charters			Tab 2.3
Approval of Policy 4 –			Tab 2.3
Enterprise Risk Management Committee Meeting Report	No Report		Tab 3
Finance Committee Meeting Report			Tab 4
Approval of Finance Committee Charter			Tab 4.1
Approval			Tab 4.2
Compensation Committee Meeting Report			Tab 5
Minutes			Tab 5.1
Approval of Policy 45 – Executive Benefits Policy			Tab 5.2
Approval of Compensation Committee Charter			Tab. 5.3
Nominating Committee Meeting Report	No Report		Tab 6
Credit Oversight Committee Meeting Report			Tab 7
Chair Memo			Tab 7.1

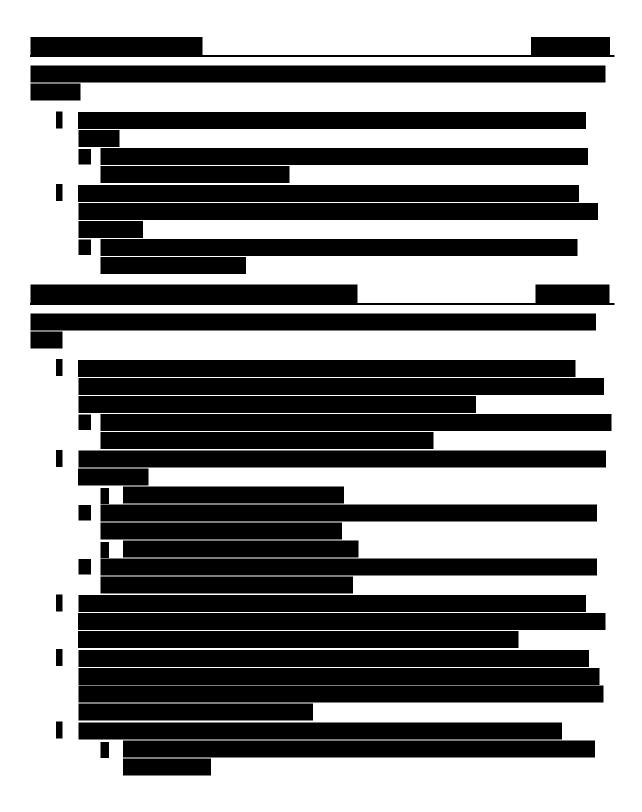
Report Presentation		Tab 7.2
Approval of Charge-Offs		
Audit Committee Meeting Report		Tab 8
Minutes		Tab 8.1
Report Presentation		Tab 8.2
Economic Update		Tab 9
Financial Report		Tab 10
Approval of Operating Expenses & Dividends Paid		
Department Reports:		Tab 11
President's Report		Tab 11.1
Operational Update		Tab 11.1
Board Attendance		Tab 11.1.1
Member Experience		Tab 11.2
Member Experience Update		Tab 11.2.1
Marketing & Social Media Plan Updates		Tab 11.2.2
Information Security Report	No Report	Tab 11.3
Executive Session		

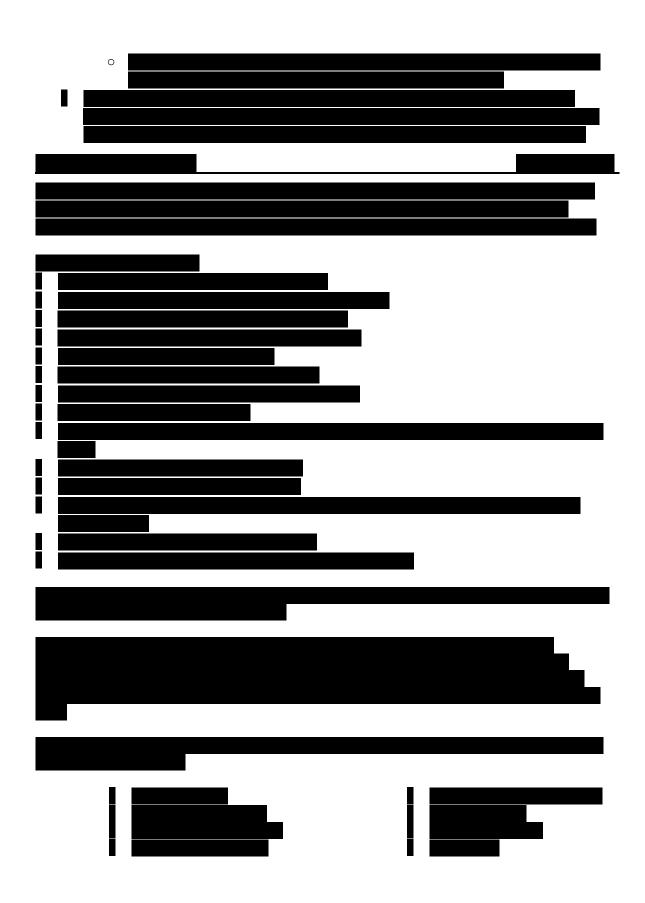


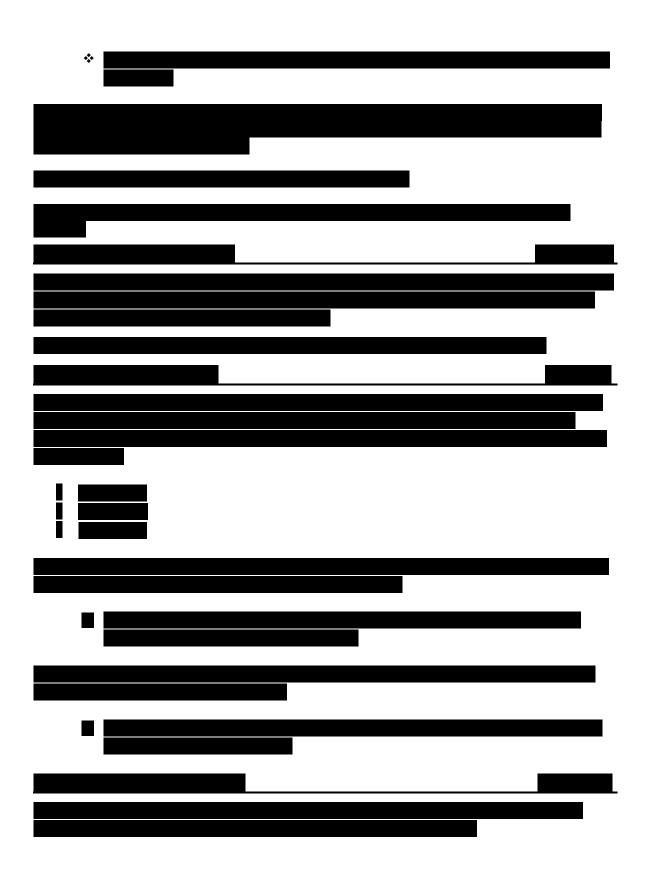


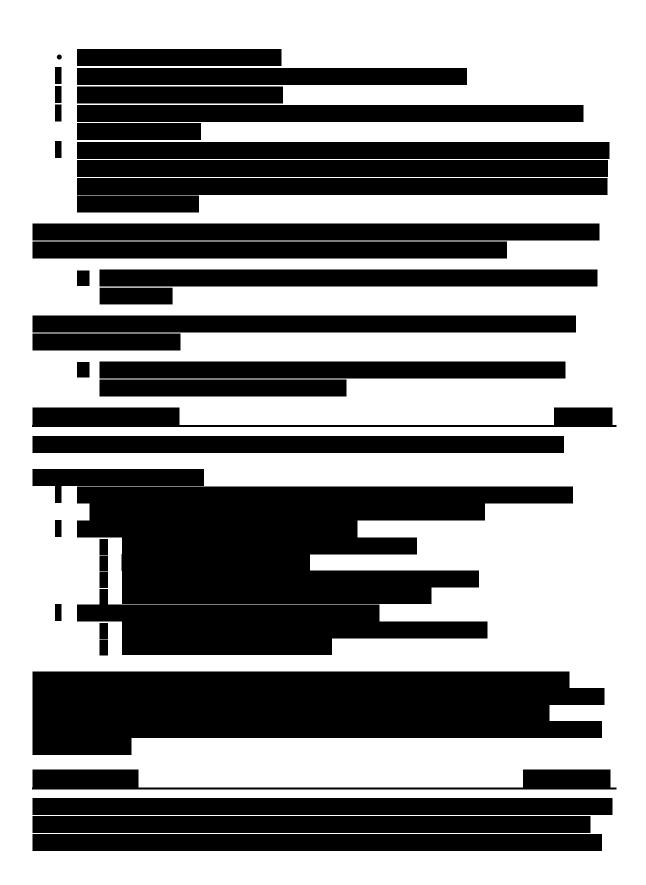
## Board of Directors Meeting Minutes

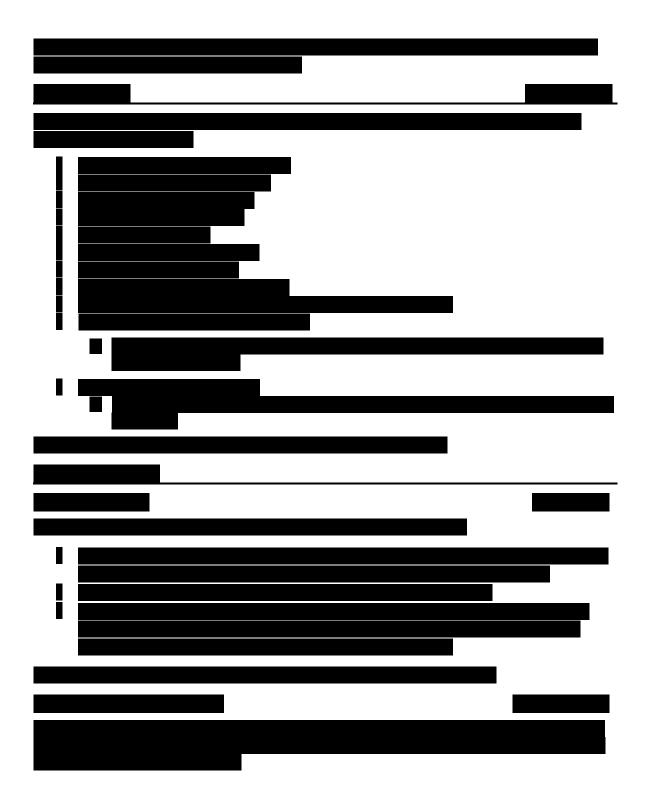












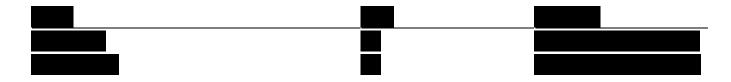


#### **Voting Results for Board Minutes**

The signature vote has been passed. 2 votes are required to pass the vote, of which 0 must be independent.

Vote Response	Count (%)	
For	2 (100%)	
Against	0 (0%)	
Abstained	0 (0%)	
Not Cast	0 (0%)	

#### **Voter Status**





# Rate Declaration - December 2023

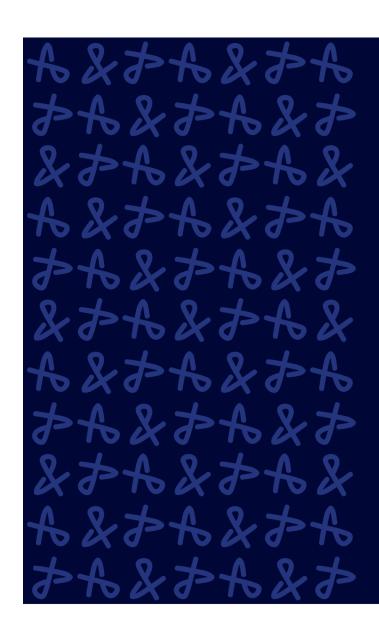
### PRIMARY SHARE ACCOUNTS

0.30% APY for the 31 daily dividend periods ending December 31, 2023 to be distributed on the last day of the month.

## IRA, HOLIDAY AND OTHER SHARE ACCOUNTS

0.30% APY for the 31 daily dividend periods ending December 31, 2023 to be distributed on the last day of the month.

PREMIER AMERICA CREDIT



## **NEGATIVE SHARES** REPORT

# NEGATIVE SHARES JANUARY 2024

Resolved, that the board approve the following negative share operating losses

Month	Total
JANUARY	



# NEGATIVE SHARES AMENDMENTS

Resolved, that the board approve the following amended negative share operating losses

Month	Total
December	



#### January 23, 2024 - Board Meeting - Consent Agenda Items

PROPOSED CHARGE OFF NEGATIVE SHARE ACCOUNTS FOR BOARD OF DIRECTORS MEETING JANUARY 2024

TOTAL CHARGE OFFS TOTAL CHARGE OFF JANUARY 2024 55 Accounts DECEMBER 2024 BOARD MTG APPROVED CHARGE OFFS DECEMBER 2024 CHARGE OFFS 51 accounts DECEMBER 2024 CREDIT ADJUSTMENT 6 accounts removed DECEMBER 2024 CREDIT ADJUSTMENT 4 accounts amended DECEMBER 2024 DEBIT ADJUSTMENT \$0.00 0 accounts amended Board Approved 12/21/2023 AMENDED APPROVAL 41 accounts RECOMMENDED BY: Team Lead, Operations Services REVIEWED AND APPROVED BY: Manager, Operations Services CONCUR:

SVP, Chief Operating Officer

NAME	NEG DATE	OPEN DATE	ТҮРЕ	NEG AMOUNT	FEES	C/O AMT CAUSE	COMMENT
NAME	NEG DATE	OPEN DATE	TIFE	NEG AMOONT	FEES	C/O AIVIT CAOSE	COMMENT
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## PREMIER AMERICA CREDIT



То:	Board of Directors
From:	
Date:	01.23.2024
Re:	Reporting of Suspicious Activity Reports (SARs)

As required by the NCUA's Rules and Regulations concerning Suspicious Activity Reports (SARs), the attached summary report is to inform you of the SARs filed by the Credit Union for the month of December 2023.

As a reminder, financial institutions are required by federal law to file SARs to report known or suspected criminal offenses that meet certain requirements.

The month of December resulted in SARs. Of those, of them were for newly identified activity and were for activity that was previously reported.

SAR filings included but were not limited to:

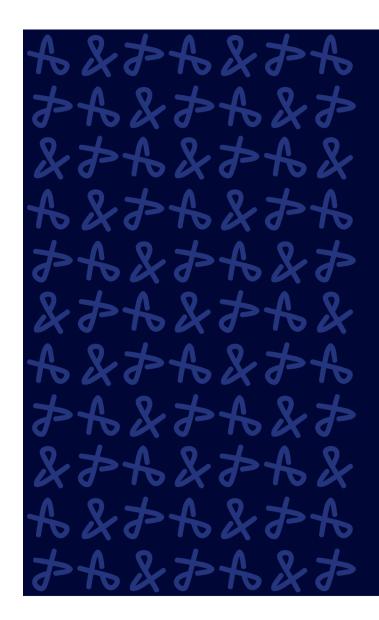
- Cash structuring
- Out of pattern, unknown source of funds (SOF), large cash deposit
- Business use of a personal account

December had an increase in SARs for activity for business use of personal accounts, and where the type of business could not be identified. There was also an increase in SARs for fraud activity. No other egregious activity or new fraud trends identified.

If you have any questions or would like additional information, please call me at

## Suspicious Activity Reports (SARs) - Month of December 2023

Count Subject	Workflow	Prior SAR Filings	Filing Amount	Reason for Filing



# LIMITATION OF SERVICES REPORT

# PREMIER AMERICA CREDIT



То:	Board of Directors
From:	
Date:	01.23.2024
Re:	Limitation of Services

As required by POL-19, Limitation of Services Policy, we are reporting that the month of December had four Limitation of Services executed.

Limitation of Service	Communication Date
	Limitation of Service

There were no expulsions for the month of December.





# PREMIER AMERICA

**Team Member Loan Report (Dec 2023)** 



# PREMIER AMERICA CREDIT

# **MEMO**

To:	Board of Directors
From:	
cc:	
Date:	January 5, 2024
Re:	Quarterly Legal Update

There are no new open cases to report this quarter.

As always, if you have any questions, please don't hesitate to contact me.







An Executive Committee Meeting of Premier America Credit Union was held on January 11, 2024 via Webex. The following were in attendance:

Committee Members:		
Committee Liaison:		
Guests:		

#### **Voting Results for Minutes**

The signature vote has been passed. 1 votes are required to pass the vote, of which 0 must be independent.

Vote Response	Count (%)	
For	1 (100%)	
Against	0 (0%)	
Abstained	0 (0%)	
Not Cast	0 (0%)	

#### **Voter Status**

Name	Vote	Voted On

# PREMIER AMERICA CREDIT

# **MEMO**

To:	Board of Directors
From:	Executive Committee
Date:	January 5, 2024
Re:	Policy Update

#### **Board Action Requested**

Motion to approve updated policy as follows:

Policy	Action	Committee	Third-Party Review
4	Administrative Update	Executive	N/A

Redlined and clean versions of the above policy are attached.





## Pol. 4 - Official Family

1.0	POLICY STATEMENT
2.0	SCOPE
3.0	Board of Directors
4.0	
4.0	COMMITTEE MEMBERS

Last Reviewed: 01/26/202301/2311/2024; Last Approved: 01/26/202301/23/2024 Adopted: 10/1999 Page 1 of 1



## Pol. 4 - Official Family

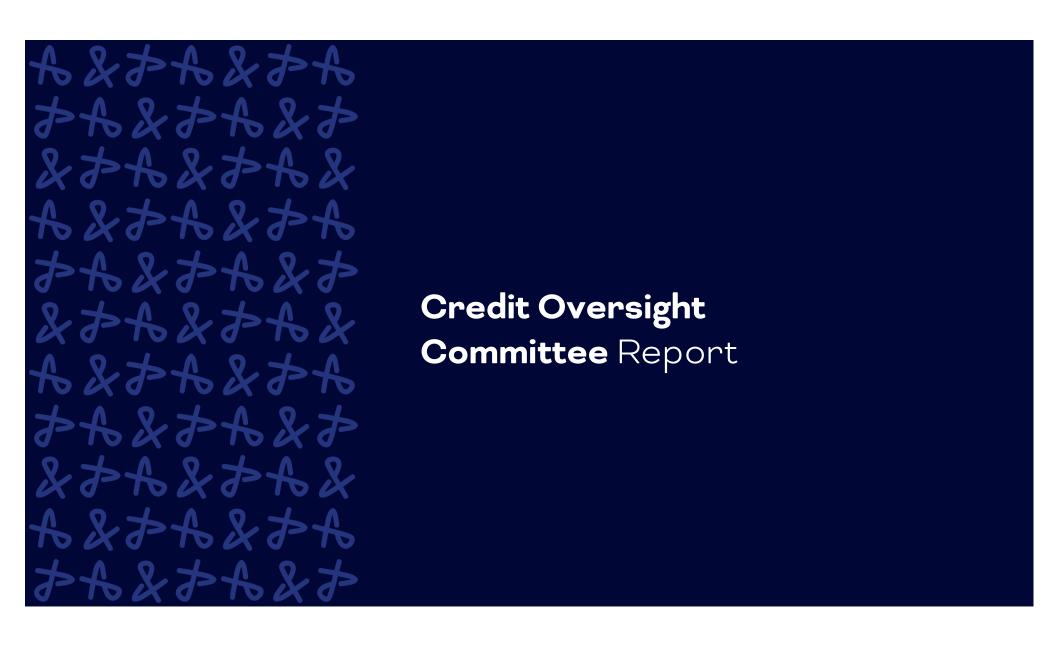
1.0	POLICY STATEMENT
2.0	SCOPE
3.0	Board of Directors
	<u></u>
4.0	COMMITTEE MEMBERS

Last Reviewed: 01/11/2024; Last Approved: 01/23/2024

Adopted: 10/1999 Page 1 of 1



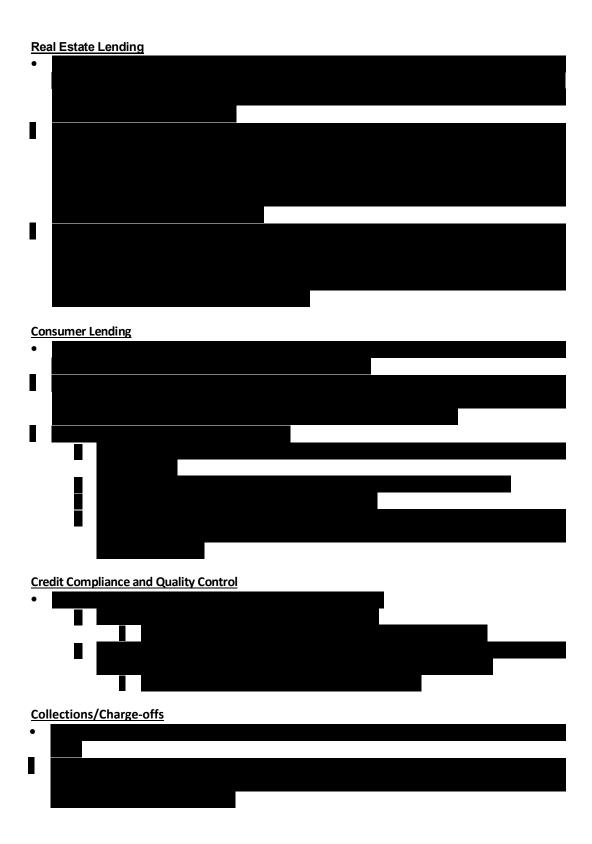




# PREMIER AMERICA CREDIT

# Credit Oversight Committee Meeting Minutes – January 18, 2024 (Meeting held via WebEx)

Committee Members Present:
Excused Absence:
Staff Members Present:
Stall Members Present.
For any detailed information within these minutes, please .
Highlights:
Commercial Real Estate
•
TOP Premium Finance



# Charge-Off Request: JAN 2024



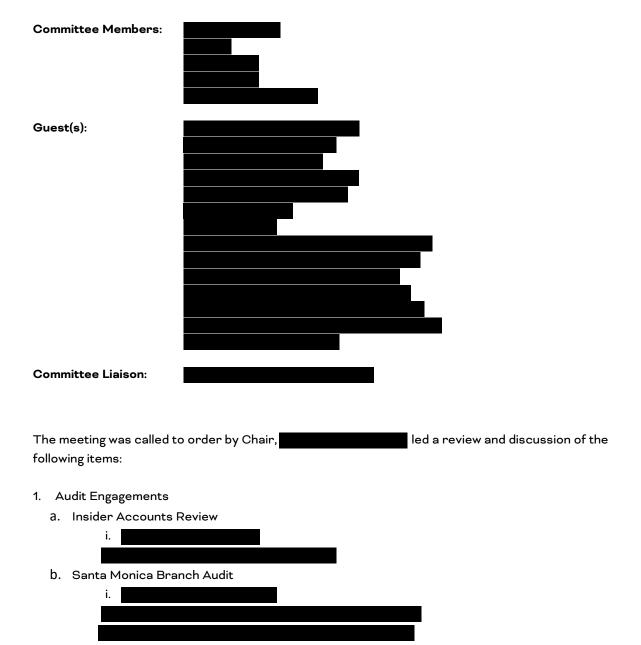






# Audit Committee Meeting Minutes January 2, 2024

An Audit Committee meeting was held on January 2, 2024, via WebEx. The following were in attendance:



C. IT Security Audit - Physical Security Portion

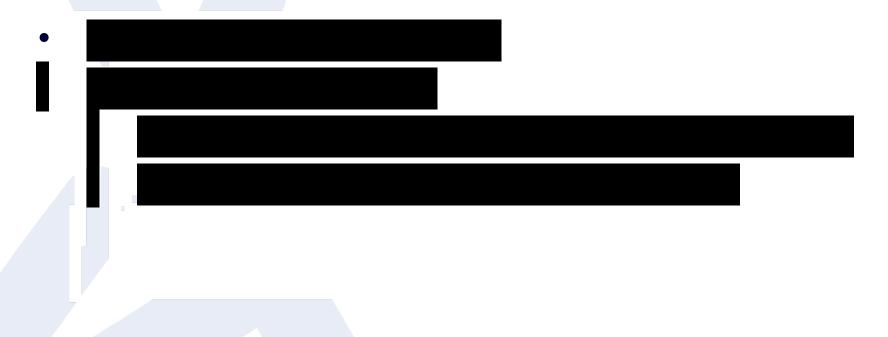
		i.
	d.	Operations Services Audit
		<u>i</u>
	_	
2.		atus Report
	a.	NCUA Examination
		<u>i.  </u>
	b.	Outstanding Audit Findings
		i
3	М	ember Correspondence –
Ο.	a.	ember don espondence
	a.	
4		and Old Business. Davisus of Palian #20 namedian alastica acrossim value and alastic
4.		ew and Old Business - Review of Policy #32 regarding election campaign rules - no change
_		existing policy ommittee Members
5.		brimittee Member's
	a.	
6	N.	and Andie Committee and attinuing a selection of the Following Cth at 4,20 minutes NAVEL For
Ю.	IΛ	ext Audit Committee meeting is scheduled for February 6 <sup>th</sup> at 4:30pm via WebEx



Insider accounts review



Santa Monica Branch audit

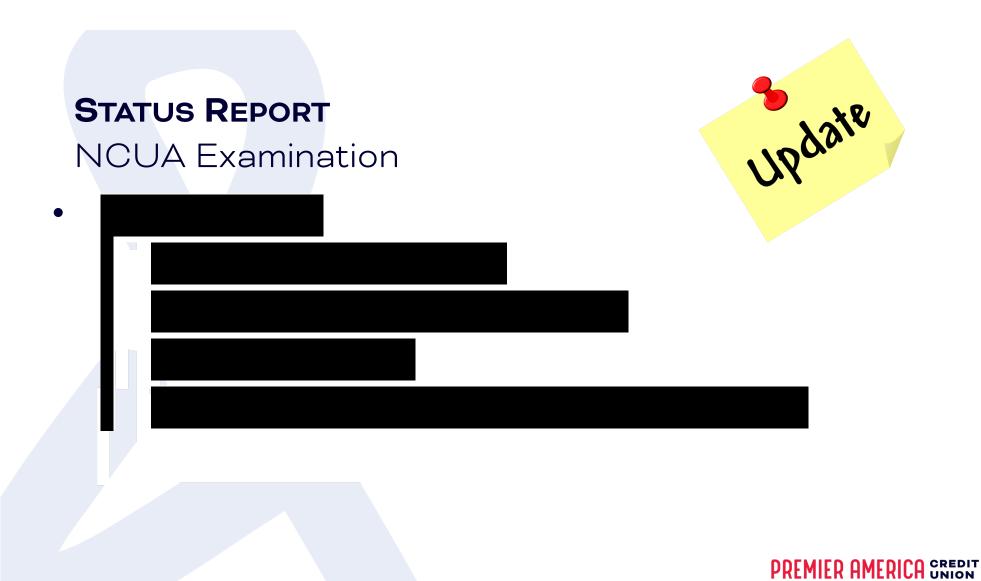


IT security audit - physical security portion



Operations services audit







# **NEW AND OLD BUSINESS**

Review Of POL. 32 - Election Campaign Rules





# **ECONOMIC REPORT**

# JANUARY 2024

- Interest rate environment
- Labor market
- Other pertinent information
  - Inflation, GDP, etc.



## **SUMMARY OF SIGNIFICANT DATA**

As of December 31, 2023

(In Thousands)	ACTUAL	PLAN	VARIANCE	YEAR-END PLAN
Gross Loans				
Loan Loss Allowance				
Gross Investments				
Other Assets				
Total Shares				
Total Assets				
Equity				
Capital Ratio				
Loan to Share Ratio				

'( )' denotes unfavorable variance

PREMIER AMERICA CREDIT

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## **SUMMARY OF SIGNIFICANT DATA**

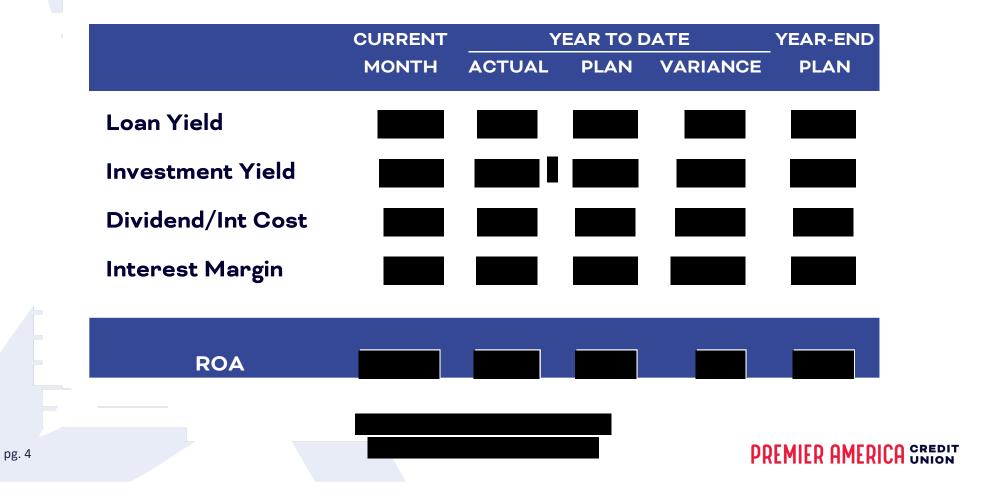
For the Month & YTD December 31, 2023

	CURRENT	YEAR TO DATE			YEAR-END
(In Thousands)	MONTH	ACTUAL	PLAN	VARIANCE	PLAN
Interest on Loans					
Derivative Interest Income					
Investment Income					
Total Revenue					
Dividends & Int Exp					
Gross Spread					
Non Interest Income					
Less: Operating Expenses					
Less: Provision Loan Loss					
Net Non-oper Inc/(Exp)					
Net Income/(Loss)					

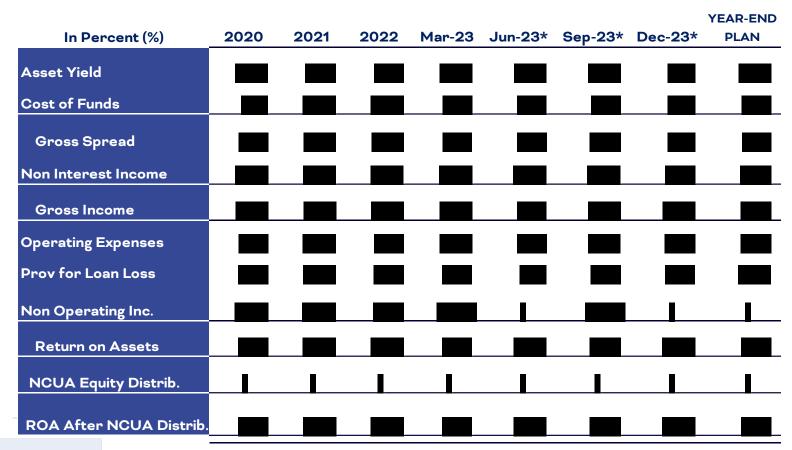
pg. 3

# YIELDS, COST AND ROA

As of December 31, 2023



# YTD INCOME STATEMENT BY RATIO (%)



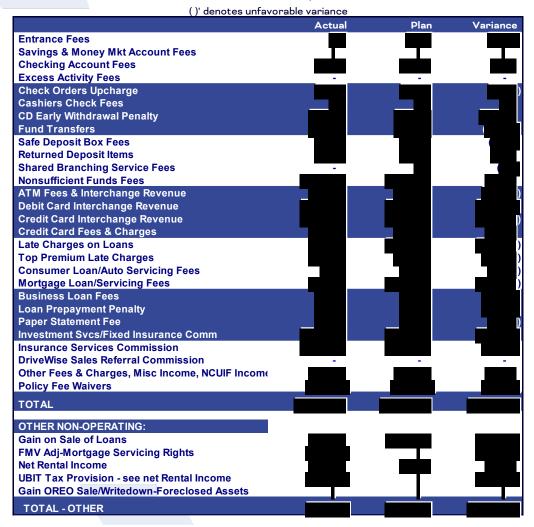
pg. 5

\*Yield does not include derivative interest income



## NONINTEREST INCOME VS. BUDGET VARIANCE REPORT

YTD December 31, 2023



PREMIER AMERICA CREDIT

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## Operating Expenses vs. Budget Variance Report

YTD December 31, 2023

In Thousand Dollars	Actual	Budget	Variance
Compensation	\$		
Investment Sales Commission			
Employee Benefits			
Training, Travel & Conference			
Office Occupancy			
Office Operations			
Software/Data Processing			
Statements/Notices			
ATM/Shared Branching			
Home Banking			
Marketing			
Loan Servicing/Collection			
Debit/Credit Card			
Consultancy Fees			
Legal and Audit Fees			
Bank Fees/Outsourced Services			
Provision for Loan Losses			
Plastics Fraud Losses			
Other Operating Losses			
Donations and Contributions			
Core Deposit Premium Amort			
Total Operating Expenses	\$		

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'( )' denotes unfavorable variance



# For Board Approval

# **December 31, 2023**

# **Operating Expenses**

**\$** 

# **Dividends Paid**

**\$** 

pg. 8

Consolidated Operating Expense by Function

## December 2023 **CURRENT MONTH** YEAR TO DATE <u>Plan</u> % Var <u>Plan</u> <u>% Var</u> Actual Variance Actual Variance **Shared Branching Transactions** Signature Based Cr/Debit Card Pin Based ATM **Branches** Br Admin/Mbr Ops/Community Rel. **Retail Delivery-Alternate Channels** Marketing **Lending Operations Top Premium Financing Insurance Services** Investment/Brokerage Service **Statements and Notices**

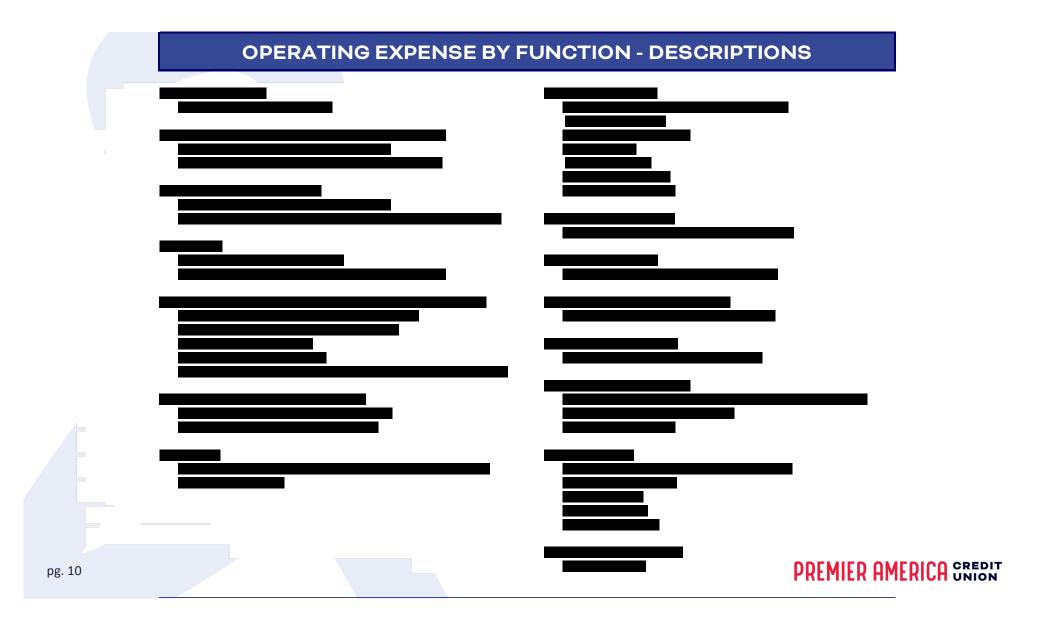
TOTAL

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Systems & Technology

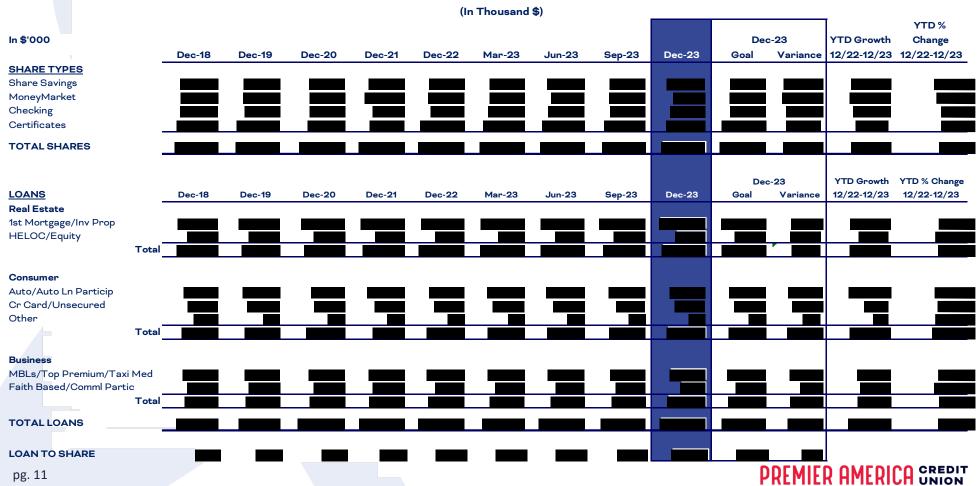
Provision for Loan Loss

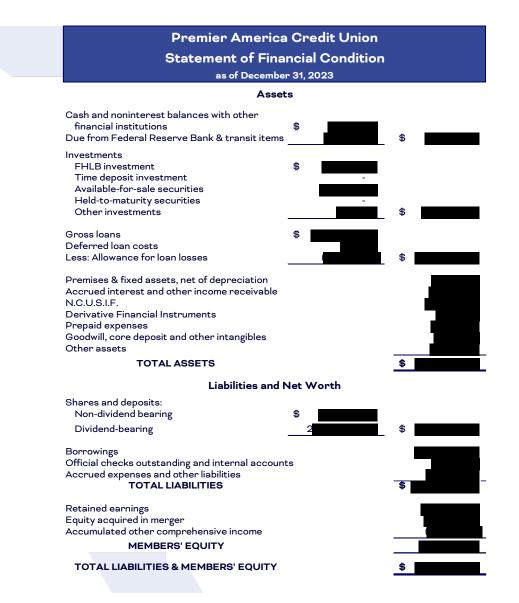
Administration



## Share and Loan Report

**December 31, 2023** 





PREMIER AMERICA CREDIT

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# Premier America Credit Union Income Statement

For the month and year-to-date ending December 31, 2023

#### Interest Income:

Interest income from loans
Interest income from derivatives
Income from investments

## Dividend & Interest Expense:

Dividends
Interest on borrowings

#### **Net Interest Income**

Less: Loan loss provision
Net interest income after loan loss provision

### Noninterest and Other Income

Service charges and other fees
Commission income
Loan-related Fees and Gain (Loss) on Sale of Loans
Gain on OREO Sale/Writedown-Foreclosed Assets
Bargain purchase gain
Net rental income

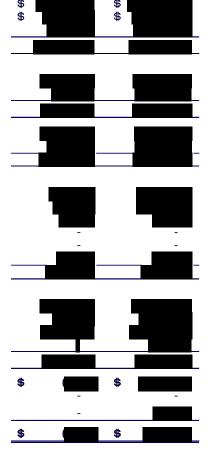
#### Noninterest Expense:

Personnel expenses
Occupancy expense
Other operating expenses
Tax expense

#### **Net Income from Operations**

NCUSIF restoration/distribution of ret earnings NCUA Insurance Equity Distribution

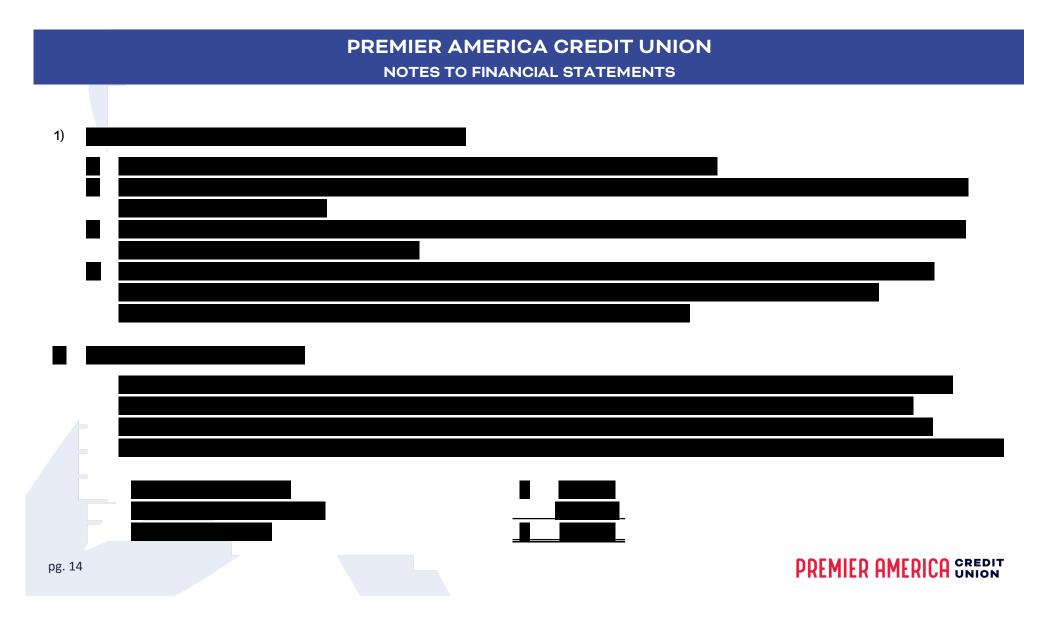
#### Net Income



For the Month

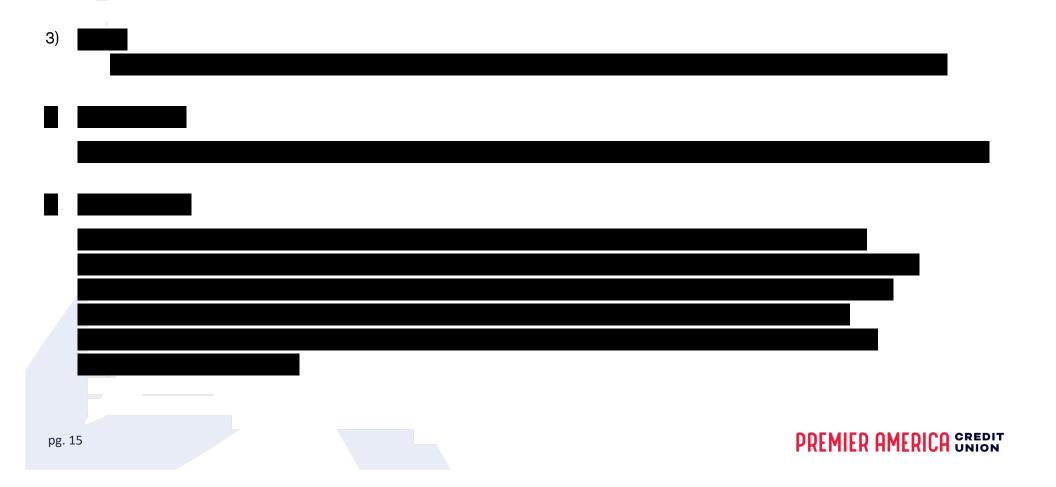
Year-to-Date

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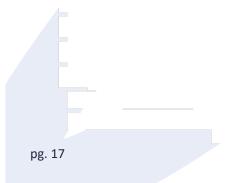
## PREMIER AMERICA CREDIT UNION

**NOTES TO FINANCIAL STATEMENTS** 



# PREMIER AMERICA CREDIT UNION **NOTES TO FINANCIAL STATEMENTS** PREMIER AMERICA CREDIT pg. 16

# **INVESTMENT ACTIVITY**



#### **INVESTMENT PORTFOLIO ANALYSIS**

**December 31, 2023** 

(\$ in Thousands)

MATURITY	# OF	WEIGHTED	FACE	воок	% OF	MARKET	MKT OVER (UNDER)
RANGE	INVEST	YIELD	VALUE	VALUE	TOTAL	VALUE	BOOK VALUE
0-6 Months	I						
6 Months - 1 Year							
Over 1 Year							
TOTAL							

							MKT OVER
	# OF	WEIGHTED			% OF	MARKET	(UNDER)
TYPE	INVEST	YIELD	FACE VALUE	<b>BOOK VALUE</b>	TOTAL	VALUE	<b>BOOK VALUE</b>
Ovrnite/FRB earning bal							-
Treasuries/Fed Agencies							
FHLB stock/CD Investment							
Common stock							Ī

pg. 19

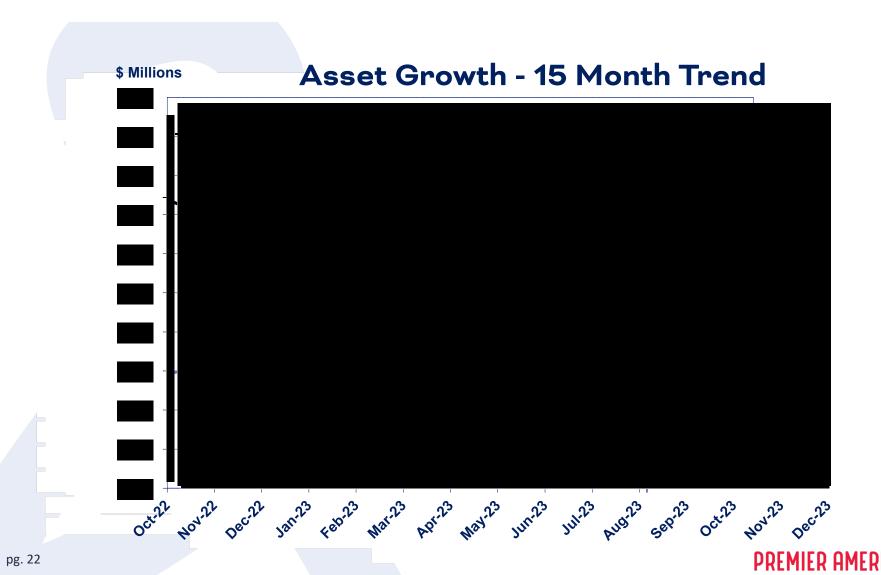
PREMIER AMERICA CREDIT

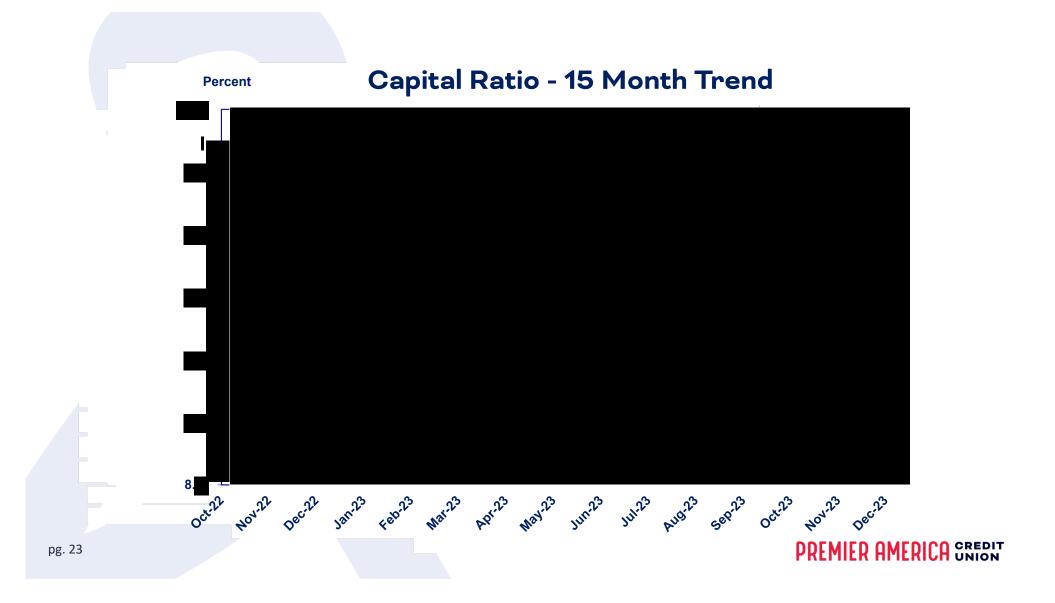
## **INSURED AND UNINSURED SHARES** 12/31/2023 9/30/2023 **Total Shares/Deposits** per Call Report (excl neg shares) **INSURED:** Regular Shares **IRA Accounts Total UNINSURED:** Regular Shares **IRA Accounts Total NCUSIF Deposit** Add'l Deposit Required

PREMIER AMERICA CREDIT

**NCUSIF Dep Required** 

pg. 20





# Gross Expense to Average Assets Year to Date (Excluding PLL) **Percent** Oct. 15 Hon. y Dec. y 25 Kep. y Mat. y Vol. y Mar. y Int. y Int. y Vidy, 265. y Oct. y Mon. y Dec. y

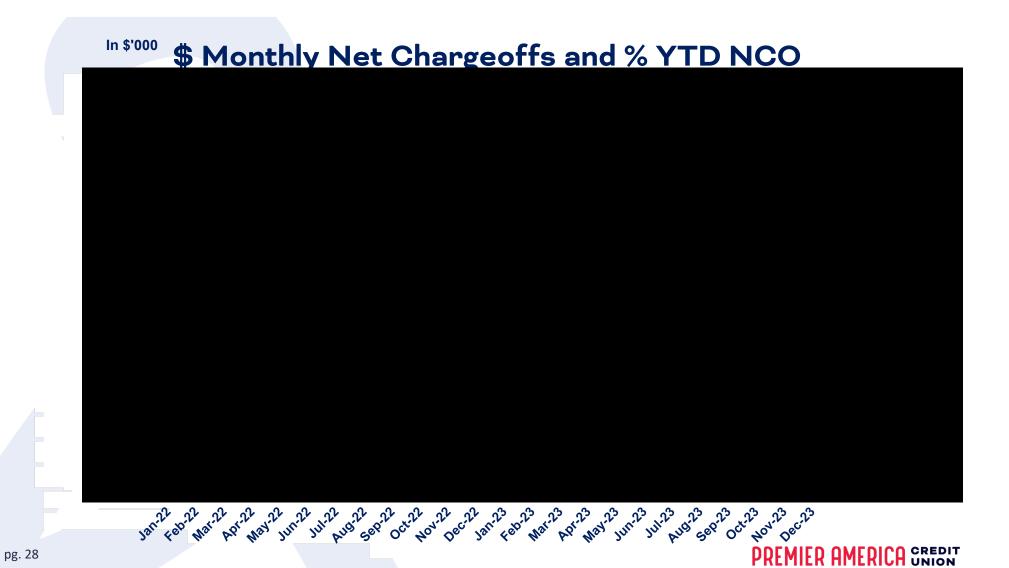
pg. 24

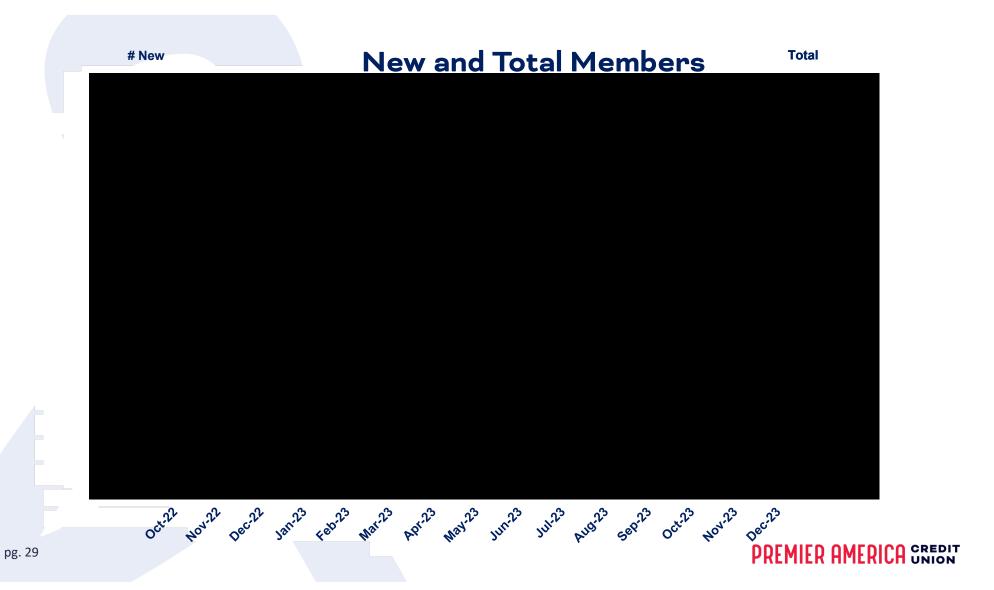




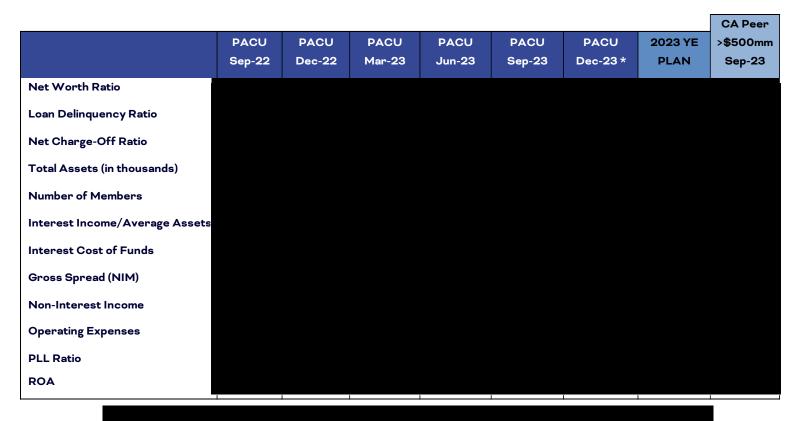
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#### Key Call Report Ratios As of December 31, 2023



pg. 30

PREMIER AMERICA CREDIT

# **Liquidity Update**

Millions of dollars



\*Please note January figures are preliminary.

PREMIER AMERICA CREDIT









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Retail Delivery

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## **ADMINISTRATION**

