



Fall 2023 Issue

## San Francisco Roundtable Forum Recap



From October 11-14, Board Chairs and Directors from credit unions nationwide gathered in San Francisco at the 47th Annual Chairs' Roundtable Forum. The all-volunteer group participated in engaging discussions on a variety of critical topics boards are facing, and heard from industry experts on the risks and rewards of digital financial services as well as considerations for addressing board liability. The highly-rated program received rave reviews from returning and first-time attendees.

**Here's what Roundtable Forum participants had to say...**

*“First time at this conference and would highly recommend to any board of directors; extremely useful and relevant.”*

***“This is the best conference I go to. Hard to make it better.”***

*“Outstanding experience for my first time attending. The roundtables were excellent in being able to share ideas and discuss issues.”*

***“I really had a great experience. I will push to send my entire board to this conference.”***

*“Excellent venue for sharing!”*

***“Professional, excellent content, well managed and great follow-through.”***

*“Enjoyed the format and learning from others. The folks are welcoming and supportive. I will attend a future Roundtable Forum for sure.”*

### **Pat Tollefson Recognized for Outstanding Leadership**



*“Pat generously shares her wisdom and experience with her peers, and we are honored to recognize her many contributions to this organization,” remarked NACUC Board Chair Dr. Luis Ramos (pictured left).*

At NACUC’s 47th Annual Chairs’ Roundtable Forum in San Francisco, Pat Tollefson received the 2023 Gene Ball Award. Tollefson became a credit union member after starting her first job and getting her first car loan. In 1978, she and her husband moved to South Dakota where she began working for the City of Aberdeen, one of the SEGs of Aberdeen Federal Credit Union. She served on Aberdeen’s Board of Directors for more than 20 years, 13 of those years as Board Chair. Tollefson was recently elected to the Board of Corporate America Family Credit Union based in Elgin, Illinois. She has been attending NACUC Roundtable Forums for the last decade and served on NACUC’s Board from 2019 to 2022.

## Hawaii Credit Union Aids in Maui Relief Efforts

At the 47th Annual Chairs' Roundtable Forum on October 13, Kaulana Park, Board Chair of Hawaii State Federal Credit Union, gave the group an update on the Maui wildfires that devastated the town of Lahaina.

Just days after the fires, the credit union restored their economic relief programs implemented during the COVID-19 pandemic and worked with members who lost their homes and businesses by modifying loans and giving access to emergency funds.

In addition, the credit union set up a [donation link to the Maui Food Bank](#) on their website. Following their lead, NACUC made its annual charitable contribution to the food bank and several NACUC members have also donated.

[Donate](#)



"We received an outpouring of appreciation from members who we consider our Ohana, the Hawaiian word for family.

When I got the call that NACUC was going to make its annual charitable contribution to the Maui Food Bank, I was overwhelmed with gratitude. It's an example of 'people helping people' in action," commented Kaulana Park (pictured left).

## Thank You, 2023 Roundtable Forum Sponsors!







Esteemed Credit Union Elected Officials,

We are thrilled to announce that 47th Roundtable Forum event in San Francisco was a resounding success, thanks to your valuable contributions and active participation! With insightful discussions, engaging sessions, and a collaborative spirit, we achieved our goal of fostering meaningful dialogue and sharing best practices among credit union leaders. The event's success is a testament to the dedication and expertise of each attendee.

**Key highlights from the event:**

**Thought Leadership:** Our esteemed keynote speakers Patrick Touhey delivered thought-provoking insights about mitigating credit union board risks and Jon Ungerland took us into the world of digital currency, assets, and payments as we explored disruption and differentiation amid digital evolution of money and banking, offering strategic guidance and innovative solutions for the challenges ahead.

**Networking:** Attendees had ample opportunities to connect with fellow credit union board leaders, fostering invaluable connections and potential collaborations.

**Interactive Roundtables:** Our breakout sessions and interactive workshops allowed participants to dive deeper into critical topics, leaving with actionable takeaways to implement in their respective credit unions.

**Diverse Perspectives:** The diversity of attendees from different credit union sizes and regions enriched the discussions, providing a well-rounded perspective on industry trends and challenges.

As we reflect on the event's success, we want to express our gratitude to each of you for making this Forum a memorable and enriching experience. Your dedication to advancing the credit union movement is truly commendable. We look forward to building on the momentum generated at the Roundtable Forum event and hope to see you at our future events. The upcoming **Leadership Development Seminar will be held at the Holston House in Nashville on May 19-21, 2024**. And, please mark your calendars for our **48th Roundtable Forum at the Hotel Monteleone in New Orleans on October 15-18, 2024**.

As we near the close of another year, I would like to reflect on the journey I embarked with you as your Board Chair and my commitment to continue moving NACUC forward by delivering relevant content and making us known across the industry as the premier network of credit union board leaders, recognized nationally for cultivating visionary



leaders who embrace forward-thinking strategies, ethical governance, innovation, inclusivity, and member centricity.

Thank you for your unwavering support and commitment to the success of NACUC. Together, we are shaping the future of the credit union movement.

On behalf of the NACUC Board and Staff we wish you and your families a happy and healthy Holiday Season.

Warm regards,



Dr. Luis Ramos, NACUC Board Chair



# noteworthy

## CEO Compensation Survey Opens

NACUC is in the process of gathering data for the **2023 CEO Compensation & Benefits Report**. Published every other year, the report provides an analysis of CEO compensation, trends in benefits, performance criteria, and other factors around compensation for the credit union's top executive. **NACUC member credit unions that participate will receive the full e-Report for FREE and the chance to win a \$500 credit towards a 2024 event registration.**

**Survey deadline is Thursday, November 30**

The survey invitation was emailed directly to Board Chairs. If you did not receive the invitation, please email [nacuc@nacuc.org](mailto:nacuc@nacuc.org).

## Election Results, Amendments Approved

At NACUC's 47th Annual Meeting held in San Francisco on October 13 it was announced that Martha Castillo, Board Chair of OnPath Federal Credit Union, had been elected to a three-year term on NACUC's Board of Directors. At the reorganization meeting, the following officers were elected for the 2023-2024 term:

Chair: Dr. Luis Ramos, Nutmeg State Financial CU, Rocky Hill, CT

Vice Chair: Jim Hollingsworth, Keesler Federal Credit Union, Biloxi, MS

Secretary: Marlene Schwartz, State Department FCU, Alexandria, VA

Treasurer: Joe Budnick, SharePoint Credit Union, Bloomington, MN

Director: Martha Castillo, OnPath Federal Credit Union, Metairie, LA

Members voted to approve five proposed bylaw amendments, including to remove the limit on the number of terms NACUC directors can serve and to allow for the expansion from five board seats to up to nine.

## Mark Your Calendar! NACUC 2024 Events



**2024 Leadership Development Seminar**

May 19-21, 2024  
Holston House  
Nashville, Tennessee

**48th Annual Chairs'  
Roundtable Forum**

October 15-18, 2024  
Hotel Monteleone  
New Orleans, Louisiana

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