Marketing Committee Report

Healthcare Plus Federal Credit Union continues to strive to provide products and services that meet the needs of our membership and keep up with ever-changing technology. Protecting the security of these services is vitally important.

We continue to market our online and mobile banking app. E-statements continue to be marketed as it is an excellent option for members to receive statements and helps to reduce expenses. Remote Deposit Capture continues to grow as the demand for 24-hour access to accounts increases. We now offer a digital wallet for HCP debit cards; a quick, easy, and secure way to make purchases.

Our partnership with McQuillen Creative Group has assisted in promoting the credit union via social media and other traditional advertising. Make sure to follow us on Facebook, X (Twitter), and Instagram!

We hope our members are enjoying the digital signage in our lobby, along with our brand-new digital signage outside. It is a great way to let the community know what we are all about, as well as advertising the great people and events in our community.

We continue to add ways to be more present in the community. This year, we hosted a Back 2 School drive where cotton candy, lemonade, and face paint was provided. We had a stand set up at the College Block Party located at the Market on the Plaza. We also decorated and donated a Christmas tree for the Shrine Feztival of Trees and had Santa Claus stop by the credit union to take pictures with the little ones!

Marketing to current and potential members of our community is a must. We strive to increase the number of member-owners, update and streamline our current services, and focus on unlimited and secure access when members choose to "bank" from a distance.

Thank you for your continued support!

Your Marketing Committee

Slater Stolp
Pam Helling
Gabe Swanson
Denise Auske

Staff Directory

Guy Trenhaile, *President*
Lynn Hegge, *Member Service Supervisor*
Carrie VanOrman, *VP of Operations*
Robin Loeschke, *Loan Servicing Analyst*
Nicole Crawford, *VP of Lending*
Michelle Clemens, *Loan Officer*
Denise Auske, *Operations Assistant*

Member Service Representatives

Kim McComsey
Misti Taylor
Lisa Friedt
Gabe Swanson
Ashley Olmo
Slater Stolp
Jacob Moore

Board Of Directors

Scott Lunzman, *Chair*
Joy Mammenga, *Vice Chair*
Marne Fetherhuff, *Treasurer*
Helen Torrence, *Secretary*
Jon McNutt, *Member*
Terra Zahn, *Member*
Joe Black, *Member*

People You Trust. **Service You Deserve.**

2025 Annual Report

Annual Meeting

Tuesday, April 21st, 2026
Location: AmericInn
Doors Open at 6:15
Meeting Starts at 6:30

Healthcare Plus Federal Credit Union

Our Mission Statement
To provide quality financial products and services to best meet the needs of our current and future members.

People You Trust. **Service You Deserve.**

Board Chair and President's Joint Report

Dear Valued Credit Union Members,

Our Board of Directors are happy to report on another good year for 2025. Last year, we reflected on the world we live in and how we've endured a unique roller coaster ride coming out of the Covid years and scare. This year we are still seeing a unique world around us as a war rages on in Iran at the time this is being written. President Trump continues a major shift in politics in Washington and our congress… well, let's not go there.

During 2025, we implemented our new community charter by expanding into the NE region of South Dakota and the SE area of North Dakota. We are now seeing the benefits as we gain a few regional members each month, mainly with car loans through our local dealerships. These growth opportunities are intentionally going to be slow and steady.

We continue to review technology as a driving mechanism to allow for convenient and easy access. We implemented the capability for a new member to open an account online. We were met with some unique compliance challenges, and all our staff were able to meet the requirements and make online accounts available. If we cannot implement these opportunities, our Board feels that we will slowly fall behind. The new generations want to see it on their phone and frankly, I'm doing the very same thing personally.

We were able to upgrade some equipment such as our ATM machine (coming in 2026), internal coin counter, and the signage on the corner. These were all ageing items that needed attention. We will continue that trend as we will complete some work on the exterior of our building this year. We've been in this location now for 27 years and 17 in the addition.

We are grateful for our incredible staff. Member service can be a differentiator. Let's not overlook the fact it's easy to go into the office and have the same treatment you would expect.

New challenges ahead that may have an impact are AI technology and cryptocurrencies. Integration with traditional finance, improved user experiences, and clearer regulations will drive adoption. How might these affect operations? We know the President has both on his radar looking hard to change the world with them.

Lastly, I want to thank our volunteers, the essence of a cooperative. People helping people through member driven governance. The Board of Directors and Supervisory Committee work hard for you to promote our credit union's well-being. Find their names in our booklet and thank them for their efforts.

Respectfully submitted,

Scott Lunzman	Guy Trenhaile
Board Chair	President

HEALTHCARE PLUS FEDERAL CREDIT UNION
2024 Annual Meeting Minutes
May 6, 2025

Time and Place: The annual meeting of the Healthcare Plus Federal Credit Union was held at 6:30 p.m. on Tuesday, May 6, 2025, at AmericInn, located at 301 Centennial St S, Aberdeen, SD 57401.
Presiding: Scott Lunzman, Board Chair, and Guy Trenhaile, President. Scott called the meeting to order at 6:35 p.m. Scott announced the winner of the Brown Co Fair early bird registration as James Johnson.
Attendance: A quorum was declared by Helen, BOD Secretary.
Minutes: The minutes of the 2023 Annual Meeting were presented. No questions or changes were addressed; therefore, Jim Friedt moved, Darlene Johnson second, to accept minutes as presented. Motion carried.
General Message: Scott and Guy shared the Chair and President's Joint Report. The Treasurer's Report was reviewed. Each of these are in the 2024 Annual Report Booklet. Scott shared the current state of the economy and what the instability means for Healthcare Plus FCU. As all financial institutions are facing a changing rate environment, it takes additional time and patience to monitor how these changes affect the bottom line. The board feels that our focus has shown both diligence and stability. HCP continues to look at changing technology needs, the compliance and regulatory pressures, competition threats and opportunities, and remaining as a viable financial institution choice. Scott shared the recent news of a charter expansion for Healthcare Plus FCU along with soon-to-be-finalized online account capabilities. Guy recognized staff and volunteers. Those given special recognition for years of service were Robin Loeschke – 5 years; Sharon Schnabel – 10 years; Lisa Friedt – 15 years; and Nicole Crawford – 25 years.
Nominated Candidates Presented: The Nominating Committee Report was presented. Scott presented Helen Torrence and Terra Zahn as incumbents running for their current positions on the board. No nominations were presented from the floor. There being none, Scott announced Helen Torrence and Terra Zahn as elected members to the board each for three-year positions.
Supervisory Committee: The Supervisory Committee Report was presented. There were no questions from the floor.
Scholarships: Joe Black reviewed the criteria for each of the scholarship programs. Scholarship winners were Cal Nygaard, Educator Scholarship; Katelyn Mehlhaff, Undergraduate; Teightum Wiedebush, High School Senior; Samuel VanOrman, Graduate; and Ava Hanson, Brittany Holzer Memorial.
Door Prizes: Members were awarded door prizes through a drawing.
Adjournment: The meeting was adjourned at 8:00 p.m.

Respectfully submitted,

____________________________	________________________
Chairman	Secretary

Supervisory Committee Report

The primary goals for the Supervisory Committee are to ensure that the management's financial reporting objectives have been met, and that the management's practices and procedures safeguard the members' assets. The Supervisory Committee meets quarterly or more often if needed. We have a work plan from which we review policies, review loan files, and monitor account changes. Performing these activities helps provide confidence that management is following the policies and procedures that have been put in place by the board of directors. The Supervisory Committee also reviews examinations and audit findings and follows up on the findings to ensure corrective action takes place when necessary. Finally, we research any formal member complaints. Our ultimate goal is to ensure the Credit Union's financial statements and filings are accurate.

ELO Associates, LLP, Certified Public Accountants of Mitchell, SD, audited the Healthcare Plus Federal Credit Union's financial statements as of September 30, 2024 and 2025 respectively. They reported no significant issues. As in previous years, the auditors are pleased with the staff for their efforts and success, as well as the dedication of the volunteers. The audited financial statements and compliance reports are available upon request from the credit union for anyone who is interested.

Please accept our thanks for the opportunity to serve the credit union and its members.

Respectfully submitted,

Amy Buechler, Chair
Pam Helling, Member
Craig Green, Member
Sharon Schnabel, Member
Kristi Kolb, Member

Nominating Committee Report

We, the Nominating Committee, place the following names in nomination for the Healthcare Plus Federal Credit Union Board of Directors:

Scott Lunzman, Joy Mammenga, and Joe Black
Three 3-year Positions will be elected

Nominations from the floor may be made with prior approval from the nominee.

Respectfully submitted,

Carrie VanOrman, Helen Torrence

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Balance Sheet: December 31

Liabilities and Assets:	2025	2024	2023
Loans	$ 54,542,780	$ 50,768,086	$ 48,146,012
Allowance for Loan Losses	(359,867)	(271,768)	(202,364)
Cash	411,388	759,346	762,591
Corporate Accounts	2,877,690	1,917,391	2,720,664
Investments	7,580,142	14,004,140	16,875,991
Accrued Income	204,514	198,490	179,877
Prepaids	72,903	41,706	59,839
Land	441,809	441,809	441,809
Building	2,349,919	2,349,919	2,349,919
less Depreciation	(1,368,683)	(1,312,974)	(1,247,551)
Other Fixed Assets	1,700,720	1,596,009	1,554,409
less Depreciation	(1,484,521)	(1,373,736)	(1,262,547)
All Other Assets	582,717	608,834	588,783
Total Assets	**$ 67,551,511**	**$ 69,727,251**	**$ 70,967,432**
Share Deposits	$ 17,429,212	$ 17,635,274	$ 17,911,897
Super Shares (Money Market)	7,097,538	6,376,125	6,701,135
IRA's	2,782,580	2,790,807	2,499,732
Share Drafts	11,026,236	11,578,534	11,261,610
Share Certificates	20,912,443	22,079,016	22,010,550
Non-Member Deposits	748,000	2,240,000	2,240,000
Accounts Payable	242,686	181,179	173,577
Dividends Payable	403,479	452,422	382,921
Loans Payable	1,000,000	1,000,000	2,500,000
Equity			
Regular Reserves	850,154	850,154	850,154
Undivided Earnings	5,059,183	4,543,740	4,435,856
Total Equity	**$ 5,909,337**	**$ 5,393,894**	**$ 5,286,010**
Total Liabilities & Equity	**$ 67,551,511**	**$ 69,727,251**	**$ 70,967,432**
Members	5106	4984	4947

Statement of Financial Condition:

Income:	2025	2024	2023
Interest on Loans	$ 3,281,067	$ 2,898,692	$ 2,314,412
Income from Investments	273,105	382,819	354,837
Other Income	669,699	599,899	566,809
Total Income	**$ 4,223,871**	**$ 3,881,410**	**$ 3,236,057**
Expenses:			
Compensation	806,705	751,346	706,936
Employee Benefits	340,293	314,390	304,840
Travel & Conference	8,374	7,976	2,295
Association Dues	22,847	21,493	20,957
Office Occupancy Expense	151,436	156,271	172,979
Office Operations Expense	638,243	638,541	594,086
Education & Promotion	111,076	113,548	101,763
Loan Servicing Expense	122,669	92,208	81,668
Professional & Outside Services	88,694	83,506	70,329
Provision for Loan Losses	152,190	91,611	39,541
Federal Supervision/ Exam Fees	13,205	13,018	10,250
Interest on Borrowed Money	29,532	54,650	117,681
Annual Meeting Expense	4,625	3,509	1,900
Misc. Operating Expense	6,355	4,474	7,464
Operating Expenses	**$ 2,496,245**	**$ 2,346,541**	**$ 2,232,688**
Dividend/Interest Expense	$ 1,212,184	$ 1,426,984	$ 970,251
Total Expenses	**$ 3,708,428**	**$ 3,773,525**	**$ 3,202,940**
Net Earnings	$ 515,443	$ 107,885	$ 33,118