



\$outhwest
LOUISIANA CREDIT UNION

69TH ANNUAL MEETING

April 7, 2022 • 6 p.m.

Southwest

LOUISIANA CREDIT UNION

2022 ANNUAL MEETING

WELCOME AND CALL TO ORDER

Mike Dronet, Chairman

ESTABLISH A QUORUM

INTRODUCTION

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UNFINISHED BUSINESS OR NEW BUSINESS, IF ANY

Mike Dronet, Chairman

ADJOURNMENT OF MEETING

DOOR PRIZE DRAWINGS

MINUTES

Southwest Louisiana Credit Union
2021 Annual Meeting, April 8, 2021

Welcome, Call to Order and Establish a Quorum: Chad Miller, President and CEO

President and CEO, Chad Miller called the meeting to order at 6:00 p.m. He welcomed everyone to the 68th Annual Meeting, which was SWLACU's second virtual meeting. He verified with Betty Mitchell-Chretien, Secretary, that a quorum had been met. He then requested that everyone respond in the chat box to let us know you are watching.

Introduction

CEO, Chad Miller started the meeting off with comments on all the trials we endured in 2020. Covid and the devastation of Hurricanes Laura and Delta. Chad thanked everyone for being so patient with us through 2020. He was excited to say despite all of the hurdles that 2020 had to offer, Southwest Louisiana Credit Union still had tremendous growth. Chad thanked the Credit Union League and Neighbor's Federal Credit Union for all of their help through the rebuilding stage after the hurricanes.

Approval of Minutes

Chad Miller presented the motion to dispense of reading the meeting minutes of the 2020 Annual Meeting. A motion was made by Jaime Gaines to accept the minutes and seconded by Gene Steech. The motion passed.

Treasurer's Report: William Wilkie, Treasurer

William Wilkie reported to the membership that he was happy to report that Southwest Louisiana Credit Union had a successful year in 2020! The credit union began the year with assets of \$106,029,258.02 and concluded 2020 with assets of \$157,912,866.39. This is an increase of \$51,883,608 or 49%.

At the conclusion of 2020, the credit union's income statement reflected yearly net income of \$592,356.20. This represents a decrease of \$358,014.75 from the prior year. One of the most important measures of any financial institution's strength is the capital ratio.

At the close of 2020, our capital ratio was 10.57% as compared to a peer ratio of 10.75%. Loan and share balances began the year at \$79,911,037 and \$86,050,696 and ended with \$85,465,984 and \$135,608,064, respectively. Loans increased by \$5,554,947 while shares increased by \$49,557,367.

The success that the financial statements represent was not achieved without a great deal of hard work, planning, and dedication, by all our staff and management. Our credit union is prepared to meet the needs of its members now and for many years to come while holding true to the values that have served us well for decades. It is a great honor to be part of this organization, "members helping members."

Board Chairman's Report: Mike Dronet, Chairman

Chairman Dronet summarized his report in the Annual Meeting Booklet by saying good afternoon to the great members of SWLA Credit Union. He said he hopes at this time we find you all well and happy. This past year has been one for the records. With a pandemic and the destruction of two storms, we were all left with things that we have never had to handle in one year's time. And some of us have not recovered yet. Our prayers go out to all who are still recovering and suffering. We hope that complete relief comes soon. Though our Ryan Street office was completely destroyed except for the exterior walls, work has begun, and we anticipate the branch being completed and up and running by the end of 2021. The drive-in at the new main office on McNeese Street was also hit pretty badly, but thankfully we were able to get that office up and running in a short period of time. At this time, we are still operating under Phase 3 regulations of COVID-19.

Our credit union is doing all we can do to help our members who are hurting. If you know of a member who is hurting financially, please reach out to them and tell them to contact us. Myself, your board of directors, the supervisory committee, our CEO and all the great staff of this credit union wish that 2021 finds you all with perfect health physically, mentally and financially.

Thank you for trusting us to be your financial institution.

Financial Review

Chariman Dronet asked the membership to follow along reviewing the financials in the Annual Meeting Booklet.

Supervisory Report: Chuck Bennett, Supervisory Committee Chairman

The Supervisory Committee for Southwest Louisiana Credit Union is comprised of fellow members who step up to serve our membership. Our core mission is to protect the credit union by diligently ensuring the safety and soundness of the credit union. The Supervisory Committee watches the normal financial activities and the electronic security, as well as monitors compliance with Federal and State requirements. We accomplish this task by conducting surprise audits; working with the Board of Directors, Management, and Staff; and engaging Certified Public Accounting (CPA) firms to perform audits.

Through a pandemic and 2 hurricanes the Supervisory Committee and the contracted CPAs have continued to conduct our audits with following CDC recommendations to keep everyone safe and healthy. We are proud to tell the members of this great credit union that these audits have found everything in order and secure. The Supervisory Committee will continue these audits and watch out for all the members interests.

The Supervisory Committee, through the audits of the outside CPA firms along with our random auditing at the different branches, is confident that our credit union is secure now and into the future! The Supervisory Committee is immensely proud to say that the Board of Directors, Management team, and our dedicated staff are taking great care of our credit union as we continue to grow.

I wish to thank my fellow committee members, Allen Abshire and Terry Swire, for their dedication to the credit union as well as the Board of Directors and staff for their support and cooperation. On behalf of the entire committee, we appreciate the opportunity to serve the members of Southwest Louisiana Credit Union and look forward to a secure and successful 2021.

President/CEO's Report: Chad Miller, President/CEO

Welcome to the 2021 Annual Meeting. What a year 2020 was! In the history of the credit union, I think it is safe to say we have never had to battle a pandemic and two major hurricanes. Our credit union is resilient and despite all of the challenges we faced in 2020, we were still able to: open a new corporate office, convert core processors and online banking, launch a new website, and so much more!

Even on top of all these major disasters and changes, our credit union continued our run of strong financial performance. We ended the year with total assets of \$157,788,704.05, a 49% increase from 2019! We were able to roll with the punches and manage expenses along the way to end the year with a net income of \$468,193.86. Our priority remains community development and being good financial stewards for the community, which is why our staff will continue to be 100% full of certified financial counselors to ensure you are in the best hands here at Southwest Louisiana Credit Union. Although 2020 was one for the record books, we have big plans for 2021!

Throughout all the disasters 2020 brought along, SWLACU was here for you the entire time. We processed extensions free of charge for over \$40 Million in loans. We waived over \$180,000 in fees for members during the disasters. In addition, for each disaster we offered no credit-check loans and low interest rate specials for travel trailers and RVs so that our members had a home to come back to. We stayed open during the COVID-19 pandemic as an essential business and opened our offices only a few days after Hurricane Laura hit by operating on cell service hot spots. Our commitment is and will always be to our members and to our community and we promise to always be there for you.

As a Community Development Financial Institution (CDFI), we have applied for and won several grants the past few years that allow us to invest more deeply in the communities we serve. In 2020, we invested \$585,200 of these grant funds into the community for initiatives like our tuition loans for technical skills programs and providing affordable housing options. I'm proud to say that we won our third grant that will increase that investment to over \$674,000 and allow us to increase the availability of financial services to underbanked and unbanked areas of our community through our partnership with SWLA Center for Health Services. We are currently working on our 2021 application, which is centered around adding the ability to provide business services (particularly micro- and small businesses) to our members!

Through our amazing community partner, the SWLA Center for Health Services, SWLACU plans to open our microbranch at the Health Center facility located at 2000 Opelousas Street in Lake Charles in 2021. At this branch, members will be able to undergo one-on-one financial counseling, open accounts, apply for loans, and conduct transactions through our new IBK Technology. This will be a full service branch and we anticipate opening this facility in 2021 whenever hurricane repairs are complete, and the technology is ready to be implemented.

The year 2020 was one full of challenges, but also one full of growth for your credit union. Southwest Louisiana Credit Union remains a financially strong and safe financial institution and will continue to be the leader of innovation in our community. Cheers to another year of growth, happiness, and safety!

Nominating Committee's Letter: Betty L. Mitchell-Chretien, Secretary

On behalf of Betty Mitchell-Chretien, Mike Dronet announced the following has been re-elected: Board of Directors 3 Year Term: Robert Collins and Chris Edwards, Supervisory Committee 3 Year Term: Charles Bennett. Mike Dronet asked everyone to congratulate these volunteers on being re-elected.

Annual Loan Report: Christina Davis, VP Of Lending

Chad on behalf of Christina, reported to the membership that 2020 was an exciting and memorable year for the Loan Department here at Southwest Louisiana Credit Union! A total of 4,551 applications were received in 2020. Of these applications, 1,374 were canceled and 826 were disapproved. A total of 2,351 were approved and disbursed for the sum of \$42,487,909.69 of which \$33,233,017.08 was new money!

Continuing with the Community Development Financial Institution (CDFI) 2018 Grant funding, the credit union was able to provide educational opportunities for high demand jobs in our area with the possibility of daycare or housing assistance. Three members were able to take advantage of the housing vouchers to pay their housing cost while enrolled in school. Southwest Louisiana Credit Union will continue to partner with Asset Builders of Southwest Louisiana in a match funding program in which the member saves \$1,000.00 and receives a match of \$4,000.00 towards a down payment for a home purchase.

With our Indirect Lending program, the member can finance their auto loan with Southwest Louisiana Credit Union with the flexibility of closing at the dealership! Keep in mind, if you do have your auto financed elsewhere, please know that we can match or beat that rate by up to 1% when you refinance with us here at Southwest.

Web Signatures deemed very useful this past year for our Consumer Loans here at Southwest. Our members were able to apply for a loan and sign the loan documents on their phone. The process is very easy and can be done without requiring the member to come into a branch. Also, in line with our vision to "Eliminate poverty in our communities," we will continue to have all become staff Certified Financial Counselors to help with your financial situations.

Thank you for being a member of Southwest Louisiana Credit Union!

Highlights

The hurricanes gave us a new "2020" challenge, but we quickly rose to the occasion. Though our branches received substantial damage, we were able to set up a temporary call center at Neighbors Federal Credit Union in Baton Rouge to respond to the service needs of our members and provide financial assistance to our SWLACU community. We immediately offered a hardship loan, loan extensions, and an RV loan special to assist members in getting back to the community who otherwise hadn't been able to due to damaged/unlivable homes. We hosted two food/water distributions for employees and four food/water distributions for members and the community. We also partnered with other credit unions to host supply pickups for tarps, water, shovels, etc.

This past Christmas brought some particularly difficult circumstances for families as our community was still reeling from the effects of back-to-back hurricanes and the ongoing COVID pandemic. We were able to spread a little joy by collecting toy donations at our main branch and distributing them between the SWLA Center for Health Services and KPLC's Community Christmas. We were also able to fund Christmas gifts for three separate member families who were denied Christmas loans and couldn't afford gifts due to hurricane expenses.

In early June with the support of our CEO, our marketing team collaborated with new community partners, McNeese State University's Upward Bound educational outreach program and the Seed Center, to bring financial education to high school students participating in the Upward Bound program.

We presented six weeks of education via Zoom to local high school students, parents and staff administrators. We were also able to bring in the Small Business Development Center to assist us in hosting some of the entrepreneurial courses. This was an amazing opportunity that we seek to further develop and continue providing to students and parents across Southwest Louisiana and beyond. We are thankful for the strong and meaningful connections we have with McNeese State University, one of our largest SEGs.

Unfinished Business: Mike Dronet, Board Chairman

No Unfinished Business or New Business to report at this time.

Adjournment of Meeting

A motion was made to adjourn the meeting at 6:38 pm by Jaime Gaines and seconded by Mira Bennett. The motion passed.

Door Prize Drawings

Door prizes were drawn.





RECOVERY





➔ PROSPERITY



2021 BOARD CHAIRMAN'S REPORT

Good afternoon to the great members of Southwest Louisiana Credit Union.

I hope this finds you all safe, well and happy. The year of 2021 was one of strong recovery, expansion, and record earnings for your credit union. Despite what happened to our community in the years of 2020 and 2021, we were strong and bounced back like only SWLA can. Our prayers go out to all members of the community who are still recovering and we pray for continued relief.

Though most of 2021 was spent recovering, we were able to complete some major projects for our members. We successfully reopened our Ryan Street office after it was completely destroyed by Hurricanes Laura and Delta except for the exterior walls.

We also expanded services to small businesses in our area. We can now open savings and checking accounts for small businesses as well as make loans for start-up capital, microbusinesses, equipment, and anything else you can think of to support small businesses in our community!

Lastly, in order to reach more people in Southwest Louisiana, we expanded our Field of Membership to include all those who live, work, or worship in the parishes of Calcasieu, Cameron and Beauregard. This will allow us to help more of those in our community who may be struggling financially or are looking for a new home for their finances.

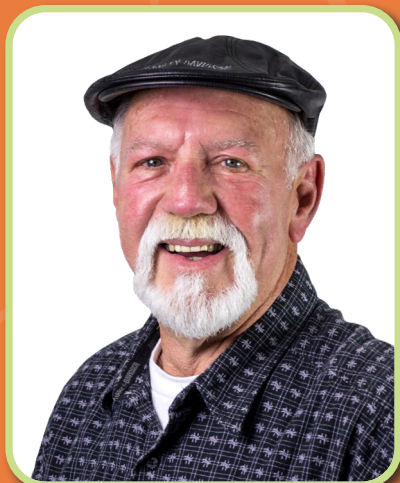
Myself, your Board of Directors, the Supervisory Committee, our CEO, and all of the amazing staff at Southwest Louisiana Credit Union will always be here for our members and our community. We wish that 2022 will find you all with perfect health physically, mentally, and financially.

Thank you for trusting us to be your financial institution.

Sincerely,

Mike Dronet

Mike Dronet
Chairman
Board of Directors



2021 BOARD TREASURER'S REPORT

It is my pleasure to report that Southwest Louisiana Credit Union had another outstanding year in 2021.

The credit union concluded 2021 with assets of \$153,121,700.00. This is a decrease of \$4,792,007.00 mainly due to withdrawals to cover damages from homes, structures and property that were incurred in 2020 from Hurricanes Laura and Delta. With this said, we ended the year with net income of \$2,652,135.00 and a loan to share ratio of 76.3%. The total amount of loans in 2021 was \$98,286,756, compared to \$85,465,985 in 2020. This equates to a 15% increase in spite of a 1.12% decrease in membership and 4.92% decrease in share growth.

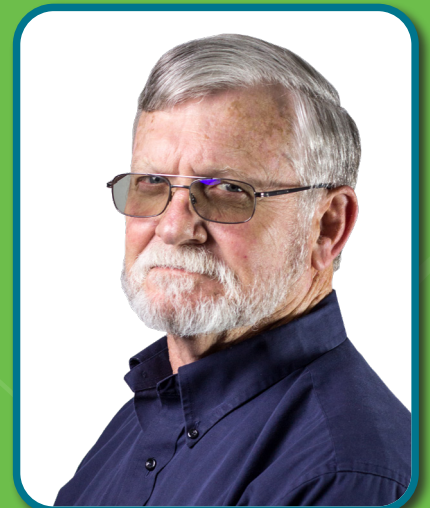
Overall, Southwest Louisiana Credit Union had a very successful year in 2021. The main reason for this success is the members and the caring, courteous and knowledgeable staff. Through hard work, planning and dedication by all of our staff and management our credit union is prepared to meet the needs of its members today and for many years to come while holding true to the values that have served us well for decades.

It is a great honor to be part of this organization, "members helping members."

Sincerely,

William Wilkie

William Wilkie
Treasurer
Board of Directors

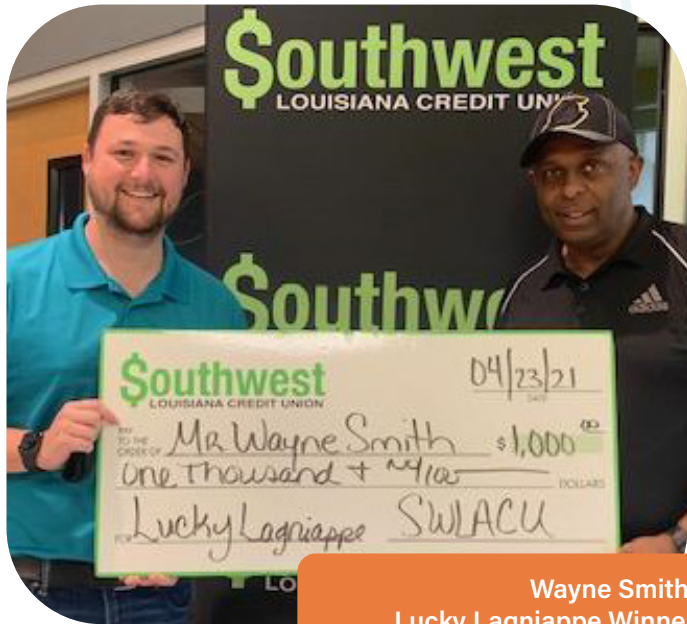




Supporting Oasis Women's Shelter



Celebrating Linda Sterling's 25th work anniversary



Wayne Smith, Lucky Lagniappe Winner

2021 FINANCIAL REVIEW

STATEMENT OF OPERATIONS (INCOME) AS OF DECEMBER 31, 2021

INTEREST INCOME

Loans receivable	\$6,123,708
Investment securities	\$348,273
	\$6,471,981
Interest expense	(\$600,021)
Net interest income	\$5,871,960
Provision for loan losses	(\$728,642)
NET INTEREST INCOME AFTER FOR LOAN LOSSES	\$5,143,318

NON-INTEREST INCOME

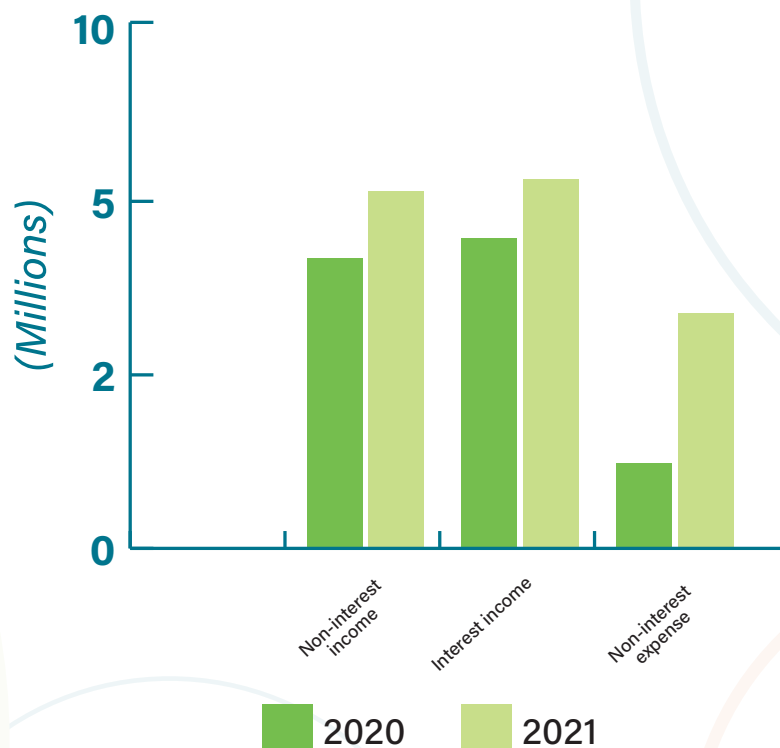
Service charges and fees	\$2,441,084
Other non-interest income	\$2,397,678
Gain/Loss on other securities	\$5,304
Gain/Loss on disposition of fixed assets	(\$52,302)
Other non-operating income	\$833,139
NET NON-INTEREST INCOME	\$5,624,903

NON-INTEREST EXPENSE

Compensation and benefits	\$3,845,779
Office occupancy and operations	\$2,637,046
Professional and outside services	\$463,515
Servicing and collection expenses	\$243,713
Other non-interest expense	\$926,033
NET NON-INTEREST EXPENSE	\$8,116,086

NET INCOME

\$2,652,135



2021 FINANCIAL REVIEW

STATEMENT OF FINANCIAL CONDITION DECEMBER 31, 2021

ASSETS

Cash and cash equivalents	\$15,719,291
Interest-bearing time deposits in other financial institutions	\$0
Investment securities, available for sale	\$26,012,474
Loans receivable, net of allowance for loan losses of \$1,313,736	\$97,197,870
Accrued interest receivable	\$404,738
National Credit Union Share Insurance Fund Deposit	\$1,402,444
Investment in corporate credit unions-at cost	\$412,657
Premises and equipment-net	\$8,271,278
Other assets	\$3,700,948
TOTAL ASSETS	\$153,121,700

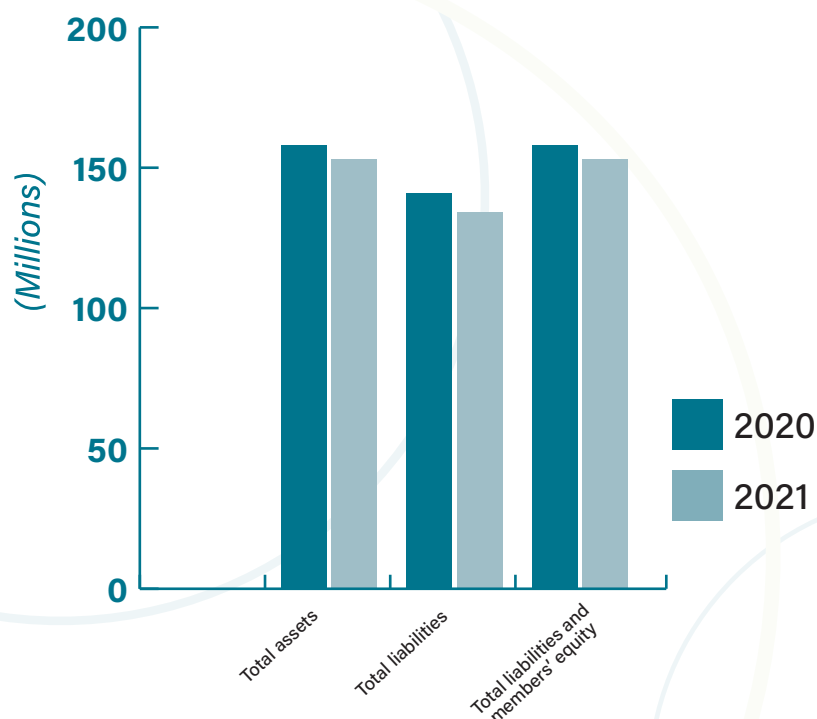
LIABILITIES AND MEMBERS' EQUITY

Members' shares and savings accounts	\$128,936,814
Accounts Payable	\$4,195,400
Accrued expenses and other liabilities	\$0
Non-member deposits	\$978,569
TOTAL LIABILITIES	\$134,110,783

MEMBERS' EQUITY, SUBSTANTIALLY RESTRICTED

Regular reserve	\$3,736,803
Equity acquired in merger	\$1,695,931
Undivided earnings	\$13,905,156
Accumulated other comprehensive loss	(\$326,973)
TOTAL MEMBERS' EQUITY	\$19,010,917

TOTAL LIABILITIES AND MEMBERS' EQUITY **\$153,121,700**





Ryan Street Lobby



SWLA Center for Health Services Branch

\$outhwest biz



2021 PRESIDENT/CEO'S REPORT



Dear Members,

Welcome to the 2022 Annual Meeting. The year 2021 was a time of great recovery for our credit union. A lot was accomplished, and we finished the year with record earnings and strong loan growth as we assisted the community in its recovery efforts from the year that was 2020.

While navigating recovery with our community and fighting diligently to re-open our Ryan Street location, we were still able to serve our members and continue safe, strong financial performance. We ended the year with total assets of \$153,121,700 (3% decrease from 2021) and loans totaling \$98,286,316 (15% increase from 2021). Net income for the year totaled \$2,651,136, a record-breaking earnings year for our credit union. All of these numbers indicate that Southwest Louisiana Credit Union is safer and stronger than ever! We commit to being a stable presence in Southwest Louisiana and being strong financial advocates in the community. The year 2021 was a year of strong recovery and 2022 will be a year of strong prosperity!

RYAN STREET RE-OPENED

On January 6th, 2022, we were able to re-open our Ryan Street location after suffering over \$1 million in damages from Hurricanes Laura and Delta in late 2020. If you haven't stopped by to view your new space, please do so! It is a very modern, beautiful layout, and our team is ready to serve you.

BUSINESS SERVICES

Southwest Louisiana Credit Union now offers Business Services! You've asked, and we've delivered. We now have a strong suite of Business Services including Savings and Checking Accounts as well as a variety of loan options including Microbusiness Loans, Start-Up Business Loans, SBA Loans, Commercial Real Estate, and so much more! We feel strongly that we can fill a void in our community through hyper-focus on Microbusinesses and Small Business Start-Ups.

SWLA CENTER FOR HEALTH SERVICES BRANCH

Through our amazing community partner, the SWLA Center for Health Services, Southwest Louisiana Credit Union has opened a branch at the Health Center facility located at 2000 Opelousas Street in Lake Charles. At this new branch, members can experience one-on-one financial counseling, open accounts, apply for loans, and conduct transactions through our new IBK technology. This is a full-service branch that is ready to serve the north Lake Charles community.

RESIDENTIAL COMMON BOND: CALCASIEU, CAMERON, AND BEAUREGARD PARISHES

In order to give more people the opportunity to grow with our family and eliminate eligibility barriers, we expanded our Field of Membership to include all who live, work, or worship in the parishes of Calcasieu, Cameron, and Beauregard. If you or someone you know fits in that statement, they can now join our amazing credit union!

The year 2021 was one of great recovery, but also one full of growth for your credit union. Southwest Louisiana Credit Union remains a financially strong and safe financial institution and will continue to be the leader of innovation in our community. Cheers to 2022, a year that will be full of prosperity!

Respectfully,

Chad Miller
President/CEO

2021 ANNUAL LOAN REPORT

The Southwest Louisiana Credit Union Loan Department had an outstanding year in 2021, breaking several loan goals.

We are excited to now be a Community Credit Union for potential members who live, work or worship in Calcasieu, Cameron or Beauregard Parish, providing access to lending opportunities that weren't previously available. Our focus is to make the loan process as smooth as possible while helping you achieve your financial goals.

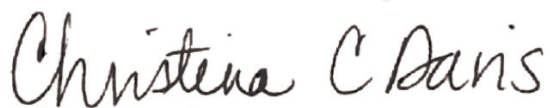
The Consumer Lending Department disbursed 2,909 loans to our members for \$36,657,641.96. We continue to utilize electronic signatures to help members get their loans with ease. What this means for you is you can apply online, sign your loan documents on your phone or computer, and get funded—all at your convenience. Indirect Lending is another program we offer to our members, which enables them to still use the credit union with the flexibility of closing at the dealership on the weekend or after hours.

The Real Estate Department booked 99 loans for \$9,928,057.00. In 2021, we were able to implement and offer Home Equity Lines of Credit (HELOC). The process is easy, and we can usually close these loans in 7-10 days.

We are proud to now offer business lending to our membership! We offer start-up loans, lines of credit, loans for rental property, or just about any collateral loan you can imagine.

We appreciate you being a member and giving Southwest Louisiana Credit Union the opportunity to serve you.

Sincerely,



Christina Davis
Chief Lending Officer



2021 SUPERVISORY COMMITTEE'S REPORT

The Southwest Louisiana Credit Union Supervisory Committee members—Allen Abshire, Terry Swire, and Chuck Bennett—are charged with protecting the credit union by diligently ensuring its safety and soundness. The Supervisory Committee are fellow members of the credit union who volunteer their time and talents to watch the normal financial activities and the electronic security of the credit union, as well as monitoring compliance with Federal and State requirements. These tasks are accomplished by conducting surprise audits, working with the Board of Directors, Management, Staff, and engaging Certified Public Accounting (CPA) firms to perform audits.

Southwest Louisiana Credit Union experienced a record year of growth in 2021. The Supervisory Committee, using contracted CPAs, are proud to inform the membership that this growth was accomplished while following all regulatory requirements and financial soundness. We have one CPA firm contracted to do an annual audit that looks at all aspects of the credit union, and one CPA firm that performs quarterly audits with a sharper focus on critical activities. The use of two separate CPA firms gives the Supervisory Committee an extra layer of checks and balances. We are proud to tell the members of this great credit union that these audits have found everything in order and secure. The Supervisory Committee will continue these audits and watch out for all the members' interests.



The Supervisory Committee, through the audits of the outside CPA firms along with our random auditing at the different branches, is confident that our credit union is secure now and into the future! The Supervisory Committee is immensely proud to say that the Board of Directors, management team, and our dedicated staff are taking great care of our credit union as we continue to grow.

I wish to thank my fellow committee members for their dedication to the credit union as well as the Board of Directors and staff for their support and cooperation. On behalf of the entire committee, we appreciate the opportunity to serve the members of Southwest Louisiana Credit Union and look forward to a secure and successful 2022.

With best regards,

Chuck Bennett

Chuck Bennett
Supervisory Committee Chairman



NOMINATING COMMITTEE LETTER

JANUARY 1, 2022

TO: SOUTHWEST LOUISIANA CREDIT UNION MEMBERS
FROM: 2022 NOMINATING COMMITTEE
EVENT: 2022 ANNUAL MEETING
WHEN: THURSDAY, APRIL 7, 2022 AT 6 P.M.
WHERE: CONTRABAND ROOM AT THE LAKE CHARLES CIVIC CENTER

Dear Member,

Southwest Louisiana Credit Union would like to invite its membership to our 2022 **Annual Meeting**. This is a time for members to meet their elected officials as well as office staff. A review of the past year and an overview of the coming year will be presented.

The Board of Directors of the Southwest Louisiana Credit Union adopted the state model by-laws in 1989, in which there has been a change in the nomination of elected officers. There will be no nominations from the floor. Vacancies shall be made by petition signed by one percent of the membership, with a minimum of **150** signatures and the maximum of **500**. The period for receiving nominations by petition shall, in all cases, extend 30 days from the date the petition requirements and the list of nominating committee's nominees are mailed to all members. To be effective, such nominations shall be accompanied by a signed certificate from the nominee or nominees stating that they are agreeable to nomination and will serve if elected to office. Such nominations shall be filled with the secretary of the credit union at least 40 days prior to the annual meeting. Certificate/petition sheets can be picked up at either office of the credit union.

The nominating committee submitted the following for election:

BOARD OF DIRECTORS

Betty Mitchell-Chretien	3-Year Term
Donna Smith	3-Year Term
Alton Childs	3-Year Term

SUPERVISORY COMMITTEE

Allen Abshire	3-Year Term
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Each nominee (by petition) shall submit a brief statement of qualifications with biographical data.

REMEMBER: File your nominations with Betty L. Mitchell-Chretien, Chairman of the Nominating Committee, care of Southwest Louisiana Credit Union by **March 1, 2022**.

Sincerely,

Betty L. Mitchell-Chretien

Betty L. Mitchell-Chretien, Secretary



Board of Directors



Alton Childs



Robert Collins



Mike Dronet



Chris Edwards



Kevin Istre



Betty L.
Mitchell-Chretien



Donna Smith



Gene Steech



Bill Wilkie

Supervisory Committee



Allen Abshire



Chuck Bennett



Terry Swire

2021 HIGHLIGHTS

MEMBER SERVICES

NEW FINANCIAL COUNSELING PROGRAM

We launched our \$mart Sense Financial Counseling Program last year with the help of our new Financial Counseling Specialist, Malana LaCombe. The program exists to help you build your financial health wherever you're at in life. Through financial counseling, we can help you repair your credit, build your savings, decrease or eliminate your debt or simply help you meet your financial goals. We are excited to add this program to the list of services we offer our members! To take advantage, sign up for an appointment with Malana on our website under "Financial Counseling."

“

After dealing with some financial struggles, our hopes for building our credit up and purchasing a home were diminishing. We knew what we needed to do, but just didn't know how to do it. That is, until we found out about the \$mart Sense Financial Counseling Program!

Because of what they taught us, we were able to purchase a home in less than two years.

We cannot thank Southwest Louisiana Credit Union enough for always being available to answer questions and guide us in the right direction.

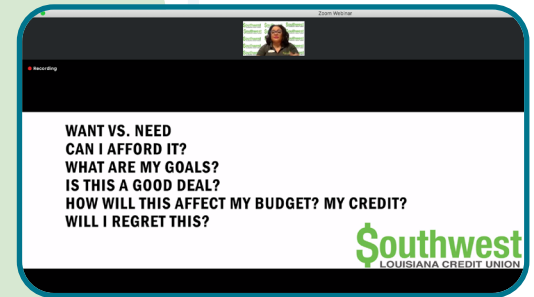
—Member testimonial

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\$mart money moves in 2021

In 2021, we hosted several financial education webinars through Zoom where we discussed financial tips and tricks, services, specials and FAQs as part of our "Smart Money Moves in 2021" series. This was a unique way for us to get education and resources into the hands of our members without having to be face-to-face. Thank you to all of our members who registered, participated and sent in questions! We will continue to provide you short, informational webinars until we can meet in person. Previous webinar videos are available on our YouTube channel and our website under "Financial Help."



NEW MOBILE APP & ZELLE

Our new mobile app launched in August, introducing a suite of new functions and making it easier than ever to mobile deposit, bill pay and keep track of account balances, all from your mobile device. Along with our mobile app, we added Zelle to our services, so you can now easily send and receive money from others—no matter who they bank with.



2021 HIGHLIGHTS

AWARDS & SPECIAL RECOGNITION

SCHOLARSHIP WINNERS AWARDED

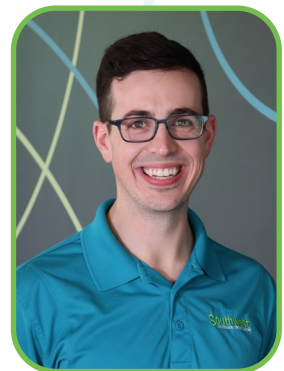
Every year, we offer our Financial Empowerment Scholarship to local scholars—two graduating seniors and two current college students—for help with housing, tuition, books and other expenses related to their higher education. We were proud to present \$1,000 scholarships to four outstanding students in the area for writing an essay on how they plan to stay on track financially during college. This past year's winners were Mark Conner of Sam Houston High, Lance Duhon of Lake Charles College Prep, Jasmine Jones and Fatimah Tijani of McNeese State University.



QUEEN, GEORGIADES JOIN SWLACU SENIOR STAFF

Caprisa Queen joined SWLACU as the new chief operations officer. Prior to joining SWLACU, Caprisa served as the president/CEO of CEFCU in Houston, Texas. She has experience in member services, loan processing, call center services and more. As COO, Caprisa oversees operations and member experience and is responsible for the branch network, member services department and the call center team.

Jon Georgiades joined the SWLACU leadership team as chief information officer. Prior to joining SWLACU, he served as the IT director for Lakeside Bank in Lake Charles. Jon has experience in network management, server maintenance, and disaster recovery plan implementation. As CIO, Jon is responsible for the IT department, data security and telecommunications.



CHRETIEN INDUCTED INTO LCUL HALL OF FAME



Mrs. Betty Mitchell-Chretien, our board secretary, was inducted into the Louisiana Credit Union Hall of Fame! If you know Mrs. Betty, you know she is so deserving of this honor. She has been part of the SWLACU family for 36 years, serving on the Board of Directors since 1985.

During this time, she has been an advocate for the credit union movement and influential in expanding our membership. She is a leader, motivator and ambassador, and we were happy to congratulate her on this huge achievement!

CITIZEN NAMED LCUL YOUNG PROFESSIONAL OF THE YEAR



Our very own Makeitta Darbonne-Citizen, director of community engagement, was named Louisiana Credit Union League's Young Professional of the Year for 2020! We are so proud to have Makeitta as a member of our team. The drive

and energy she brings day-in and day-out not only makes us better—but her ideas and initiatives help us serve you better! Congratulations Makeitta!

2021 HIGHLIGHTS

HURRICANE IDA DONATION

Our donation to the Disaster Relief Fund of the National Credit Union Foundation was our heartfelt way of helping credit union employees in southeast Louisiana who suffered losses from Hurricane Ida. Following Hurricanes Laura and Delta, our own credit union employees were helped by this fund, and we knew how much that assistance meant and how much it would mean to the families affected. The amount of the donation—\$20,827—was symbolic. The “827” recalled 8/27/20, the date that Hurricane Laura struck southwest Louisiana, a year prior to Hurricane Ida.



PACK THE TENT

We packed the green car to “Pack the Tent” for the Abraham’s Tent food drive in November. We loaded up and donated several canned goods and pantry necessities to Abraham’s Tent to help them stock up for 2022 and continue their mission of providing a hot meal to anyone who needs it!

COMMUNITY
OUTREACH

SPIRIT OF GIVING

As part of our annual Spirit of Giving project during the holidays, we were able to sponsor gifts for a handful of families in the area that have been involved in Project Build a Future. We have an ongoing partnership with Project Build a Future to make affordable housing available to local families through the Calcasieu Parish Police Jury’s Asset Builders program, and it was a joy to be able to bless them in this way!



\$outhwest

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