

Journey FCU hosts Annual Meeting of membership & introduces two new directors to Board of Directors

SAINT JOHNS, MI (February 24, 2023) — Journey Federal Credit Union (JFCU) held its annual meeting on February 21, 2023, to discuss its accomplishments in 2022 and future prospects. Chris Kowatch, Board Chairman, delivered a speech in which he lauded the work of the credit union staff in adapting to technological and policy changes, which have helped to increase member engagement and participation. Kowatch expressed the board's commitment to supporting the team to provide top-notch services to its members. He also acknowledged the passing of Stu Fitzpatrick, one of the directors, and the board's resolution to maintain his legacy and high standards.

Kowatch informed the members that the board had amended the bylaws, which reduced the number of directors from nine to seven. Jim Sheldon and Manish Paudel were recognized and welcomed to the board offering their unique perspectives and ideas, which the board believes will enhance the credit union's growth projections. The credit union's board is made up of Chairman Chris Kowatch, Vice-Chairman Ryan Austin, Secretary and Treasurer Roger Sosebee, Dean Sharick, Jim Sheldon, Manish Paudel, and Terry Thelen. The chairman expressed his confidence that the credit union's members would continue to support and trust the organization's commitment to providing personalized member service.

"One of our most significant achievements in 2022 was completely revamping and updating our core processor," said Jeffrey Kusler, Chief Executive Officer at Journey FCU. "This allowed us to improve our online banking platform, our mobile app, and the way our employees interact with our system. We are thrilled to report that these upgrades have resulted in a more seamless, efficient, and user-friendly experience for our members."

Kusler also mentioned that the credit union centralized its lending operations, enabling it to provide faster and more reliable lending decisions for the members. This move has led to faster turnaround times and more consistent loan decisions, which have increased the credit union's loan growth while also increasing its net worth ratio.

Other highlights in the report include:

- Chairman's Letter
- CEO Letter
- Supervisory Committee Overview
- Financial Statements
- Financial Summary

View the full report at <https://www.journeyfcu.org/about-us>.

The meeting concluded with a report from the CEO on the progress made to improve the credit union's culture. This included promoting employees from within, improving internal dialogues, updating the employee handbook, and increasing pay, leading to higher internal satisfaction scores throughout the year. "By investing in our team members, we are able to attract and retain top talent, which allows us to provide the best possible service and support to our members," said Kusler.

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About Journey Federal Credit Union

As a member-owned institution, Journey FCU is committed to putting our members first in all that they do. This means offering low-cost loans, competitive rates, and a range of financial products and services designed to meet the unique needs of their members. JFCU is also committed to providing personalized service and support, with a team of experts on hand to answer your questions and help you make the most of your membership. For more information, visit us online at journeyfcu.org.

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