

Iowa Credit Union League
Virtual Roundtable | Virtual Annual Meetings
August 19, 2020
1:30 – 2:30 p.m.

Updates from PolicyWorks | Anthony Cooper, Compliance Consultant

- ☐ Prior communication is key to make members feel comfortable and explain the why and how of virtual annual meetings.
- ☐ Make sure there is equal opportunity for voting. May need more than one kind.
- ☐ Make sure there is opportunity for members to feel engaged.
- ☐ Document your strategy for the annual meeting in case it is brought up during an exam.
- ☐ Two guidance documents on the [Division's website](#) on how to conduct an annual meeting.
- ☐ Vendor due diligence - make sure this is completed before your annual meeting.
- ☐ Division is putting out a new Board Oath document.
- ☐ Q: Are oath's needed and who administers the oath?
 - A: Yes, and it must be recited and does not need to take place at the annual meeting. Administration is up to each credit union.
- ☐ BHM Resources: <https://www.amcattorneys.com/icul-resource-library>
4/29 Guidance:
<https://creditunions.iowa.gov/sites/default/files/documents/2020/04/virtualannualmeetings.pdf>
- ☐ 6/12 Guidance:
https://creditunions.iowa.gov/sites/default/files/documents/2020/06/bod_election_virtualmeeting_variance.pdf
- ☐ Standard Bylaws:
https://creditunions.iowa.gov/sites/default/files/documents/2016/04/bylaws_form.pdf
- ☐ 6/12 Guidance for "In-Person" voting at the branch prior to the meeting expires at the end of the year. The Division has talked about making this available for future annual meetings as well, however, keep this expiration in mind if you are planning for an early 2021 annual meeting.

Credit Union A Panelist

- ☐ If member couldn't vote online, they went into the branch to vote on an iPad.
- ☐ Used Evote thru CUES
- ☐ WebEx Events – Members could listen only, not speak.
 - Could chat in objections.
 - Utilized presentation mode.

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- ☐ Speaking parts were been paired down to chair, election chair and CEO.
- ☐ Re-Org meeting will take place directly after annual meeting via WebEx Meeting
- ☐ Pre-registration for quorum.
- ☐ Recording annual meeting.
- ☐ Q: What's the pre-registration process for members? How did you communicate that information to them?
 - A: Statement insert, social media, website. Includes link to register on WebEx page. Credit union gets a notification when somebody signs up.
- ☐ Q: If using iPads in branches to vote, what COVID restrictions are you following?
 - A: Following all COVID guidelines and iPad are cleaned and sanitized and kept by the tellers.

Credit Union B Panelist

- ☐ Utilized the Zoom platform.
- ☐ Utilized online balloting which is part of their online banking and provided paper ballots for those who didn't have online access.
- ☐ Committed to keep the meeting short - 30 minutes in length.
- ☐ Created a script and rehearsed prior to meeting.
- ☐ Asked for questions during registration and had chat available for questions and for making motions.
- ☐ Posted a recording of the meeting and a survey for feedback.
- ☐ Introduction of staff and teams to the membership prior to starting the meeting.
- ☐ Needed to have staff available for technical assistance.
- ☐ Streamed the meeting on Facebook and their website.
- ☐ Q: When did you hold your annual meeting, during the week or evening?
 - A: Meeting was held Wednesday evening at 6:00 p.m.
- ☐ Q: How did you do registrations?
 - A: Members were taken to a landing page to register thru Zoom.

Becky Zemilicka | Mindseye Marketing

- ☐ Best Practices:
 - Test all forms of communication from app, browser, mobile device at the same time so you can see the experience of the video.
 - Rehearse script and technology. Need to have someone as a "director" to run the meeting.
 - OBS streaming software if you have a lot of moving parts.
 - Need to over communicate to your members. It's more vital with a new communication tool.

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- Create a “How to log in” video. Have a phone number available with staff to help members get logged in.
- Have back ups for everything, mic, laptop, camera, internet, etc.
- Ask for feedback from your members.
- Q: How have credit unions been keeping the voting anonymous if members raised their hands?
 - A: With the motions, we instructed members to chat us (the host/panelists) their name & "I move ____". I thought that might be lengthy, but it really wasn't.

Q&A

- Q: Can the annual meeting be an emailed report? If uncontested, can voting for board members be a notice?
 - A: There needs to be a component that allows people to listen, chat, etc.
- Q: Since quorum and voting are integral/vital, how is the verification made for the person joining online to be a valid member? How do you manage this piece?
 - A: Registration process and cross reference against that list to verify who was to be in the meeting. Zoom *webinar* format and set it so members can't see or communicate with each other. Only the host & panelists could see the hand raises.
- Q: Major hurdles experienced when hosting virtual meetings in general?
 - A: Need to determine what platform and how to have members interact.
- Q: Can any voting be done before the actual meeting?
 - A: Yes, must have all forms for voting.

REMINDER: Send resources you're willing to share with other credit unions and credit union questions to covid@iowacreditunions.com.

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