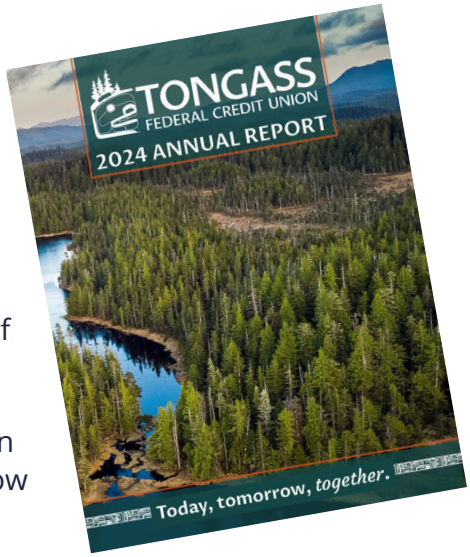
March 2025

TONGASS FEDERAL CREDIT UNION

Vol. 06 Issue 02

COMING TOGETHER AT OUR ANNUAL MEETING



On February 28, we gathered in person at Cape Fox Lodge and online for our 2025 Annual Meeting. It was wonderful to connect with more than 100 members from across Southeast. Everyone who joined us got a copy of our 2024 Annual Report (you can still find it online at TongassFCU.com), and we shared updates from Board Chair Scott Edwards, Treasurer Jennifer Etten, our Supervisory Committee, and President/CEO Helen Mickel. We also premiered our new Spirit of the Tongass video—be sure to check it out on our homepage if you haven't yet!

We were excited to vote in and welcome a new board member: Guylynn Hanson from Petersburg! Guylynn owns Glacier Express Café and is a longtime ALPS, now Tongass FCU member. We also gave a big thank you to Director Gavin Hudson, who wrapped up his service on the Board after several years of dedication.

It was a great way to reflect on the year, celebrate what we've done together, and look ahead to what's next.

HELLO SKAGWAY!

We're officially serving the Skagway community! This isn't a typical branch—it's our first digital site, and it's built to meet the unique needs of the area. You'll find us in the Portland House at the Skagway Development Corporation.

From here, we'll offer weekly in-person visits along with full access to all Tongass FCU services. Need a debit card? Want to open an account? Looking for youth services or business support? We've got you covered. There's already an ATM on-site, and we're installing an Interactive Teller Machine (ITM) this fall so members can video chat with a Tongass team member during business hours.

It's one more way we're making it easy to stay connected to your accounts—especially if you're traveling through Southeast. We're proud to serve Skagway and excited to grow with the community.

BUSINESS BILL PAY IS HERE

Business Bill Pay is now available in online banking and our mobile app! We know how important our business members are—they help keep our communities strong and thriving. That's why we're always working to make it easier for them to succeed.

With this new tool, you can schedule recurring and one-time payments, keep things organized, and save time managing expenses. It's one more way we're providing the services our business members need—whether you're launching something new or growing an established operation. If you'd like help getting started or want to learn more about our full suite of business services, we're here to help.

SHARING THE TONGASS FCU STORY IN D.C.

In March, a group from our team and Board traveled to Washington, D.C. for the America's Credit Unions Governmental Affairs Conference—and we couldn't be prouder of two of our own who took the stage.

Denise Hudson joined the "Leaders of Color" panel for the Young Professional's Group (the Crashers), where she shared her story, her work at Tongass FCU, and her thoughts on where credit unions are headed. Jade Jordan opened the DEI Roundtable by honoring the Indigenous peoples of the D.C. area and spoke about the incredible work happening through the Native American Credit Union Coalition.

They did an amazing job representing Tongass FCU and Southeast Alaska—sharing our values, our mission, and the impact of the work we do together.

GO PAPERLESS AND WIN!

Want to make life a little simpler and a little greener?

Sign up for eStatements and you could win $250! If you're enrolled by April 30, you'll be automatically entered in the drawing.

eStatements are faster, safer, and more convenient than paper—and they help us cut down on waste. Signing up is easy: just log in to Online Banking and enroll.

Don't miss your chance to win (and clean up your mailbox at the same time)!

CLOSURES THIS QUARTER

May 26, Monday, Memorial Day

June 19, Thursday, Juneteenth

Today, tomorrow, *together*.

2024 BOARD OF DIRECTORS (ELECTED)
Scott Edwards, *Chair*; Mark Tollfeldt, *Vice Chair*; Audrey Hudson, *Secretary*; Jennifer Etten, *Treasurer*; Ron Connor; Michelle Cleaver; Mike Cruise; Rob Steward; Guylynn Hanson.

SUPERVISORY COMMITTEE (APPOINTED)
Georgianna Zimmerle, *Chair*; Janice Hill, *Secretary*; Jason Custer, Dirk White; Joe Mainardi

EXECUTIVE TEAM
Helen Mickel, *President/CEO*
Josh Cridlebaugh, *VP Finance*
Gracia O'Connell, *VP of Operations*
Laura Castetter, *VP of Marketing*
Lucette O'Hagan-Lovell, *VP of Commercial Lending*
Luree LeBrock, *VP of Real Estate Lending*
Steve Smith, *VP of Lending*