



Tidemark Federal Credit Union Loan Membership Proposal + Fast Track

March 11, 2024

CU Business Group is pleased to provide this proposal to assist Tidemark Federal Credit Union in supporting their business lending program. The CU Business Group team has helped hundreds of credit unions do just that over the past 20 years. Our expertise is second to none when it comes to a complete package of business lending services including policy and procedures, compliance, and staff training.

Our Philosophy

CUBG commenced operations in 2002 with the sole purpose of providing expertise and support for credit union business services programs. We have grown from working with 1 credit union in 2002 to working with 660+ credit unions in 48 states today. Our fundamental philosophy is to provide in-depth, quality analysis and services that include solid recommendations and ensure that safety and soundness is balanced with opportunity and growth. Over the years this strategy has paid off, as CUBG credit unions have performed far better than industry peers in MBL credit quality, as illustrated by the graphs included later in this proposal.

The CUBG team consists of 70 business services professionals that perform detailed work throughout all stages of business services. Our services and expertise cover all aspects of product development, market analysis, operations, systems, sales, staff training, and many other areas.

It should be noted that CUBG's credit union clients typically realize the value our relationship brings beyond just building the program, and many stay with us year after year as we support their program through all phases of the business services lifecycle.

The Comprehensive Loan Membership Package

CUBG can help support Tidemark FCU's business lending program with full access to our policies, procedures, templates, and all the resources we have developed over the last 20 years. Member credit unions receive transaction price discounts.

Highlights of the Loan Membership program include:

Business Lending

Policies – A comprehensive business loan policy for Tidemark FCU. Our policy template covers commercial and member business loans and participations.,. You will also receive annual policy updates as part of the Loan Membership. Our policy is widely accepted by examiners throughout the country and has been continuously updated and enhanced over the years.

Forms – Sample business loan application, personal financial statement, and application package checklists ready for your use. CUBG also has a full set of lending procedures and templates for other lending related



processes, including participations and risk monitoring of your loan portfolio. These are found in our Resource Library, a collection of support documents available only to our Member credit unions.

Underwriting – CUBG will underwrite loans for your credit union on an as-requested basis. Underwriting and documentation costs are based on the complexity of the loan underwritten; these fees can typically be passed on to the borrower.

Documentation – Loan documents are also available upon request. Your credit union can utilize our loan doc system as needed even if CUBG does not underwrite the loan. Our loan documents are warranted as fully compliant in all 50 states.

Annual Reviews – CUBG has a team of analysts that can perform a full range of annual review services including the option for ongoing risk monitoring. This essential part of portfolio management is an easy thing to outsource to stay caught up.

Participations – CUBG's network of 660+ credit unions offers a unique opportunity to buy or sell business loan participations via CUBG's online Loan Marketplace.

The Fast Track Program

The Fast Track Program includes an online application and portal for borrowers and credit unions to process loan requests. CUBG assists with policy and product development, implementation, and staff training. Highlights of the Fast Track program include:

Small Business Lending

Policy and Compliance – CUBG will provide our small business loan policy template for Tidemark FCU to use and adapt as needed. Our small business loan policy template covers all requirements of small business lending and CUBG will help customize this for your credit union. A small business loan underwriting matrix is also provided, which can be adapted and customized for the credit union.

Online Application and Forms – The Fast Track online application gives the credit union an advantage in collecting small business loan requests efficiently. The online application portal is customized and branded for Tidemark FCU.

CUBG's Fast Track Program also includes all the information and tools needed to help Tidemark FCU gather the borrower documentation and efficiently submit loan requests. The Fast Track program allows the credit union to automatically pull credit along with the application. The system includes integration with a credit provider or can be customized to integrate with your preferred vendor.

Fast Track Small Loan Underwriting – Our Fast Track service allows for fast, easy, low-cost processing of simple small business loans. The Fast Track Program comes with an auto decisioning tool for instant decisioning and next-day turnaround for loans that require further analysis. This makes Fast Track an excellent solution for quick and efficient processing of small loan requests.



Additional Fast Track Options Available:

CUBG's Fast Track program allows for optional enhancements and training for additional one-time fees.

Optional Enhancements

The following list of optional enhancements includes up to 10 hours of implementation engineering support from Velocity Solutions to assist in configuration and support of:

- Automated Adverse Action notifications
- KYB/KYC compliance
- LaserPro integration, additional fees from this provider may apply
- Adjustments to spreading and risk rating matrix
- Modified set of product configurations

Additional Training:

If the credit union is taking advantage of the optional enhancements, Tidemark FCU can receive up to 3 days of training by the Velocity Solutions training team. This is a one-on-one training can be delivered remotely or on-site. For on-site visits, travel expenses will be billed separately.

Education

Our education curriculum includes a full suite of webinars, in-person training, and an annual business services conference. CUBG offers a full line of education courses covering business loans as well as deposit products compliance, operations, and sales techniques. All of these are discounted for Member credit unions, and all entry-level webinars are free to Members. As a Member of CUBG, Tidemark FCU will receive discounted pricing to attend all events.

Loan Membership Time Frame and Fees

CUBG's Loan Membership program is the most cost-effective way to structure our full support of Tidemark FCU's business lending program. This is a 12-month commitment from CUBG to ensure Tidemark FCU's business lending program is fully supported and offered in the best possible way.



Membership Options:

To demonstrate our flexibility, we are offering a variety of program options for Tidemark FCU to consider:

- ☐ **Loan Only Membership: \$3,500**
The Loan Only Membership provides the business lending related services described under the heading of business lending. The Loan Only Membership does not include any support for Fast Track.
- ☐ **Fast Track: \$7,500 annually**
The Fast Track program, which provides the online application and portal for business borrowers to submit small loan requests directly to both the credit union and CUBG for fast and efficient small loan processing. The optional enhancements and onsite training are available for an additional one-time fee.
- ☒ **Loan Member, Fast Track: \$10,000 annually**
If Tidemark FCU would like to take advantage of all three services with CUBG, we will discount the fees into one package price.

Proposal Acceptance

Proposal Accepted by Tidemark Federal Credit Union

Pamela Fleurette

Tidemark Federal Credit Union Signature

Pamela A. Fleurette, CEO

Print Name

CEO

Title

6/12/2024

Date



CU Business Group Products and Services

Strategic Consulting

- Board and management education
- Strategic options for building your business services program, including recruiting/interviewing
- Market demographics, program potential, and breakeven analysis customized for your credit union

Business Deposit Consulting

- Structure and pricing of core deposit accounts and package services
- Assistance with implementation of treasury management services and other advanced products including remote deposit capture, ACH origination, merchant services, and account analysis
- Operations, compliance, and systems guidance and expertise

Business Lending Operations

- Policy development with annual updates, forms, and procedures
- Loan servicing for conventional and SBA loan portfolios
- Education and training in operations, compliance, and all aspects of business lending

Business Loan Origination

- Commercial real estate, term, lines of credit, construction, agriculture, and SBA loan underwriting
- Complete analysis and risk-rated credit presentation or a la carte services
- Loan documents compliant in all 50 states
- Independent appraisal reviews

SBA Services

- Ongoing support through all stages of the SBA lending process
- Access to a team of trusted and knowledgeable SBA experts
- SBA compliance assistance

Fast Track Online Portal for Small Loans

- Credit union-branded portal for online applications and secure document transfer
- Fast, efficient, and low-cost processing of small loan requests

Risk Monitoring/Annual Reviews

- Periodic financial review and analysis of business loans, including updated risk ratings
- On demand expertise in problem loans and workouts

Loan Participation Network

- Online Digital Loan Marketplace and established network to make buying or selling easy
- Standardized processes, parameters, and legal agreements
- Servicing of the entire participation and one point of contact for all participants

Loan Sourcing

- Expertly sourced commercial real estate lending opportunities delivered to your credit union
- Alternative lending sources that provide opportunities for superior pricing, terms, and loan structure

Business Loan Portfolio Review and Quality Control

- Independent loan reviews for quality assurance and management comfort

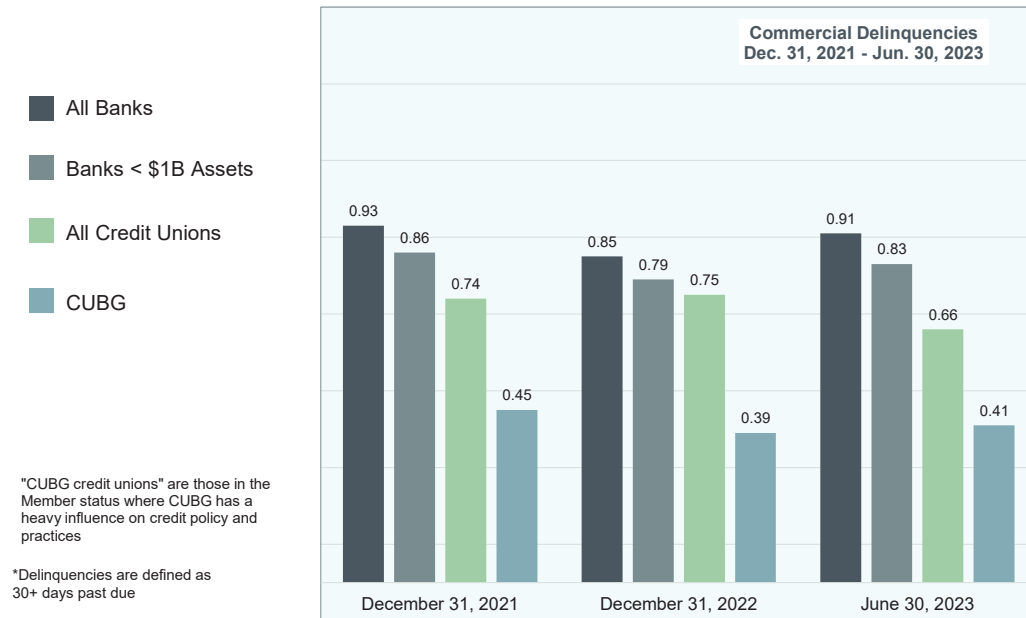
Education

- On-demand training, live webinars, regional in-person courses, and two national conferences
- Customized training to fit your credit union or association's needs



Three-Year Business Lending Track Record

Commercial Loan Delinquencies as a Percent of Outstandings



Commercial Loan Charge-Offs as a Percent of Outstandings





Senior Leadership

Justin Conrey, President/CEO

21 Years of Experience



Justin is the President/CEO of CU Business Group, and an experienced banking executive with more than 21 years of commercial lending experience at both credit unions and community banks. Justin started with CUBG in 2017, bringing a unique perspective as both a former CUBG client and an employee. Justin has extensive experience in managing teams within the commercial, consumer, and mortgage areas, including the commercial team and business lending department at a now \$4 billion credit union. Justin's background also includes time as the Chief Credit Officer for a community bank, overseeing commercial, mortgage, and consumer lending. In his role at CUBG, Justin leads program and product development, manages the CUSO's staff and teams, and consults with credit unions on business services strategies. Justin also serves on CUNA's Associate Business Membership Advisory Committee.

Rachel Snyder, EVP

26 Years of Experience



Rachel has worked in the credit union industry for 26 years. She began working with CU Business Group in 2002. Her primary responsibilities at CUBG include consulting with credit unions on all aspects of business services, with an emphasis on advanced deposit products such as merchant bankcards, remote deposit capture and ACH origination, as well as other package products. Her background includes significant experience in the credit union industry at both natural person and corporate credit unions, and in 2018 she became a certified Credit Union Development Educator (CUDE). Rachel has also worked with several small businesses and non-profits throughout her career, giving her an in-depth understanding of the financial needs of a variety of organizations.

Julie Engen, SVP/Credit Administration

40 Years of Experience



Julie brings more than 40 years of experience to CU Business Group. Prior to joining CUBG, Julie served in several commercial banking management roles at Citizen's Business Bank in Southern California. There she had numerous responsibilities including reviewing and approving commercial credit requests, restructuring and renegotiating credits, and business development, loan sourcing, and commercial and construction loan portfolio management. In her role at CUBG, Julie helps credit unions analyze and underwrite business loans and assists with loan structuring, pricing, and all other aspects of business lending and portfolio management. She also advises CUBG's junior lending staff in underwriting and credit management.

Angela Back, SVP/Senior Business Services Officer

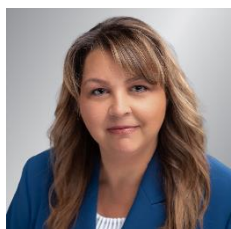
26 Years of Experience



Angela has more than 26 years of experience in commercial banking and working with small business owners. Prior to joining CUBG Angela served as Vice President/Commercial Lender of a Kansas-based community bank where she was responsible for a \$70 million portfolio. Angela also spent 11 years at the \$1.3 billion Meritrust Credit Union where she served as Director of Deposit Strategies and Director of Business Services. Angela has extensive experience in business development, commercial deposits, and all types of commercial lending including hospitality, construction, C&I, and SBA lending. In her role at CUBG, Angela consults with credit unions throughout the United States on all aspects of business services.

Christie Allan, SVP/Processing, Closing, and Servicing

36 Years of Experience



Christie has 36 years of commercial banking experience focused on community business lending, portfolio management, and back-office operations. Christie has expertise in commercial real estate, construction, and C&I lending, as well as special assets, and portfolio and servicing management. Prior to joining CUBG, Christie served as Vice President at a \$17 billion business bank headquartered in Southern California. In her role at CUBG, Christie leads a team of commercial loan servicers, processors, and closers who focus on providing efficient and responsive service to credit unions.



CUBG Relationship Programs – Services and Benefits

CUBG Service	Specialty	Member
Ability to use loan underwriting, analysis, and consulting services	✓	✓
Access to participation network of 650+ CUs for standardized processes, procedures, and servicing	✓	✓
Use of Loan Marketplace platform for buying and selling commercial loans	✓	✓
Access to CUBG trusted partners	✓	✓
Can attend CUBG education courses, webinars, national conferences	✓	✓
Full-service SBA program available	✓	✓
Loan servicing system available		✓
Business loan forms, checklists, etc.		✓
Set-up on LaserPro loan documentation system		✓
CUBG participation policy template		✓
Complete access to CUBG staff expertise on participations		✓
Discounted fees on participation transaction services and education		✓
Free 100 level on-demand webinars		✓
Full CUBG MBL policy template with annual updates		✓
Discounted fees on loan transaction services and education		✓
Complete access to CUBG expertise on business loans and regulations		✓
Complete business deposit consulting, resources, and support		✓
Members-Only access to CUBG resource library of forms and templates		✓