

January 2, 2026

Dear Valued Member,

We would like to take a moment to thank you for your continued support and to sincerely apologize for any inconvenience or uncertainty you may have experienced over the past several months.

During this time, we have been working diligently to restructure our credit union to ensure long-term stability and to maintain the dependable, member-focused service you rely on. As a small credit union, these changes were necessary to strengthen our operations and position us for a successful future.

As part of this restructuring, we are pleased to welcome our new manager, **Cher Long**, whose experience and leadership will help guide our organization forward. We have also strengthened our staff and volunteer teams to better support our members.

Employee Staff

Cher Long, Manager
Grace Sims, Administrative Assistant

Volunteer Leadership Teams

Board of Directors

Julie May, President
Melanie Davis, Vice President
J.D. Lewis, Treasurer
Teresa Frazier, Secretary

Supervisory Board

Lori Hazell, President
Jamie Poppinga, Secretary
Robert Wideman
Kristin Largent

Credit Committee

Elizabeth Hackett

We are sincerely grateful to these volunteers for their time, dedication, and service to our credit union.

What We've Been Doing to Serve You Better

To improve functionality, efficiency, and the overall member experience, our employees and volunteers have participated in extensive one-on-one training and support with:

- Cornerstone Resources
- Millennium Corporate Credit Union
- APT Consulting
- Missouri Division of Credit Unions

These efforts are focused on strengthening operations, improving compliance, and enhancing the services we provide to our members.

Next Steps

As we continue moving forward, our next steps include:

- Ongoing and extensive training for employees and volunteers
- Attending conferences to expand networking and industry knowledge
- Embracing opportunities offered by our current partners to expand services and improve organizational management

We acknowledge the challenges that occurred and appreciate our members' patience as we took steps to correct them. Please know that all volunteers and employees continue to do everything possible to ensure these changes work for the better, and we truly appreciate your continued trust.

If you have any questions or concerns, please feel free to contact us at:

Phone: (660) 827-9518

Email: bhecu@iland.net

As we look ahead, we are excited for the New Year and the positive changes underway. We are confident these improvements will allow us to better serve you and strengthen our credit union well into the future. Be watching for some exciting new opportunities coming your way!

Sincerely,



Julie May
President of Board of Directors
Bothwell Hospital Employees Credit Union