

Membership Matters

A Message from Our President & CEO

We hope that 2026 is off to a good start for you! I'm sure you share my sentiments of looking forward to warmer weather and more daylight as we put one of the more active winter weather seasons of recent memory in the rear-view mirror.

If you've read my messages through the years, this topic may be familiar to you, but it's one that I like to periodically put front and center.

How Credit Unions Differ From Other Financial Institutions: We're Not-for-Profit

It's not to say profits do not exist; rather, it's what we do with "profits." There are three ways in which profits are utilized. As a cooperative, the first is that we return it to our member-owners. We do this through our rate structure on deposits and loans in addition to our fee structure. In short, we want to give our members the most favorable rates we can on deposits and loans coupled with minimizing fees.

The second way we utilize profits is to invest in the credit union's growth and infrastructure so we can better serve you and expand our reach to more members. In the past couple of years, you may recall that we upgraded our core data system, implemented a voice recognition system to improve the call experience, and refreshed our Web site.

The third way we utilize profits is less noticeable to members directly, but equally important as the first two uses of "profits." Income that is left after expenses and not deployed as described in the first two examples above goes to retained earnings. This is important because retained earnings divided by assets equals our net worth ratio. Our net worth ratio reflects the strength of our capital position. To be considered well-capitalized, the ratio should be higher than 7.00%. I'm pleased to say that as of year-end 2025, our net worth ratio was 8.35%. You may recall that I refer to this as our "rainy day fund." Thus, it's important to build reserves because there will be rainy days.

How Credit Unions Differ From Other Financial Institutions: We're Governed by Volunteers

That's correct, our Board of Directors serves without pay. They are elected by the membership to represent the best interests of the membership. Directors give of their time and talent for the betterment of the cooperative.

When you put all of this together—how we return value to members, invest in better service, and build a strong "rainy day" fund—you can see the cooperative model at



work. And that's where our volunteer Board really matters. Because they serve without pay and are elected by you, they help ensure that every decision stays grounded in the same values that shaped credit unions from the beginning. It's a structure that keeps us focused on people, not profits, and it's what allows your credit union to keep serving you with purpose and stability year after year.

With Gratitude,

Dion L. Williams

Board of Directors

The Piedmont Advantage Board of Directors represents the history and tradition of the credit union as well as a commitment to the members and communities we serve.

Directors are volunteers and serve without compensation; so their time, talent and knowledge are shared with the credit union as a labor of love.

Tom Mekis
Chairman

Mark Saunders
Vice Chairman

Diana Santos-Johnson
Secretary

Mark Linville
Treasurer

A.J. Eaker
Howard Henry
Justine Lerch
George Price
Jeff Reynolds

Jim Taylor
Chairman Emeritus

John Reece
Director Emeritus

Gene Sharp
Director Emeritus

Supervisory Committee

The Supervisory Committee ensures the Board safeguards assets and management complies with the organization's established policies. Committee members are also volunteers. Their gift of time demonstrates a commitment to the credit union's success.

A.J. Eaker
Chairman

Toni Douglas
Secretary

Mary Vitale

PACU Day's Special Guest Highlights How Differences Are Strengths

Presidents Day is often a time to reflect on leadership and the values that shaped our nation. At Piedmont Advantage Credit Union, it has taken on a more personal meaning.

This year's PACU Day, held on Monday, February 16, featured guest speaker Dr. Pam Cobler, an educator, consultant, author and nationally recognized disability advocate. Dr. Cobler's remarks were deeply personal and widely meaningful, challenging PACU teammates to rethink how they define difference, resilience and success.

Dr. Cobler opened by sharing her own story, describing a traumatic motorcycle accident that resulted in a spinal cord injury and permanently altered the course of her life. She spoke candidly about how she now views her journey in two distinct chapters, "pre and post injury," reflecting on how her experiences reshaped her perspective and reinforcing a lesson she attributes to herself: "Life is one of our greatest teachers."

From that foundation, Dr. Cobler invited teammates to consider how difference shows up in every room, and it can be reframed as a strength rather than a limitation.

"Being different is extraordinary," she said. Throughout her remarks, Dr. Cobler emphasized that resilience is not reserved for extraordinary circumstances or people. Instead, it is built through intention, repetition and the willingness to take action even when conditions are imperfect.

She also encouraged teammates to reflect on the influence of their personal and professional environments, noting that growth is often shaped by proximity. "You are the sum or the average of the five people that you're around most of the time," Dr. Cobler said, urging the group of 100 in attendance to be intentional about the people, habits and ideas they allow to shape their days.

Dr. Cobler reinforced that meaningful change rarely happens all at once. Instead, it is the result of small, consistent actions practiced over time. Giving credit to author John Maxwell, she said, "Small habits create lasting change," adding that "daily habits are what shape the future."

As she concluded, Dr. Cobler returned to the theme of resilience, not as the absence of hardship, but as the decision to rise anyway. "Resilience is to rise when the world expects you to fall," she said.

Reflecting on the day, President & CEO Dion Williams said Dr. Cobler's message captured the heart of PACU Day itself. "Dr. Cobler reminded us that leadership isn't defined by position or circumstance. It's revealed in how we respond, how we grow and how we show up for one another. PACU Day exists for moments like this, when our teammates leave not just informed, but inspired."

PACU Day has grown into a celebrated tradition. By dedicating Presidents Day to learning, connection and growth, the credit union continues to strengthen its culture and invest in the people who bring its purpose to life every day.



Dr. Pam Cobler (center) with Christy Tilley (Dr. Cobler's colleague, left) and PACU's SVP of Marketing Kim Adkins (right).

Upcoming 2026 Holiday Closures	
Good Friday	Friday, April 3
Memorial Day	Monday, May 25
Juneteenth	Friday, June 19
Independence Day	Friday, July 3
Labor Day	Monday, September 7
Columbus Day	Monday, October 12
Veterans Day	Wednesday, November 11
Thanksgiving	Thursday, November 26
	Friday, November 27
Christmas Day	Friday, December 25

Sign Up Today for the PACU Foundation's Flying Colors Charity 5K and Fun Run

Join us for the PACU Foundation's fourth annual Flying Colors Charity 5K and Fun Run on **Saturday, June 13, 2026**, at Forsyth Country Day School in Lewisville, N.C.

The PACU Foundation's Flying Colors Charity 5K and Fun Run is a day of community unity. Whether you run, walk or cheer from the sidelines, you're part of the Flying Colors family to uplift others. Your involvement translates into meals, shelter, medical support, education and brighter futures for those in our neighborhoods who need it most.



Ready to join in the fun? **Scan here!**

PACU's DI Committee Honors Black History Month with Special Tour



In recognition of Black History Month, our Diversity & Inclusion Committee sponsored a powerful visit to the International Civil Rights Center & Museum in Greensboro for teammates and guests.

Guided by the incredible Angelia Joyner, we were reminded how decisions, often made by a few, can profoundly shape the lives of many, sometimes for no reason other than the color of their skin. We also learned something just as important: the fight for civil rights was carried forward by people of all colors, ages and backgrounds, united by courage and conviction.

One truth stayed with us. Black history isn't separate from America's history. "It is America's history," said Angelia.

Pictured with our teammates and guests is our tour guide Angelia in the center, wearing the red shirt.

PACU's Retired COO accepts Lifetime Achievement Award

With humility, gratitude and a standing ovation from peers across the Carolinas, Sandy Milton, recently-retired Chief Operating Officer, officially accepted the Carolinas Credit Union Foundation's Lifetime Achievement Award during the Foundation's Launch Gala on Wednesday, February 11, in Concord.

The award honors Sandy's more than four decades of service to the credit union movement.

"I never dreamed when starting out as a temporary teller how my career would evolve," Sandy said in her acceptance remarks. "Working in credit unions is truly a passion, helping members achieve those financial wins and seeing coworkers grow."

Hosted as part of the Foundation's premier annual events, the Launch Gala brings together credit union leaders, advocates and supporters from across North Carolina and South Carolina to celebrate impact, leadership and the future of the movement. Sandy's acceptance marked one of the evening's most meaningful moments, both a celebration of her legacy and a reflection of the values that continue to shape the industry.

Sandy joined Piedmont Advantage in 2013 and was named Chief Operating Officer in 2024. Throughout her career, she has been recognized as a steady, thoughtful leader who modernizes with intention, mentors generously and never loses sight of the member experience. Her influence spans digital transformation, service strategy, organizational culture and leadership development.

"There are leaders who drive results, and there are leaders who shape futures. Sandy did both," said Dion Williams, Piedmont Advantage's President and CEO. "She has spent her career making credit unions better places to work, serve and belong. We are incredibly proud to see her legacy honored in this way."

As Sandy reflected on the many people she has worked alongside over the years, those who share her deep love for credit unions and member service, she emphasized a leadership lesson that has guided her career.

"One thing I've tried to remember in my leadership and share with my staff and co-workers is to focus on what you can control, not just what you are concerned about," Sandy said. "Put your energy into ways you can make a difference."

The Carolinas Credit Union Foundation's Lifetime Achievement Award is among the highest, reserved for individuals whose careers have created a lasting, positive impact on the credit union movement. Sandy now joins a distinguished group of leaders whose service has helped shape the industry's past and inspire its future.



PACU Foundation Awarded \$10,000 by Elan Credit Card's Charitable Giving Program

Elan Credit Card announced on January 28 that PACU had been selected as one of only 25 financial institutions nationwide to receive a \$10,000 charitable grant through its 2026 Elan Charitable Giving program.

The award will directly benefit the PACU Foundation, the credit union's charitable affiliate dedicated to helping residents overcome financial hardship.

Elan's national charitable program awarded \$250,000 to nonprofit organizations across the country in celebration of its five-year milestone. Each \$10,000 donation was made on behalf of a credit union or community bank partner to a nonprofit of their choosing, reinforcing Elan's commitment to purpose-driven collaborations and community investment.

The PACU Foundation, established in 2020, has raised and gifted more than \$140,000 to local charities throughout the Triad and Charlotte communities.



"This recognition affirms the purpose of our Foundation and meaningful collaborations," said Jean Golden-Rumer, President of the PACU Foundation. "We are grateful for Elan's commitment to helping credit unions turn values into action for the communities we serve."

Elan Charitable Giving's national program, launched in 2022, has now distributed more than \$2.5 million to over 175 nonprofits nationwide, alongside hundreds of employee volunteer hours supporting local communities across the U.S.

"Programs like this reflect the very best of the cooperative model," Golden-Rumer added. "When organizations like Elan, Piedmont Advantage and the PACU Foundation align around shared values, communities win."

A promotional graphic for PACU Share Certificate gifts. It features three baseball caps (black, tan, and blue) and a tote bag with a 'North Carolina' design. The background is light blue with several colored squares (dark blue, red, blue) scattered around the items.

Belonging Starts with Your New Share Certificate

Already have a PACU Checking account?

Your loyalty deserves a little delight.

- Open a 12-month or longer-term share certificate¹.
- Choose your gift: a mid-century baseball hat or nostalgia tote bag².

Because belonging here means we celebrate the milestones with you.

Ready to get started? Visit www.PACU.com/Gifts or call 800.433.7228 .

¹Current dividend rates and annual percentage yields for share certificates are stated in the Share Certificate Truth in Savings Disclosure. As of January 1, 2026, annual percentage yields for share certificates with a term of 12 months or longer vary between 2.25% and 3.30% depending on certificate type and term length. Dividend rates and annual percentage yields are subject to change.

²Promotional bonus offers are for a limited time while supplies last and may be discontinued at any time. Offers not available if you closed a Piedmont Advantage Credit Union ("PACU") checking account on or after July 1, 2025, or if you had a PACU account that was closed with a negative balance within the last three years or closed within 90 days of account opening. You must be or become a member of PACU to open a checking account or a share certificate account. You can receive only one bonus gift per new checking account and one bonus gift per new share certificate account, and you can only receive one of each of these bonus gifts per membership.

To receive the bonus gift for opening a new consumer share certificate account, you must: (1) have an open PACU Simple+ Checking account, More Checking account or Student Checking Account; (2) open a new consumer share certificate with a term of 12 months or longer (minimum to open 12-Month Save to Win Share Certificate \$25, minimum to open all other share certificate accounts \$500) on or after January 5, 2026; and (3) fund the new share certificate account at account opening with at least \$100 for 12-Month Save to Win Share Certificates and at least \$500 for all other share certificate account types eligible for this promotion.

Bonus gifts must be claimed within 90 days of opening your account. Bonus gifts may be picked up at any PACU branch location or mailed upon request at your expense. Failure to claim bonus gifts within 90 days of opening the account may result in forfeiture of the bonus gift. Colors and designs of bonus gifts may vary, and PACU reserves the right to substitute another bonus gift of equal or greater value. These bonus offers may be tax-reportable.