ACCESS
CREDIT UNION

2022 MEMBER SUPPORT GUIDE

AGM ANNUAL
GENERAL
MEETING
OF MEMBERS

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HOW TO REGISTER ONLINE

1. Go to https://accesscu.zoom.us/webinar/register/WN_gr1Gj4aKQjOPGxTnZaBxQw, and click on "REGISTER".

2. Fill in the requested information, and click "Submit".
    a. There is not an instantaneous confirmation of registration. A confirmation or clarification email will be sent within 2 business days of registration submission.

3. Once membership and eligibility is verified, a confirmation email will be sent with login credentials.

    Registered members will be able to watch presentations, participate in motions, and ask questions through the platform application.

    Please retain this information; it is required to access the meeting.

    All eligible members wishing to participate in the General Meeting are required to register online prior to April 27, 2022 at 5:00 P.M. CDT.

PREPARING FOR THE VIRTUAL ANNUAL GENERAL MEETING

Verified, registered members will be supplied with unique login credentials. The individual webinar link will permit access to the Annual General Meeting via the Zoom platform on Thursday, April 28, 2022. The link will allow access from one device only.

The meeting will begin promptly at 6:00 p.m. CDT. Attendees are encouraged to join the webcast 5-10 minutes prior to the meeting start.

TECHNICAL TIPS

1. For best results, download the Zoom application to the device that will be used for the meeting. Download the application anytime in advance of the meeting. Creation of a Zoom account is not required.
   a. **To download the platform onto a computer**, visit https://zoom.us/support/download.
   b. **To download to a tablet or mobile phone, visit the appropriate app store** (Apple App Store® for iPhone users, Google Play™ for Android users) and search for Zoom under applications. Click Download.
   c. Further instructions on how to join and participate in a webinar can be found on Zoom's resource page.

NOTE: If attendance through the browser is selected (as opposed to running the application from the device), the ability to participate in motions, to view motion results, and to see presentations will be impaired/disabled. In this scenario, participation will be limited to audio only.

2. Device audio is required. Prior to the meeting, ensure all audio is working and turned on (speakers, headphones, volume checks, etc.).

LOGGING INTO THE MEETING

1. Click on the meeting link provided in the registration verification email.
2. If you require assistance, please contact Zoom technical support.
   Zoom technical support – Zoom Help Center

RESPONDING TO MOTIONS

- • Once logged into the meeting, members will be able to view the AGM presentation and to listen to the speakers.
- • When a motion is put to the membership, a voting platform will take over the screen.
- • Select one response as presented. Members will be given 15 seconds to indicate a response.
- • The Chair, meeting moderator, or delegate will announce the results.

ASKING QUESTIONS DURING THE MEETING

Members may submit questions at any time during the meeting. Questions will be collected throughout the meeting, and will be addressed at an appropriate time, as designated by the Chair. Only questions pertaining to business at hand will be considered. In other words, questions about individual banking transactions or concerns will not be answered at the Annual General Meeting. Please contact a branch or the Member Solutions Centre to receive feedback on specific account transactions and/or daily operations.

ASKING QUESTIONS
1. To ask a question, click the "Q&A" button in the panel at the bottom of the platform.
2. Type in the question, and hit "Submit".
    a. The Chair, meeting moderator, or delegate will present relevant questions for response.
3. During the designated Q & As, *callers will also be unmuted* allowing an opportunity to ask questions.

RULES GOVERNING THE ANNUAL GENERAL MEETING

The following rules shall take precedence at an Annual General Meeting (the "Meeting"):

1. All participants will be muted for the duration of the meeting to ensure a quality audio experience.
2. The Chair will announce moved and seconded motions prior to presentation to members for response.
3. Member questions and motion responses will be conducted in accordance with instructions outlined on the previous page of this document.
4. Only questions relevant to the business at hand will be addressed.

What platform will be used for the virtual AGM?

The platform used for this virtual meeting will be Zoom. To get started with Zoom, please visit their getting started page.

What browser should be used for the best attendance experience?

If members opt to join with a browser, and not download the application, the ability to see presentations and to participate in motions may be impaired/disabled. Downloading the application is encouraged for the best attendance experience. If members choose to watch the meeting through a browser, it is recommended that members download the newest version of Google Chrome, Mozilla Firefox, or Microsoft Edge.

Will I need an account to use Zoom?

No, a Zoom account is not required if you are strictly joining Zoom Meetings as a participant. Though you do not need an account to access the application, you will need to download the application to participate. To download the free app, visit your device's app store (Apple App Store® for iPhone users, Google Play™ for Android users) and search for Zoom under applications. Click download.

Will I need to have a webcam on to join the AGM?

No, you are not required to have a webcam to join the event. During the meeting, you will not be able to transmit video of yourself, and your microphone will be turned off; however, you will be able to listen, vote on motions, and submit questions during the meeting.

What kind of device will I need to attend the AGM?

You can attend interactively from your smartphone, tablet, iPad, or home computer.

For those members participating without a device, you will be allowed to dial in from a regular phone and participate in the Q & A's portion of the meeting.

Is Zoom safe?

Yes, Zoom keeps privacy and security top of mind for all end users. Zoom did experience some security concerns when demand for its meeting services increased rapidly, but concerns were actively and quickly addressed. For more information about privacy and security at Zoom, please visit the company's website .

Where can I go for more information about using Zoom for this meeting?

Please see the resource page on the Zoom website.