



# SHAREHOLDER



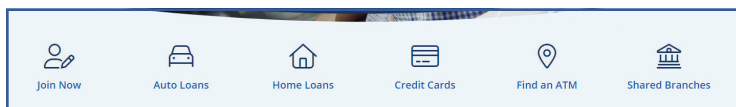
## New Year, New SECU Website!

You may have noticed at the end of 2023 that our website got a major upgrade. We are incredibly excited to launch the new and improved SLB Employees Credit Union website. Your Net24 Online Banking platform is still the same, and you can still find our tried-and-true features, like your Net24 Online Banking login portal, Ask a Question feature, easy-to-locate rates, new member applications, and information on our services and products.

The SECU team took feedback regarding our previous website from recent member surveys, and invested in moving our digital presence forward. Our IT and Marketing teams worked diligently through 2023 to clean up the information on our site and migrate it to a platform that is easier to navigate and aligns with credit union industry web standards.

Over the next few months, website visitors will be greeted with a short navigation tutorial. This walk-through will help you learn how to navigate our new site and find basic information. You can always 'x' out of the tutorial at any time. We've highlighted some of our new and improved features in the article below.

### Quick Links



Just below the home page banner, you'll be able to find information on using our Quick Links feature. Information on membership and eligibility (Join Now), Auto Loans, Home Loans, and Credit Cards can be easily accessed by clicking on the appropriate icon. You can also find a surcharge-free Allpoint ATM (up to 4 surcharge-free withdrawals per month with your SECU Debit Card) and find a CO-OP Shared Branch near you using the "Find an ATM" and "Shared Branch" buttons.

### Featured Rates

Curious about our posted rates for Auto Loans, Credit Cards, Consolidation Loans, or more? Check out the Featured Rates section underneath Quick Links. The section provides a quick

#### Featured Rates

	APR As Low As	APR As Low As	APR As Low As	APR As Low As	APR As Low As
<a href="#">View All Rates</a>	<b>5.49%</b>	<b>9.90%</b>	<b>5.49%</b>	<b>5.49%</b>	<b>5.49%</b>
<a href="#">Apply for a Loan</a>	Auto	Visa Credit Card	Motorcycle	Boat	Consolidated

*APR is Annual Percentage Rate. Rates depend on terms and conditions. ALA is As Low As. Rates are accurate as of this edition's Shareholder publication and are subject to change.*

view of some of our most popular rates. If you're interested in one you don't see posted, explore our full list of loan and savings rates with the "View All Rates" button. After viewing our great rates, go ahead and apply for your loan quickly and conveniently with the easy-to-access "Apply for a Loan" button (members must qualify). The Apply for a Loan button will take members to the US-based Online Application Portal.

### New Feature: Calendar of Events

Below the "Member Resources" tab, you'll now find access to a Calendar of Events 0130. We are still hosting our monthly Auto Buyer's and Home Buyer's Workshops, and you'll be able to find the upcoming calendar of workshops and register in advance using our new calendar feature.

### New Feature: Education Center

We are excited to showcase our collection of Video Tutorials and Click Through Tutorials in our new Education Center, located under the "Member Resources" tab. Members had access to these video resources on our former website, but they were located on individual pages and more difficult to access. With our new website, members can scroll through a library of video and click-through resources to learn more about our services like Bill Pay, My Cards, Transfer Now, and more, or mirror online banking services with Click-Thru Demos like My Cards, Net24 Online, Bill Pay, and more.

Our website is an important tool to reach and serve our global membership. We will be keeping it updated according to credit union industry standards to provide you, our valued member, with easy-to-access information and resources. We are excited for you to use the new website!



*Harold Ottis*  
President

## From the President:

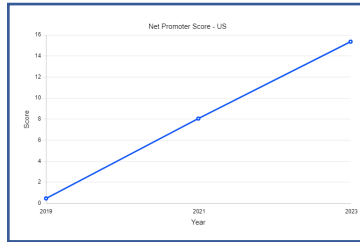
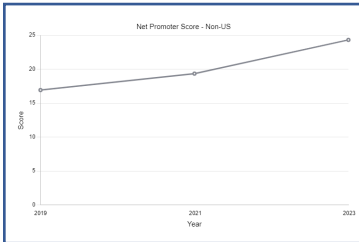
Your credit union remains strong through November 2023 YTD with \$887 million in assets, and 28,000 members. Our capital has grown to \$192 million, yielding a net worth ratio of 21.7%, which is a more than adequate safety margin as per NCUA (National Credit Union Administration – the Federal regulatory agency that insures credit unions) requirements.

SECU continues to remain 5-Stars for the 80<sup>th</sup> consecutive quarter through December 2023. The 5-Stars rating is the highest rating offered by Bauer Financial, Inc., indicating that SECU is one of the safest financial institutions in the U.S. You can rest assured we have your best interest in mind.

### Member Survey Results

In 2023, we completed the third run of our member survey. The survey was sent to all valid member email addresses on file and was tailored for completion from August 1, 2023 to August 15, 2023. There were two versions available: one for members residing inside of the United States and one designed for members residing outside of the United States. Our US Member Survey received 957 responses from members in 41 states. Our Non-US Member Survey received 1662 responses from members in 93 different countries.

Our Marketing Department analyzed the data, carefully reviewing every feedback remark. We were able to identify trends showcasing a continued improvement in our Member Service. We were also pleased to find that all comments about our former password reset process being too cumbersome had improved with no remarks in the 2023 survey findings. Our Net Promoter Score has continued to trend upward for both US and Non-US members, reaching 15.36 and 24.31 respectively. You can learn more about a Net Promoter Score at <https://www.retently.com/blog/good-net-promoter-score/>.



Another notable finding from our survey was that our members are interested in credit cards. Our credit card program with Visa offers members benefits with SECU, like a low, flat APR, \$0 annual fee, and access to My Cards cards management platform in Net24 Online and Mobile Banking 0402. Visa provides benefits to card holders like Zero Liability, Visa Checkout, and Contactless Payment. Explore more about our Visa Cards program on our website.

Over the last two versions of our survey, we identified a strong need for an improved web presence based off of member feedback and commentary. We serve a global membership from our Sugar Land branch, so our website serves as our member-facing “lobby” to online visitors, members accessing their Net24 Online Banking, and members who reside outside of the Sugar Land area, or may not have access to a CO-OP Shared Branch. We carefully considered the feedback provided from our prior surveys and made the decision to implement an updated web presence. We are excited for our members to explore the new site, and hope they’ll discover that finding information on our products and services is now easier than ever.

We truly appreciate our members that took the time to take the survey and provide feedback. We will continue to issue regular member surveys to gauge member services, and we will continue to monitor feedback and commentary to help us shape the decisions for your credit union.

### Tech Update

As mentioned on the front page of this edition of the Shareholder and in our member survey findings, our big tech update for this year is our new website. Please be sure and read the front page of this newsletter to review a few key features (both new and old) that exist on the new website.

Along with the website update came an “Ask A Question” review. IT and Marketing have reviewed every answer embedded in our Ask A Question feature to make sure it is up to date. We are currently in the process of reviewing all links for accuracy. You can continue to use the Ask A Question feature to find general information about SECU’s services and products quickly.

On behalf of SECU board of directors and staff, we thank you for your continued support.



## Did Holiday Spending Put You in a Pinch?

We hope your holidays were filled with joy and time spent with loved ones. If the holiday season put your wallet in a pinch, SECU can help you with a Personal Loan. With terms from 12-36 months and competitive rates as low as 9.49% for qualifying members, this quick cash can help you get back on track for the new year. Applying on our new website is easy! Just go to [www.secu.slb.com](http://www.secu.slb.com), click on “Loans & Cards” from the dropdown menu, and then “Signature & Debt Consolidation.” All members who qualify are eligible to apply for a Signature (aka Personal) Loan.

Scan the QR code to start your application today.



## Featured Loan Rates



Auto Loan (ALA*)	5.49% APR*
Boat Loan (ALA*)	5.49% APR*
Motorcycle Loan (ALA*)	5.49% APR*
Consolidate (ALA*)	5.49% APR*
VISA Card (ALA*)	9.90% APR*

Contact a Loan Officer today!

\*APR is Annual Percentage Rate. Rates depend on terms and conditions. Contact a Loan Officer today!

\*ALA is As Low As \*Rates are accurate as of this edition's Shareholder publication and are subject to change.



## Start the New Year Off with Savings!

Did you purchase a new car at the end of 2023? Consider refinancing your auto loan with SECU to save up to 2%\* off your current auto loan rate (see website for details, terms and conditions apply, members must qualify). SECU offers terms up to 84 months, and there's no waiting period to refinance your auto loan. Scan the QR code to use our online refinance calculator to see how much you could save off your newly refinanced loan!



Remember to read the details and fine print when financing at the dealer. Many offers allow you to only take cash-back incentives OR take advantage of dealer-offered loan rate specials. Many loan-rate offers are only for 'highly qualified buyers,' have short terms, or force you to forfeit cash-back incentives. If you decide to accept the dealer's financing offer, remember, we can help you save up to 2% off as long as it doesn't go lower than our posted floor rate.

## SECU Sets 77<sup>th</sup> Annual Meeting

The 77th Annual Meeting of Members is set for Monday, February 19, 2024 at 9am CST. SECU will conduct our meeting via webinar, which will allow more members to participate. In February 2023, we had **nearly 800** registrants in attendance from 65 countries.

Your president and board will make an informative presentation covering the financial soundness, growth, and strategic direction of our credit union. Questions submitted from the registrants will be addressed following the event.

There will be \$1,000 in e-door prize giveaways for members who attend the online event. To participate online, you'll need internet access and an up-to-date web browser. Audio will be made available through a provided telephone number and PIN, provided during online registration. Members **MUST** pre-register for the event. Details can be found on our website's home page.

As a member and shareholder, the Annual meeting of Members allows you the opportunity to elect your Board of Directors and to express opinions regarding SECU policies and programs, Credit Unions are the only financial institutions owned entirely by their members. SECU is a MEMBER OWNED, MEMBER LED<sup>SM</sup> financial institution solely sponsored by SLB for a specific mission.

Mission Statement: The Schlumberger Employees Credit Union is a not-for-profit, full service financial institution dedicated to assisting members in meeting their financial needs.

We hope you'll plan to join us online for our Annual Meeting.

## SECU Staff Happenings

### New Staff Members

Here we grow! We welcome Maygen McMahon as our Marketing Communications Specialist. Maygen, a Louisiana native, graduated from McNeese State University in Fall 2022. She moved to the Greater Houston area later that year in search of new opportunities. Outside of work, Maygen enjoys photography and thrifting. If you see Maygen on SECU site visits in 2024, make sure to welcome her to the SLB family!

SECU welcomes Muhibur Rahman, Moe, as our Collections Specialist. Moe joins SECU from Fulton Bank, based in Pennsylvania, as their Loss Mitigation Specialist. He is from Houston and has lived here since 2003. Outside of work, he enjoys music, sports like soccer and cricket, and traveling out of the country with his family. Welcome to the team, Moe!

You'll see our newest Teller, Firoza Zaman, if you visit us at the branch. Firoza joins SECU from Bank of American and Prosperity Bank with over five years of experience in banking. She is originally from Austin, Texas and moved to Houston three years ago. Outside of work, she enjoys oil painting and teaching kids how to paint. She loves to travel, watch movies, and go shopping.

### Holiday Cheer

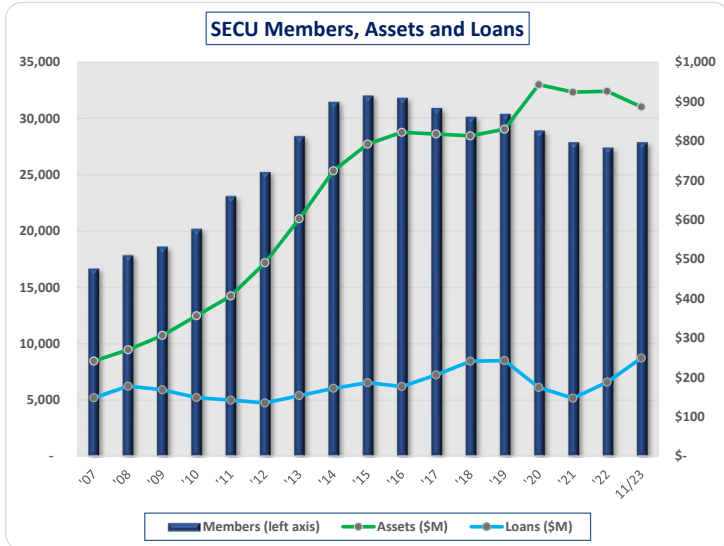
This holiday season, the SECU team had a wonderful opportunity to come together, bond, and commemorate 2023. A few highlights from our Holiday Feast was our much-anticipated gift exchange full of laughter and good-spirited competition, as well as a lunch feast for our team to enjoy. Cheers to a safe and joyful holiday season at SECU!

## Home and Auto Buyer's Workshops

We are excited to offer our Home Buyer's Workshops and Auto Buyer's Workshops again for 2024. Members and potential members are welcome to join us for the webinars to learn the ins-and-outs of the home and auto buying processes. This year, we will be resuming live workshops at SECU once a quarter. You can determine if a workshop is live or remote from the registration information and notation on our website. Interested in signing up? All workshop dates, times, and registration links can now be found on the Calendar of Events page of our new website, located under the "Member Resources" tab.



# SECU Member Asset Chart



## It's a New Year! Make Sure Your Info is Up-to-Date (SECU Settings)

As you begin to sort out your 2024 resolutions and reflections, take some time to reflect on your SECU accounts. When is the last time you made sure your phone number, email address, and mailing address were up to date? Making changes to your accounts is easy and helps you access them quickly.

To verify and update your information, log into your Net24 Online Banking account. Look in the top, right corner for the 'settings' button and then drop down on 'Profile.' From there, check your Address and Email and Phone Number 1030. If they're incorrect, you can make your changes right in the portal and save them! We suggest using a personal email address if you're currently using your SLB email.



## IT PAY\$ to Read the Shareholder!

Locate the first four sequential numbers of your birth date (**MMDD**) in this newsletter and win \$25 (cannot be part of a string of numbers). Only primary members are eligible, using the current issue.



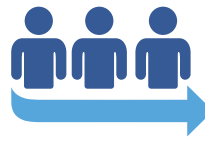
**SLB Employees Credit Union**

**MEMBER OWNED, MEMBER LED<sup>SM</sup>**



Federally Insured by the NCUA

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## SECU Committee Service

We are always looking for volunteers who are interested in serving their Credit Union through committees (monthly meetings). If interested, please contact our President, Directors, or email [secu@slb.com](mailto:secu@slb.com).



## Meet the Board SECU Executive Board

Chairman – Joe Van Valkenburgh

Vice Chairman – Sonny Johnston

Treasurer – Kannan Venkataraman

Secretary – Nadia Hasouris

Board Members – Jerry Harper, Bob Fons, Jodie Lowry, John Zarnowiecki, Nihal Wijeyesekera

## Privacy & Disclosure Information

The following information is available online at [www.secu.slb.com](http://www.secu.slb.com) (Ask A Question: Privacy Policy)

1. [Privacy policy \(with Opt-Out form\)](#) See Privacy, Documents, & Legal: Privacy Policy
2. [Documents available to members](#) See Privacy, Documents, & Legal: Documents Available to Members (upon request)
3. [Process of filing complaints](#) See Privacy, Documents, & Legal: Filing a Complaint



## SECU Statement of Condition

(as of November 2023) \$ in Millions

- Assets – \$887
- Savings – \$689
- Loans – \$249
- Members – 28,000

The "Shareholder" is a non-subscription publication of Schlumberger Employees Credit Union, DBA SLB Employees Credit Union, 205 Industrial Boulevard, Sugar Land, TX 77478. It is distributed to the actual and potential membership of SECU. SWBC Mortgage Partner (281) 285-3237 / (800) 460-6990.

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