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TOP TIP

Access your account, check your statement, pay your bills, make a remote deposit, apply for a loan and more—virtually, anywhere and anytime—with TopLine's FREE mobile/online access, eStatements and bill pay service. Conduct your banking on the go at [www.TopLinecu.com](http://www.TopLinecu.com). Download TopLine's Mobile App from the iTunes or Google Play Store.

CURRENT PAYMENTS

Home equity loans

**\$154.46**<sub>/MO</sub>

\$20,000, 180-month and 4.64% APR\* where LTV is 60% or less. Payment is \$7.73 per thousand dollars.

Zero-down new car loans

**\$300.84**<sub>/MO</sub>

\$20,000, 75-month and 3.89% APR\*. Payment is \$15.05 per thousand dollars.

\*APR is Annual Percentage Rate. LTV is Loan-to-Value. APR is available with above requirements and a TopLine Checking account with direct deposit and auto pay is required. Actual APR may vary based on credit history and LTV. Rates current at time of printing and are subject to change.

A MESSAGE FROM YOUR PRESIDENT

Dear TopLine Family Members,

This has been an exciting year for your credit union as we continue to build on our tradition of being your trusted member-owned financial services cooperative and partner for life. You are why we exist; improving your overall banking experience while ensuring the safety and security of your accounts at TopLine is of the utmost importance.

2018 was another successful and profitable year for TopLine. We experienced strong results in loan growth at \$59 million, our largest annual increase ever, our assets grew to \$464 million and our loan delinquencies and losses remain significantly below industry averages. Our capital, the primary measure of a financial institution's strength, was 9.48%, which is 35% higher than the level considered by the National Credit Union Administration (NCUA), our federal regulator, as "well capitalized."

You may have noticed several new advancements in our product and service offerings. Our newly redesigned, responsive website with streamlined navigation was introduced in March, we launched our new fully automated mortgage platform in August giving you the ability to apply for your loan, price your mortgage and securely submit documents online. We

also rolled out our new online and mobile banking services in October to make it easier to manage your accounts 24/7.

And for some fun news, we were honored with several accolades in 2018 including being named "Best Credit Union in Minnesota" by *Twin*

**"Best Credit Union in Minnesota," for the second year in a row**

—*Twin Cities Business Magazine*

*Cities Business Magazine* for the 2nd year in a row, meeting national standards as a "Top Workplace" by the *Star Tribune* also for the 2nd year in a row, and receiving the "Louise Herring Philosophy in Action Member Service Award" for innovative programs and services.

Our future success depends on building life-long relationships with you, our members-owners. In March 2019 we will be introducing a new core operating system and other supporting technologies to continue to build efficiency, attract new members and continue to deliver the service you've come to expect from your trusted financial services partner.

Thank you for being a member of the TopLine family and placing trust in your credit union. We appreciate your honest feedback and look forward to positively shaping our future together. We are here for you every step of the way on your financial journey.

Wishing you and yours a wonderful year ahead!



TopLine President & CEO Tom Smith

*Tom Smith*

# Board of Directors Confirm 2019 Nominees

## Nominations by Petition due February 1, 2019.

Each year the board-appointed nominating committee is charged with soliciting candidates to voluntarily serve on your credit union's board of directors. This year the committee was charged with securing candidates to fill three positions, all to serve three-year terms.

Board Secretary Bill Hnath is pleased to present the 2019 slate of nominees. A brief statement of qualifications and biography for each nominee appears below along with his or her response to the question: *"Why do you want to serve the credit union in an official capacity?"*

**James "Jim" Kaster** has been a TopLine member for over 46 years and currently serves as the Chairman of TopLine's Board of Directors. He has been involved with TopLine in various volunteer capacities for over 35 years, including 24 years as a Board member and the last 13 years as Chairman.

Kaster retired in June of 2015 after spending over 45 years in the Telecommunication Industry (35 years with Qwest Communications and 10 years with Ericsson). During his tenure with Qwest, Jim gained extensive experience in finance and auditing, product and market management and also held positions in executive management.

He is also dedicated in helping our communities succeed. Kaster has been an active volunteer with PRISM, Feed My Starving Children and Twin Cities Mobile Loaves & Fishes.

Kaster attended Benilde-St. Margaret's High School in St. Louis Park and earned his Business degree from the University of St. Thomas. He has also completed many educational courses offered by Qwest, and has taken classes at the Carlson School of Management.

When asked why he desires to serve in an official capacity at TopLine, Jim said, "My primary responsibility as a member of the TopLine Board is to represent you, our member-owners. You are the reason Topline exists and I serve! Your credit union remains safe and secure, always delivering the premium-level services you have come to expect. I wish to continue to serve because TopLine puts member service above all else, we responsibly meet our fiduciary obligations to 'you' our member-owners and continue to improve our work environment which is shaped by individual respect and trust."

**Prabhakar "KP" Karri** has been a TopLine member for over 10 years and has over 25 years of experience as an entrepreneurial technology

executive with a leadership background in the fitness, healthcare, high-tech and investment banking niches.

Karri is founder and CEO of nymbL Technologies, LLC, a mobile app company for the professional fitness industry, located in Shakopee, MN. Previously he worked for Prime Therapeutics in Bloomington as a Director of Strategy and Business Development, where his responsibilities included developing the strategic vision and execution of investment initiatives, for Imation Corporation in Oakdale as Director of Corporate Development, executing high-impact, high-profile merger and acquisition projects, and has also been employed in the technology sector with other firms.

He has a Bachelor of Science degree in Electrical Engineering from Andhra University in India, Master of Science in Applied Physics from the University of New Orleans and Master of Business Administration in Finance from the University of Minnesota.

Karri formerly served on City of Lakes Community Land Trust Board of Directors as Chairman, as well as on the Cottonwood Foundation Board as Treasurer. He is an outdoors enthusiast and enjoys camping, hiking and biking both in the U.S. and overseas.

When asked why he wants to serve in an official capacity at TopLine, Karri said, "I would love to give back to the TopLine community by utilizing my 25 years of professional experience in finance and technology. I am passionate about technology and would focus on helping enhance member experience and TopLine's market position."

**John Jacobs** has been a TopLine member for over 26 years, has been serving on TopLine's Board of Directors since 2016 and previously served on TopLine's Supervisory Committee.

Jacobs is currently employed at Phillip Medisize Company as an Engineering Manager, and previously worked at RMS Company as Director of Operations and ATMI Packaging, Inc. as Vice President of Business Development. His expertise lies in improving operational efficiency and leading organizations to world class status.

Active in his communities, he has been a member of the Dayton's Lion's Club as well as served as past president, has volunteered as a Challenge Math teacher with a local school and is currently volunteers as an adaptive ski instructor for the Allina Courage Kenny Rehabilitation Center.

Jacobs earned a Bachelor of Science degree in Mechanical Engineering from North Dakota State University and Master's degree in Business Administration from Saint Ambrose University in Davenport, IA. He currently lives in Dayton, MN with his wife and has 4 grown adult children.

When asked why he wants to serve in an official capacity at TopLine, Jacobs said, "I am interested in helping TopLine continue to be a growing, customer focused part of our community. I believe my financial and business experience will make me a valued voice on the Board of Directors helping to improve TopLine's services to our members."

**Dawn Hansen** has been a TopLine credit union member for over 15 years. She currently works as a Human Resources Analyst at U.S. Bank and previously worked for Optum as a Training Associate, consulting on training processes and collaborating with other teams to ensure all workforce needs and legalities were met.

Hansen attended Delano Senior High, earned an Associate of Applied Science Degree from North Hennepin Community College in Business Management and her Bachelor of Science Degree from Minnesota School of Business in Business

Management with emphasis on Human Resources. She resides in Maple Grove, MN and enjoys reading, refurbishing furniture, sewing and volunteering.

She currently serves on the Pine View Home Owners Association Board of Directors as Treasurer and formerly served as committee chair for the Maple Grove Community Organization.

When asked why she desires to serve in an official capacity at TopLine, Hansen said, "I would like the opportunity to give-back and be part of the inner circle that drives change and improvement."

**David M. Ensteness** has been a TopLine member for nearly 20 years and has served on TopLine's Supervisory Committee since 2016, which is responsible for the oversight of the credit union's internal auditing and process controls.

Ensteness worked in the technology industry for over 15 years before starting his own game design business nine years ago. Previously, he worked for seven years at California based Apple Inc., contributing in the areas of product quality, software testing, and customer support management; and subsequently for Foundation Technologies, Inc. in Minneapolis as a field engineer providing technology consulting for

area businesses and non-profits. In addition to running his own game design firm, he is committed to community give-back. In 2017 he served as Secretary of the Board of Directors for the Historical Gaming Society's Midwest chapter, a non-profit organization chartered to promote the study of military history through games. He has mentored undergraduate students at the University of Minnesota as part of their mentor-tutor program to support student-athletes, and has worked in various roles for different Twin Cities non-profits. Ensteness attended Gustavus Adolphus College in St. Peter, MN majoring in history and philosophy. He resides in Mendota Heights, MN with his wife Rebecca.

When asked why he wants to serve in an official capacity at TopLine, Ensteness said, "I am seeking to become more involved in serving the community I live in and benefit from. Having joined the credit union when it was Minneapolis Telco, I have a strong sense of its continuity and purpose. My interest is in driving and maintaining our standards to benefit the membership and to ensure their rightful expectations of trust and faith are met. I have been thrilled to support TopLine's mission on the Supervisory Committee, and now hope to lend my unique perspective to TopLine's long-term planning and governance."

**Steven Hill** has been a TopLine credit union member for over 10 years. He has ten year tenure at Ametek Mocon as an International Sales Manager, managing distribution networks for Latin America and Canada. Previously, he has owned two businesses that focused on boat cleaning and storage on Lake Minnetonka, and a used car dealership in Golden Valley.

Steve attended Denfeld Senior High in Duluth and earned a Bachelor of Arts degree in Business Management from Bethel College in St. Paul.

He is also active in his community, volunteering at Jackson Middle School in Champlin for their Science Olympiad program, as well as for Champlin-Brooklyn Park Academy for Math and Environmental Sciences, and Champlin Park and Osseo High Schools. He resides in Champlin, MN with his wife Jennifer and three children.

When asked why he desires to serve in an official capacity at TopLine, Steve said, "I bring over 20 years of sales and business management experience specializing in a consultative, voice of the customer approach to selling. I feel I can be an asset to the growth of a great local credit union that I've been privileged to be a member of."

## Nominations by Petition due Friday, February 1, 2019.

Additional nominations may be made by petition signed by 1% of TopLine's total membership (call for exact number). Such nominations must be accompanied by a statement of qualification and biographical data, and by a letter stating that the nominee will serve if elected. The nominee must also meet the candidate qualification criteria established by your Board of Directors. Nominations by petition must be filed with the Secretary of the Board of Directors no later than February 1, 2019. Election ballots will be mailed to all eligible TopLine members in February and election results will be announced at your credit union's 2019 Annual Meeting on Saturday, April 6, 2019.

**i** If you have questions about nomination procedures or would like to request more information about candidate qualification requirements, please contact TopLine Senior Vice President Vicki Erickson at 763-391-9494 or send an email to [verickson@TopLinecu.com](mailto:verickson@TopLinecu.com).

# TopLine Participated in Statewide Day of Kindness



TopLine, along with 48 other credit unions across the state, participated in our annual collaborative credit union event in October, showcasing the true power of working together to make a difference in our communities. Minnesota credit union employees volunteered more than **12,200 hours** in **80 communities** across Minnesota, impacting over **335,000 people**.

TopLine volunteered at Community Emergency Assistance Programs (CEAP), Keystone Community Services and Junior Achievement of the Upper Midwest. Volunteers provided assistance in a food shelf, teaching youth financial literacy and more!

**What a fun day working as a team to make a positive impact in our communities!**

## TopLine wins Member Service Award— one stitch at a time!

TopLine has been honored with a Louise Herring Philosophy-in-Action Member Service Award. The award, sponsored by the Minnesota Credit Union Network (MnCUN) and the Credit Union National Association (CUNA), recognizes credit unions that demonstrate the credit union philosophy, and who create services that benefit their members.

TopLine's statewide award achievement was for the credit union's development of an internal knitting and crochet club in October 2017. The club was officially named **Knitting at Noon** and interested employees meet every Wednesday over lunch. This talented group of employees soon decided they wanted to knit for a purpose, with the desire to give back to our local communities. Members also got involved by donating yarn or hand-made scarves.

So far the knitting club has donated nearly **300 scarfs** to local foster youth, benefiting Avenues for Homeless Youth, Connections to Independence and Family Alternatives. And have also donated over **260 hats** to the American Heart Association's Little Hats, Big Hearts Program to support American Heart Month and Click for Babies to raise awareness and support for babies with purple crying and shaken baby syndrome.

**i** To get involved, you can drop off scarves of any size or color to your closest TopLine branch location or bring them to **TopLine's 85th Annual Meeting**. Don't know how to knit or crochet? No problem! You can drop off a skein of yarn and we will complete the project for you!



## TopLine helped to brighten the holidays!

During the months of November and December, TopLine hosted our 20th annual **Holiday Gift Drive** to collect new toys and cash for Avenues for Homeless Youth, Community Emergency Assistance Programs (CEAP) and Keystone Community Services. TopLine members and employees generously donated nearly 500 toys, over \$850 and helped fulfilled 11 wish lists for Avenues' Holiday Gift Program. These donations helped brighten up the holidays and bring joy to many youth and families this past holiday season. **Thank you to everyone who donated!**



## Join us for our 85th Annual Membership Meeting on April 6, 2019.

The secretary of your credit union's board of directors, Bill Hnath, is pleased to announce that TopLine's 2019 Annual Meeting will be held Saturday, April 6 at the **Minneapolis Marriott Northwest, 7025 Northland Drive in Brooklyn Park**, located on the northwest corner of 694 and Boone Avenue.

A light breakfast will be available at 9:00AM followed by the business meeting, to be called to order at 9:45AM. During the meeting, 2018 financial reports and the board of directors' election results will be presented.

**i** There is no charge to attend the meeting, but reservations are required. Reserve your seat by completing the reservation request form, emailing [Ask@TopLinecu.com](mailto:Ask@TopLinecu.com) or calling 763-391-9494 by March 8, 2019.



### Reservation Form

TopLine Federal Credit Union  
Annual Membership Meeting Reservation Request

TOTAL NUMBER OF PEOPLE ATTENDING \_\_\_\_\_

MEMBER NAME\* \_\_\_\_\_

ACCOUNT # \_\_\_\_\_

MEMBER NAME\* \_\_\_\_\_

ACCOUNT # \_\_\_\_\_

GUEST(S) NAME \_\_\_\_\_

MAIL YOUR REQUEST FORM TO:  
TopLine Marketing Department  
9353 Jefferson Highway, Maple Grove, MN 55369

\*Reservations must be received by March 8, 2019.  
and will be held under member name(s).



## Check out TopLine's new Online and Mobile Banking!

Enjoy new added benefits like a consistent look from online banking to our mobile app, easier navigation, biometric login and new tools to help you manage your finances.

- ➔ **Access Online Banking** at [www.TopLinecu.com](http://www.TopLinecu.com) or via our mobile app. You can download the app from iTunes or the Google Play Store.
- ➔ **Not yet enrolled in Online or Mobile Banking?** Visit [www.TopLinecu.com](http://www.TopLinecu.com) to get started!

## Free sessions from LSS Financial Counseling

Did you know that seventy-five percent of all employees report stress levels high enough that it affects their productivity? The top three stressors are work, family and money.

As a TopLine member, you and your family have access to **six free private and confidential financial education counseling sessions annually** with a certified consumer credit counselor from LSS Financial Counseling to assist with financial wellness and help alleviate some of the stress.

- ❗ Sessions are available by phone, in-person or online. Call 1-800-528-2926, or for more information visit [www.lssmn.org/financialcounseling/financial-wellness-services](http://www.lssmn.org/financialcounseling/financial-wellness-services).

### BUSINESS LENDING

## Looking for a dedicated lender that will help your business thrive?

TopLine is a dedicated business lender ready to help you at every stage of development. Whether you're just starting a business or planning to expand, we have the lending options you need and will work with you every step of the way!

**We don't take the "one size fits all" approach to business lending.** Instead, we take the time to listen and get to know each business owner, and find a lending solution that fits your needs.

### At TopLine, we offer:

- Over 30 years of business lending expertise
- Personalized service
- Programs tailored to your business needs
- No Pre-payment penalty
- On-site real estate closings



Duane  
Kovala

- ❗ Let's chat! Call **Duane Kovala**, TopLine Member Business Loan Officer, at 763-391-5382, email [dkovala@TopLinecu.com](mailto:dkovala@TopLinecu.com) or stop by the Maple Grove branch for a visit.

"It's Where I Bank"®

# Looking to save money on your insurance?

At TopLine we work to save our members money every day, in every way we can. It's our commitment to provide you with quality products to protect you, your family and your belongings.

Through TopLine Insurance Agency, we offer personal and business policies from a number of well-known property and casualty insurance carriers like Encompass, Progressive, Safeco, Travelers—up to 20 different insurance carriers to assure you get the right policy at the best price to fit your individual needs.



Phil Derksen



Jeff Seifert

## Interested in seeing if you could save money on your insurance?

TopLine Insurance Representatives

**Phil Derksen** and **Jeff Seifert** will help you find the best and most appropriate coverage for your situation. Call 763-391-0007, email [Quote@TopLinecu.com](mailto:Quote@TopLinecu.com) or visit [www.TopLinecu.com](http://www.TopLinecu.com) to schedule your free, no-obligation, coverage comparison today!



**TopLine**  
Insurance Agency

AUTO | HOME | RENT | MOTORCYCLE & ATV  
BOAT & RV | BUSINESS | LIFE

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### BOARD OF DIRECTORS

Jim Kaster CHAIR  
Paul Jacobsen VICE CHAIR  
Joan Molenaar TREASURER  
Bill Hnath SECRETARY  
Pam Stegora Axberg DIRECTOR  
Kelly Breit DIRECTOR  
Sherol Christian DIRECTOR  
Warren Hight DIRECTOR  
John Jacobs DIRECTOR

### SUPERVISORY COMMITTEE

Bill Akuma CHAIR  
David Ensteness  
Therese Kieffer  
Mike Rogosheske  
Jacob Sellers

### PRESIDENT & CEO

**Tom Smith**  
763-391-9494  
[president@TopLinecu.com](mailto:president@TopLinecu.com)

### TopLine Federal Credit Union

9353 Jefferson Highway  
Maple Grove, MN 55369  
763-391-9494  
800-626-1448  
[www.TopLinecu.com](http://www.TopLinecu.com)



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TopLine is an Equal Opportunity Employer EOE.  
NMLS# 654913

### BRANCH HOURS & LOCATIONS

#### Bloomington

5221 Viking Drive  
Bloomington, MN 55435

##### LOBBY

Mon – Thu: 9AM – 5PM  
Fri: 9AM – 6PM  
Sat: 9AM – 1PM

##### DRIVE-THRU

Mon – Fri: 8:30AM – 6PM  
Sat: 9AM – 1PM

#### Brooklyn Park

Park Place Promenade  
9790 Schreiber Terrace North  
Brooklyn Park, MN 55445

##### LOBBY

Mon – Thu: 9AM – 5PM  
Fri: 9AM – 6PM  
Sat: 9AM – 1PM

##### DRIVE-THRU

Mon – Fri: 8:30AM – 6PM  
Sat: 9AM – 1PM

#### Como Park

976 Lexington Parkway  
St. Paul, MN 55103

##### LOBBY

Mon – Thu: 9AM – 5PM  
Fri: 9AM – 6PM  
Sat: 9AM – 1PM

##### DRIVE-THRU

Mon – Fri: 8:30AM – 6PM  
Sat: 9AM – 1PM

#### Maple Grove

9353 Jefferson Highway  
Maple Grove, MN 55369

##### LOBBY

Mon – Thu: 9AM – 5PM  
Fri: 9AM – 6PM  
Sat: 9AM – 1PM

##### DRIVE-THRU

Mon – Fri: 8:30AM – 6PM  
Sat: 9AM – 1PM

#### Plymouth

Rockford Road Plaza  
4190 Vinewood Lane North  
Plymouth, MN 55442

##### LOBBY

Mon – Thu: 9AM – 5PM  
Fri: 9AM – 6PM  
Sat: 9AM – 1PM

##### DRIVE-THRU

Mon – Fri: 8:30AM – 6PM  
Sat: 9AM – 1PM

"It's Where I Bank"

**TopLine**

Federal Credit Union  
SINCE 1935

