



88th ANNUAL MEETING BOARD OF DIRECTORS CANDIDATE BIOGRAPHIES
Thursday February 28th, 2019

Four positions are open for this year's election. This year's candidates include: Will Arce (Incumbent), Nick Brockman, Dale Bruce (Incumbent), Kyle Campbell, Gretchen Hays, Chad McClusky, Tara Staker, Ben Warren (Incumbent). Nominations are closed and no nominations will be accepted from the floor. To vote you must be at least 16 years old by February 28th, 2019. A membership shall have one vote regardless of the number of shares held by the member.

You may vote in 1 of 2 ways:

Members will only be allowed to vote once.

- 1) Electronically- Members wishing to vote electronically may simply sign in to "ItsME247" Online Banking by February 26, 2019 at 11:59 pm and click the "Place Your Vote" button.
- 2) In Person- Members may attend the Annual Meeting on Thursday February 28th, 2019 and vote in person from 4:30-5:00 pm prior to business meeting. This year's Annual Meeting will be held at the Des Moines Botanical Garden, 909 Robert D. Ray Drive in Des Moines.



Will Arce (Incumbent)

Will is a longtime member of the credit union and strongly believes in its mission. Will served as a Board Member with USDA Credit Union, which merged with Serve in 2015. He remained on the Board after the merger and currently serves as Chairman of the Audit Committee, dedicating over 10 years of service to the credit union and its members. Will is eager to continue to help the credit union and its members succeed. Will is a Resident Agent Supervisor with USDA and is also a Certified Fraud Examiner.



Nick Brockman

Nick is a Public Safety CAD Technician and longtime member of Serve Credit Union. His strengths include information gathering and making informed decisions, a skill that helps in making policy decisions that would positively impact the credit union and its members. He is a forward thinker, continually looking for new ideas and technology that would help keep the credit union moving forward. As an 18 year member of Serve Credit Union, he is excited to see the growth and strides it is making. Nick would like to take a more active role and be a part of the continued growth. He would be honored to represent the members of Serve Credit Union by holding a position on the board. Nick also serves on the Timberline Park HOA Board.



Dale Bruce (Incumbent)

Dale has been a member of the credit union for more than 30 years, 20 of which he has served on the credit union board. Dale was a Boy Scout leader for over 10 years, 3 of which were served as a Scoutmaster. He currently manages a team of 15 Information Technology Specialists that provides support for over 1,500 customers; experience which gives him insight on working with credit union staff and providing excellent member service. He strongly supports the mission of credit unions and has a good understanding of what it takes to manage and operate a financial institution. Dale believes in credit unions, a member-owned cooperative that strives to ensure each member gets the personal financial assistance needed. He plans to help the credit union grow by increasing membership, improving current services, and adding new services! Dale is also active in the West Des Moines Community Band.



Kyle Campbell

Kyle became a member of Serve Credit Union through the merger of Polk County Schools Employees Credit Union (PCSECU) in 2016. Kyle has a unique connection to PSCECU, as his in-laws were instrumental in founding the credit union. Since the merger, he has been very impressed with the transition and his new credit union. Kyle is looking to get more involved with his community while learning more about Serve Credit Union. Kyle is an Account Executive with Perficut Site Management. He is also an active member of BOMA and CIBG and currently serves on the Board for the Woodward Golf and Country Club.



Gretchen Hays

Gretchen has been a law enforcement officer at the Des Moines Police Department for over 6 years and a longtime member of Serve Credit Union. She has a vested interest in its success and believes in the importance of active member involvement. Gretchen would like to be a voice for the members and provide critical insights which could be useful in credit union expansion and development.



Chad McClusky

Chad is the Windsor Heights Public Safety Director/Chief of Police and Fire Services with several years of credit union industry experience. Chad served as a Board Member with the White Eagle Credit Union (WECU) in Kansas for over 5 years. While on the board, he assisted in driving WECU over the \$100 million in assets mark, led the charge for a new marketing plan, and worked on organizational structure issues. Chad also visited Washington D.C. on three occasions as part of the credit union lobbying efforts. He met with senators and representatives to ensure the stability of credit union practices. As Chief of Police, Chad also oversees department budgets exceeding \$2 million, as well as full time, part time and on call staff. Chad believes he would be an asset to Serve Credit Union and welcomes the opportunity to continue to learn while giving back to the community by volunteering his time. Chad has served on various Boards and Associations over the years and is currently a member of Polk County Law Enforcement Executives, Polk County Fire Chief's Association, Iowa Fire Chiefs Association, PERF and IACP.



Tara Staker

Tara is an AVP, Compliance Director with Voya Financial Inc. with 18 years of financial services experience. Her background brings compliance knowledge, strong communication skills, and a desire to look at ways to make things easier while keeping current with technology. Tara believes that Serve Credit Union has a lot to offer and would like to build awareness of the credit union in the community and to continue to grow membership. She is eager for the opportunity to get to know the members and be their voice, as our members are critical to the credit unions success.



Ben Warren (Incumbent)

Ben has been a Board Member at Serve Credit Union for 6 years and has held various positions on the Executive Committee, Audit Committee, and Marketing Committee. As a former employee of the credit union, Ben has a unique insight into how the credit union operates from a day-to-day, as well as long-term perspective. Ben is a Police Budget Specialist and has a strong accounting and finance background that has been extremely beneficial in his oversight and review of the credit unions financial information. Representing a younger generation, Ben is a valuable Board Member that brings a different mindset and financial skillset to the Board. He is always looking out for the member and continually educating himself to make the best decisions to ensure we have a successful and thriving credit union for his children and grandchildren for years to come.