

## Frequently Asked Questions for Virtual Annual Meeting

### **1. What time is the meeting?**

The meeting will begin **promptly at 7:00pm**. Prompt attendance is encouraged so we can ensure a quorum. All reports will be visible on the screen during the presentation.

### **2. Is there a deadline to register for the meeting?**

To verify your membership and qualify for voting and prizes, you must register by 5:00 p.m. on March 24. Registrations will be accepted up to 5:00 p.m. on March 26; however, any registrations submitted after 5:00 p.m. on March 24 will not qualify for prize drawings.

### **3. Why is registration required?**

To hold the annual meeting, a quorum of members (defined as primary members) is required. Registering allows CCU Florida team members to verify your membership in advance of the meeting and match up your login with the registration list during the event.

### **4. How do I register?**

Visit our website at <https://ccuflorida.org/news>

to register for the meeting. All registrations require membership verification and approval. Once approved, you will receive an email confirmation with a link for the meeting. This link is unique to you and can only be used by you. Only 1 person can be logged in from the confirmation link.

### **5. I registered; however, I cannot find my email. You can search your email 2 ways:**

- a. FROM: CCU Administrative Services*
- b. SUBJECT: CCU Annual Meeting of the Members 2026*

### **6. If more than 1 person in my household has an account, do we need to register separately?**

If more than 1 person in your household is age 18+ and has a CCU Florida share account, it is recommended each member register and log in separately (you will need to use a different email address).

### **7. Will I be able to vote on items presented?**

Yes, live polling will take place during the online meeting after each report allowing primary members 30 seconds to cast 1 vote per question.

### **8. In previous in-person Annual Meetings of the Members, CCU Florida presented prize drawings. Will these be available?**

If your registration was submitted by 5:00 p.m. on March 24, you will be eligible for the drawings during the event. All prizes will be directly deposited into the winning member's share account within 5 business days.

*\*No purchase necessary. Limit one entry per person. Odds of winning will depend on the number of qualified attendees present at the meeting. We will not sell or share your contact information with anyone. Some restrictions may apply.*

**9. Can I access the Annual Report prior to the meeting?**

Yes, the 2025 Annual Report can be viewed or downloaded 7 days in advance by visiting our website: <https://ccuflorida.org/news>

**10. Will I be able to communicate with presenters during the meeting?**

Once you join the meeting, all participants will be muted. To communicate with CCU Florida during the meeting, you may submit your question using the chat feature. A CCU Florida Team Member will be monitoring the chat to assist with a response. Depending on the time allotted or details surrounding the question, we may not be able to get to all questions. A team member will respond to the member on any unanswered questions within 5 business days.

- From a computer, Chat can be found on the meeting control bar. If you do not see it, click on "more" and select "chat" then type your question and submit.
- From a mobile device, tap the screen to make the controls appear. Tap "participants" and at the bottom of the participant list, tap "chat" and enter your question and submit.

**11. I am new to using Zoom. Should I test my device prior to the meeting?**

Yes, testing Zoom is highly encouraged at least 30 minutes prior to the meeting.

Zoom offers a test for connecting your device. <https://zoom.us/test>

Once there, click join meeting. On the next screen you can do 1 of 2 things:

- a. Launch meeting: if you already have Zoom Client installed
- b. Download and Run Zoom: if you do not have it installed
  - If this is your first-time using Zoom on a **MOBILE DEVICE** (Android smartphone/tablet, Apple iPhone/iPad), please download the Zoom Cloud Meetings app from the App store. You will then be able to join the meeting by clicking on the link provided in this registration confirmation, entering your name (use the same name you used to register), and then entering the meeting ID and password provided.
  - If this is your first time using Zoom from your **COMPUTER**, click on the meeting link provided below. You will then be prompted to download (RUN) a small

application file before entering your name (use the same name you used when you registered) and the Meeting ID and password provided.

**12. What can I do if I am having technical challenges with the meeting?**

- If you have trouble with audio, we encourage you to use your mobile device to access the meeting. Ensure your audio is on in your settings.
- If you continue to have trouble with audio, you may need to exit and re-enter the meeting.
- If you can only see the speaker and not the presentation, you can switch your view to turn off the speaker view.
- For further assistance, you may contact our Member Services Team at 321.637.3133 or email [annualmeeting@ccuflorida.org](mailto:annualmeeting@ccuflorida.org) .