

(what we're)
worth

— 2013 ANNUAL REPORT —



**Fort
Worth
Community**
CREDIT UNION



(the worth of)
growth

TABLE OF CONTENTS

5	2012 Annual Meeting Minutes
6	Report from the Chairman
8	Report from the Treasurer
11	Audit Committee Report
12	Report from the President
15	Year In Review

MEETING AGENDA

- Call To Order
- Ascertainment That A Quorum Is Present
- Reading and Approval of Minutes
- Chairman's Report
- Treasurer's Report
- Audit Committee Report
- President's Report
- Unfinished Business
- New Business
- Election Results
- Drawing for \$10,000 in Cash Prizes
- Adjournment

THANK YOU

FTWCCU would like to thank the following:

- Vance Godbey's Restaurant
- The Side Street Circus
- Snap Shot Parties

2012 Annual Meeting

(Minutes)



April 24, 2012

The Annual Meeting of Fort Worth Community Credit Union was held in the West Texas Room of the Amon Carter Exhibit Hall at the Will Rogers Memorial Center in Fort Worth, Texas. Chair Neal Oliver called the meeting to order at 7:05 p.m.

Board Present:

Chair Neal Oliver, *Vice-Chair* Herb Sims, *Secretary-Treasurer* Henry Christiansen, Marcella Banks, Kenneth Douglas, Mike Talbot and Leighton Waters

Audit Committee Present:

Tom Tijerina/*Chair*, Bennie Cruz, Michael Clardy, Sherman Harris and Tunisia Sadruddin

Staff:

Richard Howdeshell, President/CEO and several others

Mr. Oliver welcomed everyone to the 72nd annual meeting. Mr. Waters was introduced and then gave the invocation. Mr. Oliver stated that a quorum was present and asked for a motion to dispense with the reading, and for the approval as printed, of the Annual Meeting minutes of April 26, 2011. A motion and second were made. The motion carried. The vote, all yes. Mr. Oliver reported that his report was included in the Annual Report and that we had a good year during hard times and thanked the Board, Audit Committee members, Mr. Howdeshell and the staff.

Mr. Oliver introduced the Board and their spouses. He thanked Vance Godbey's Restaurant for catering the meal and the Side Street Circus for providing the entertainment.

Mr. Oliver introduced Secretary-Treasurer Henry Christiansen to present the treasurer's report. Mr. Christiansen reported that 2011 was a successful year with total assets increasing \$43 million and loans increasing \$101 million. He reported that as the percentage of loans increases, relative to our regulated investment alternatives, higher total income results. He reported that the NCUSIF assessed the Credit Union \$1.6 million in 2011 to cover losses by other credit union entities throughout the nation, and that in spite of national economic conditions and the special NCUA assessment, net income for 2011 improved over 2010. He reported that federal regulators require all credit unions to have a given level of capital, as a percentage of total assets. As assets have grown, net income, which adds to capital, has not increased at the same rate, therefore our capital to assets ratio has decreased slightly. He reported that the Credit Union continues to exceed all regulatory requirements and that as the bottom line grows, the strength and continuity of the Credit Union is assured.

Mr. Oliver introduced Mr. Tijerina, Chair of the Audit Committee. Mr. Tijerina introduced the Audit Committee members and their spouses. Mr. Tijerina reported that the Audit Committee report is included in the Annual Report. He added that audit results reveal that the Credit Union is operating in accordance with all governmental regulations and in the best interest of the membership. He noted that the Audit Committee's results have shown that the Board, President and employees of the Credit Union continue to be exceptionally dedicated and professionally committed to serving the members. He thanked everyone and wished luck for the drawing.

Mr. Oliver introduced Richard Howdeshell, President/CEO. Mr. Howdeshell thanked everyone for attending the 72nd annual meeting. He stated that 2011 was a great year for the Credit Union with deposits, loans and assets increasing. He reported that membership increased to over 66,000 and that net income resulted in a positive capital ratio of 9.3%. He stated that the bottom line is that Fort Worth Community Credit is financially sound and continues to improve each year. He noted that during 2011 services were improved by opening a new office in North Richland Hills, debit card services were improved by changing the processing company and issuing new MasterCard debit cards, the telephone system was upgraded at all offices,

mobile banking was improved with home banking apps for the iPhone, iPad and Android models, and that no new fees were introduced and that there were no fee increases. He reported that the most important service provided was a friendly and knowledgeable staff and he introduced each employee who has been with the Credit Union for 25 years or more and then asked the rest of the staff to stand for recognition. Mr. Howdeshell introduced John Bearrie, the manager of Fort Worth Community Investments, to conduct the drawing for Ranger game tickets. Mr. Howdeshell thanked everyone for attending.

Mr. Oliver thanked Mr. Howdeshell for assisting the Board in carrying out their duties and stated that Mr. Howdeshell was an excellent CEO. Mr. Oliver stated that there was no unfinished business. He then announced that there were no petitions for the Board and that the Nominating Committee had nominated Henry Christiansen, Stan Spivey and Leighton Waters who were elected by general consent to serve another term on the Board of Directors. He asked Mr. Christiansen to conduct the drawing and stated that the meeting would adjourn after the last winning member's name was called.

The meeting was adjourned at 7:35 p.m.

Neal Oliver, *Chairman*

Henry Christiansen, *Secretary/Treasurer*

report from (The Chairman)



Neal Oliver
Chairman
Term Expires 2013

Your Fort Worth Community Credit Union continues to be the best place to do your financial business as we offer some of the lowest loan rates and most competitive savings rates in the Metroplex. Even during these unpredictable financial times, our loan volume and assets continued to increase. One of the ratios used to monitor performance is the Loan to Asset Ratio. I am happy to report that during 2012, FTWCCU reached a loan-to-asset ratio of 81%, our highest ever. We appreciate your support of your Credit Union.

Our Credit Union conservatively promotes the use of technology to conduct financial transactions. One major example is the ability to make deposits and other types of transactions using a smart phone. We have believed for a good while that the use of "social media" was desirable. We now have moved into that arena in a big way with "Gabby." Since Gabby's launch in 2011, the response has been extremely positive and impressive, with increases in membership, deposits, and loans. While these increases are not solely the result of Gabby's activities, she has provided us with another very important tool with which to reach our members and potential members.

Your Board of Directors and Audit Committee look forward to serving you in the coming year. You, the Credit Union members, are responsible for the success of your Credit Union because you USE your Credit Union.

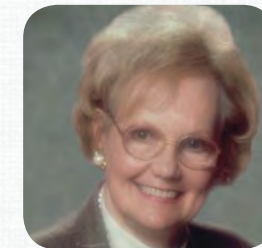
BOARD OF DIRECTORS



Herbert Sims
Vice-Chair
Term Expires 2014



Henry Christiansen
Secretary-Treasurer
Term Expires 2015



Marcella Banks
Director
Term Expires 2014



Kenneth Douglas
Director
Term Expires 2013



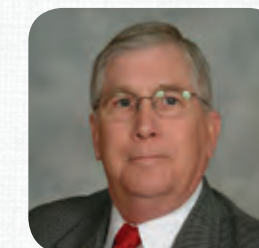
Janice Graczyk
Director
Term Expires 2013



Stan Spivey
Director
Term Expires 2015



Mike Talbot
Director
Term Expires 2014



W. Leighton Waters
Director
Term Expires 2015

(treasurer's) report

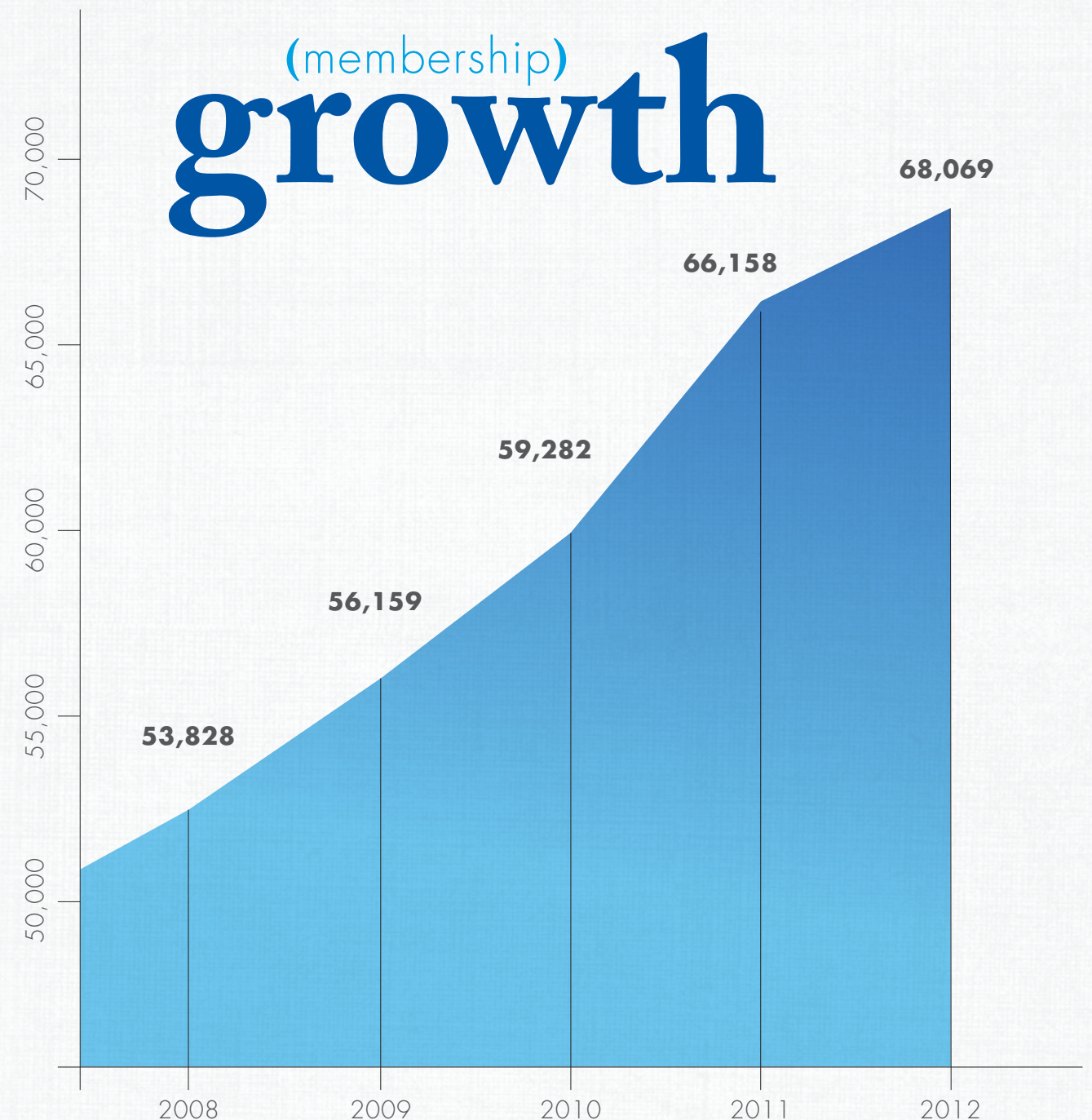
Statement of Financial Condition

	12/31/11	12/31/12
Loans	\$507,592,500	\$576,778,602
Cash	\$6,249,797	\$6,295,702
Investments	\$213,731,531	\$168,541,041
Other Assets	\$29,927,193	\$37,821,191
Total	\$757,501,021	\$789,436,536
Liabilities	\$7,546,622	\$7,896,733
Deposits	\$680,572,143	\$709,013,672
Undivided Earnings	\$61,119,762	\$64,263,637
Reserves	\$8,262,494	\$8,262,494
Total	\$757,501,021	\$789,436,536

Income Statement

Interest on Loans	\$26,295,804	\$26,273,706
Interest on Investments	\$1,699,728	\$712,935
Other Income	\$6,577,949	\$6,942,114
Gross Income	\$34,573,481	\$33,928,755
Operating Expenses	\$24,065,249	\$25,486,542
NCUA Share Insurance Adjustment	\$1,590,104	\$647,192
Dividends Paid to Members	\$5,970,844	\$4,651,145
Net Income (Loss)	\$2,947,284	\$3,143,876

(membership) growth



(the worth of)
excellence

AUDIT COMMITTEE REPORT



Bennie Cruz
Chairman
Term Expires 2014

- Meeting monthly with the Director - Internal Audit and the President/CEO to review internal audit results and discuss internal controls.
- Providing oversight to the Internal Audit Department as it executes an extensive audit plan
- Reviewing reports issued by the regulatory examiners and the CPA firm that conducts the annual audit, and monitoring the response of management to the recommendations issued.
- Participating in strategic planning meetings and monthly Board meetings.

Audit results reveal that the Fort Worth Community Credit Union is operating in accordance with all governmental regulations and in the best interest of the membership. The Audit Committee's oversight has shown that the Board, President and employees of our Credit Union continue to be exceptionally dedicated and professionally committed to serving the members.



Michael Clardy
Member, Term Expires 2013



Tunisia Sadruddin
Member, Term Expires 2014



Tom Tijerina
Member, Term Expires 2015

report from

(The President)



Richard Howdeshell
President/CEO

For over 72 years Fort Worth Community Credit Union has provided quality service to its membership. Your continued support is greatly appreciated, especially during these challenging times. As the economy continues to sputter and politicians point fingers, your Credit Union is committed to remaining financially strong while providing friendly service and competitive rates.

During 2012 FTWCCU continued to grow. Membership increased by 3% to exceed 68,000. Over 21,000 loans totaling more than \$258 million were made during the year, with loans outstanding of \$573 million at year end, representing an increase of 13%. Recognizing the safe and sound condition of FTWCCU, members increased deposits to more than \$709 million, a 4% increase. Assets also increased by 4% to reach \$789 million. The capital-to-asset ratio, an indicator of financial strength, stood at a very healthy 9.2% at the end of 2012.

As our society continues to adopt and expand the use of technology, our Mobile Banking app was enhanced to include Mobile Deposit capabilities. With the increase in use of technology, unfortunately, comes an increase in fraud. To help members combat this growing concern, our online service was improved with Enhanced Online Security features. And while not universally popular, it was necessary to provide our members with better online security while complying with regulatory requirements. Bill Pay and Presentment services were also improved during 2012. Because it is critical to our Credit Union's ability to provide service to our members, the computer system hardware was updated with the latest technology. And we changed the date of dividend postings to the last day of the month so that the amount earned for the month is shown on the monthly or quarterly statement.

On behalf of the management team and staff, I again thank you for supporting your Credit Union. We look forward to continuing to provide the quality service that you expect from FTWCCU.

VICE PRESIDENTS



Carl Auzenne
VP Information
Technology



Diane Dorsey
VP Operations



Rochelle Drake
VP Marketing



Michael Franko
Sr. VP Finance



Kyle Koke
Sr. VP Lending



Marc Rhodes
VP Support Services



Tammy Trudelle
VP Human Resources





year

(in review)

- Mobile Remote Deposit iPhone™ and Android™
- Website Enhanced Security
- Membership increased from 66,158 to 68,069
- Raised over \$4,000 for Children's Miracle Network benefiting Cook Children's Hospital in Fort Worth
- Gabby Knows is our award winning social gal with the "gift of gab" who knows what she's worth and is sharing her savvy with women in our community
 - Sharing her savvy with over 950 women online
 - Shared over 40 blogs filled with savvy financial advice and fun tips wo make life easier
 - Gabby collected 15 marketing awards
 - Connect with Gabby on **Twitter**, **Facebook**, and **Pinterest** and at **GetYourWorthOn.com**



(the worth of going)
forward



You're worth more (to us).

Headquarters

1905 Forest Ridge Dr
Bedford, TX
76021

Downtown

819 Taylor St
RM 7A23
Fort Worth, TX
76102

North Arlington

333 S Bowen Rd
Arlington, TX
76013

South Arlington

2327 W Pleasant Ridge Rd
Arlington, TX
76015

Wedgwood

6720 S. Hulen
Fort Worth, TX
76133

North Fort Worth

2601 Meacham Blvd
Fort Worth, TX
76137

Meadowbrook

6454 Brentwood Stair Rd
Fort Worth, TX
76112

Altamesa

3616 Altamesa Blvd
Suite 100
Fort Worth, TX
76133

Weatherford

1911 S Main St
Weatherford, TX
76086

Burleson

1456 SW Wilshire Blvd
Burleson, TX
76028

Flower Mound

1900 Long Prairie Rd
Suite 140
Flower Mound, TX
75022

North Richland Hills

8542 Davis Blvd
North Richland Hills, TX
76182

Member Information Center
(817) 835-5000 • (800) 817-8234
www.ftwccu.org

