



FORT WORTH COMMUNITY CREDIT UNION

# 2016 | ANNUAL REPORT









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2016 Annual Meeting Minutes

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## annual meeting agenda

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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

Adjournment



You're worth more (to us).

# minutes from the 2016 annual meeting

## **April 26, 2016**

The Annual Meeting of Fort Worth Community Credit Union was held in the Credit Union's Headquarters in Bedford, Texas. Chair Herb Sims called the meeting to order at 3:00 p.m.

### **Board Present:**

Chair Leighton Waters, Vice-Chair Marcella Banks, Secretary-Treasurer Henry Christiansen, Bennie Cruz, Janice Graczyk, Herb Sims and Tom Tijerina

### **Audit Committee Present:**

Michael Clardy/Chairman

### **Staff:**

Richard Howdeshell, President/CEO and several others

Mr. Waters introduced himself and welcomed everyone to the annual meeting. He 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 28, 2015. A motion and second were made. The vote, all yes. Mr. Waters stated that his printed report was included in the Annual Report and that the Credit Union made some difficult decisions over the past two years due to economic conditions that affected the world. He stated that one of those decisions was to reduce the size of the annual meeting from hosting a dinner for several thousand people to a smaller meeting at the Credit Union. Mr. Waters introduced the Board of Directors and the Audit Committee.

Mr. Waters introduced Secretary-Treasurer Henry Christiansen to present the treasurer's report. Mr. Christiansen reported that he would be presenting the financial results for 2015. He reported that total assets were up \$23 million from 2014 reaching over \$838 million, dividends returned to members was over \$3.1 million, total net income was \$958,000 and that capital reached a little over \$77 million by yearend. He reported that equity is required by Federal and State regulators to keep credit unions strong, and in order to manage through various economic conditions. He reported that as assets have grown each year, net income, which adds to capital, has increased at almost the same rate. The capital to asset ratio increased slightly to 9.18%. In conclusion, Mr. Christiansen stated that as regulatory requirements are met, Fort Worth Community Credit Union maximizes the highest financial benefit for all members and the strength and continuity of the Credit Union is strong, and is in place for the future as well.

Mr. Waters introduced Mike Clardy, Chair of the Audit Committee. Mr. Clardy reported that Charles Redding and Tunisia Sadruddin are members of the Audit Committee



who are not in attendance. He reported that the committee assists the Board in ensuring that member's funds and interests are protected by providing general oversight of internal audit functions. He reported that the Audit

Committee report is included in the Annual Report. Mr. Clardy stated that the Audit Committee finds that the Credit Union is operating in a safe and sound manner, consistent with the membership's best interest and that the Board has fulfilled its fiduciary responsibilities. On behalf of the Audit Committee, he expressed appreciation for the dedicated efforts of the Internal Audit Department, the cooperation and professionalism of management and the President/CEO and the support of the Board of Directors.

Mr. Waters introduced Richard Howdeshell, President/CEO. Mr. Howdeshell reported that 2015 was a challenging year for the Credit Union. This included the project of building a full service office in North Fort Worth and a small, self-service branch in the new FAA Headquarters. He reported that last May, an IT employee arrived at the Credit Union to find water flowing out of the employee entrance door. He explained that a faucet was left running in the janitor's closet, and along with a stopped up sink, caused 2 to 3 inches of standing water in some areas of the building. After 8 months of restoration and remodeling, the building is now complete. He reported that last

year the Credit Union had an increase in assets, deposits and membership and a slight decrease in lending due to loan rates. At year-end, the capital-to-assets ratio, an indicator of financial stability, stood at a healthy 9.2%. He reported that in order to improve security and prevent fraud, FTWCCU reissued all debit and credit cards with EMV chip cards. He reported that MobiMoney, an app which allows members to turn their debit card on and off, and the Apple Pay app were new programs. Mr. Howdeshell concluded that FTWCCU is committed to providing high quality member service and encouraged members to use the "We'd Like To Know" brochures located in each office and online for suggestions. He thanked the members who attended the annual meeting.

Mr. Waters stated that there was no unfinished business. He announced that there were no petitions for the Board and that the Nominating Committee had nominated Janice Graczyk, Neal Oliver and Tom Tijerina and that they were elected by general consent to serve another term on the Board of Directors. Mr. Waters thanked everyone for attending.

The meeting was adjourned at 3:14 p.m.

Leighton Waters, Chairman

Henry Christiansen, Secretary/Treasurer



report from

# the chairman



**W. Leighton Waters**

Chairman  
Term Expires 2018

Fort Worth Community Credit Union has completed another successful operating year in an extremely difficult economic environment. Our goal is to offer members a safe and secure place to manage their financial affairs. It is not our goal to maximize profits, but to provide quality financial services to all members while making sufficient income to maintain a capital level that assures long term stability. With that in mind, we strive to provide loan rates and investment rates that return value to our members. In spite of the unprecedented low interest rate environment of the past few years, we remain well-capitalized. As a State Chartered and Federally insured credit union, we are audited annually by both State and Federal regulators to assure that we comply with all Federal and State laws and operating practices governing financial institutions. Our accounts are also audited annually by an independent CPA firm specializing in financial institutions.

As we look for opportunities to serve our members, we strive to offer convenient office locations as well as secure online access to your accounts. Last year we opened two new locations including an unstaffed kiosk service center in a controlled access building. A personal and friendly level of service throughout a large selection of financial products is our expectation as our staff searches for and offers new and easy to use products, such as mobile deposits, online transfers, bill pay and e-mail/smart phone alerts. Gabby, our social media icon for women, continues to garner awards and new members in a big way.

Our goal is to be your financial institution of choice. We know that one size does not fit all and that we cannot provide all the services and all the products that every member desires. However, we are always open to requests from members to provide new services and we welcome your ideas. Representing over 80,000 members has meant that we have had to make some decisions that weren't popular. We constantly monitor ongoing programs and planned initiatives to make sure they serve the greater good, and not just a small segment of our membership. Operating efficiently is important to our success and we appreciate the way our members have accepted changes that we believed were necessary.

We know that as a member owned financial institution, we are not for profit; but we are also not for charity. We are for service, for all our members.

W. Leighton Waters  
Chairman



# board of directors



**Marcella Banks**

Vice-Chair

Term Expires 2017



**Henry Christiansen**

Secretary-Treasurer

Term Expires 2018



**Bennie Cruz**

Director

Term Expires 2017



**Janice Graczyk**

Director

Term Expires 2019



**Neal Oliver**

Director

Term Expires 2019



**Herbert Sims**

Director

Term Expires 2017



**Stan Spivey**

Director

Term Expires 2018



**Tomas Tijerina, Jr.**

Director

Term Expires 2019



# treasurer's report

## STATEMENTS OF FINANCIAL CONDITION

	12/31/16	12/31/15
Loans	\$630,020,097	\$619,304,166
Cash	\$10,756,175	\$7,183,409
Investments	\$173,960,397	\$165,813,052
Other Assets	\$46,455,171	\$46,051,626
<b>Total</b>	<b>\$861,191,840</b>	<b>\$838,352,253</b>
Liabilities	\$8,195,465	\$8,583,890
Deposits	\$774,222,523	\$752,743,219
Undivided Earnings	\$70,511,358	\$68,762,650
Reserves	\$8,262,494	\$8,262,494
<b>Total</b>	<b>\$861,191,840</b>	<b>\$838,352,253</b>

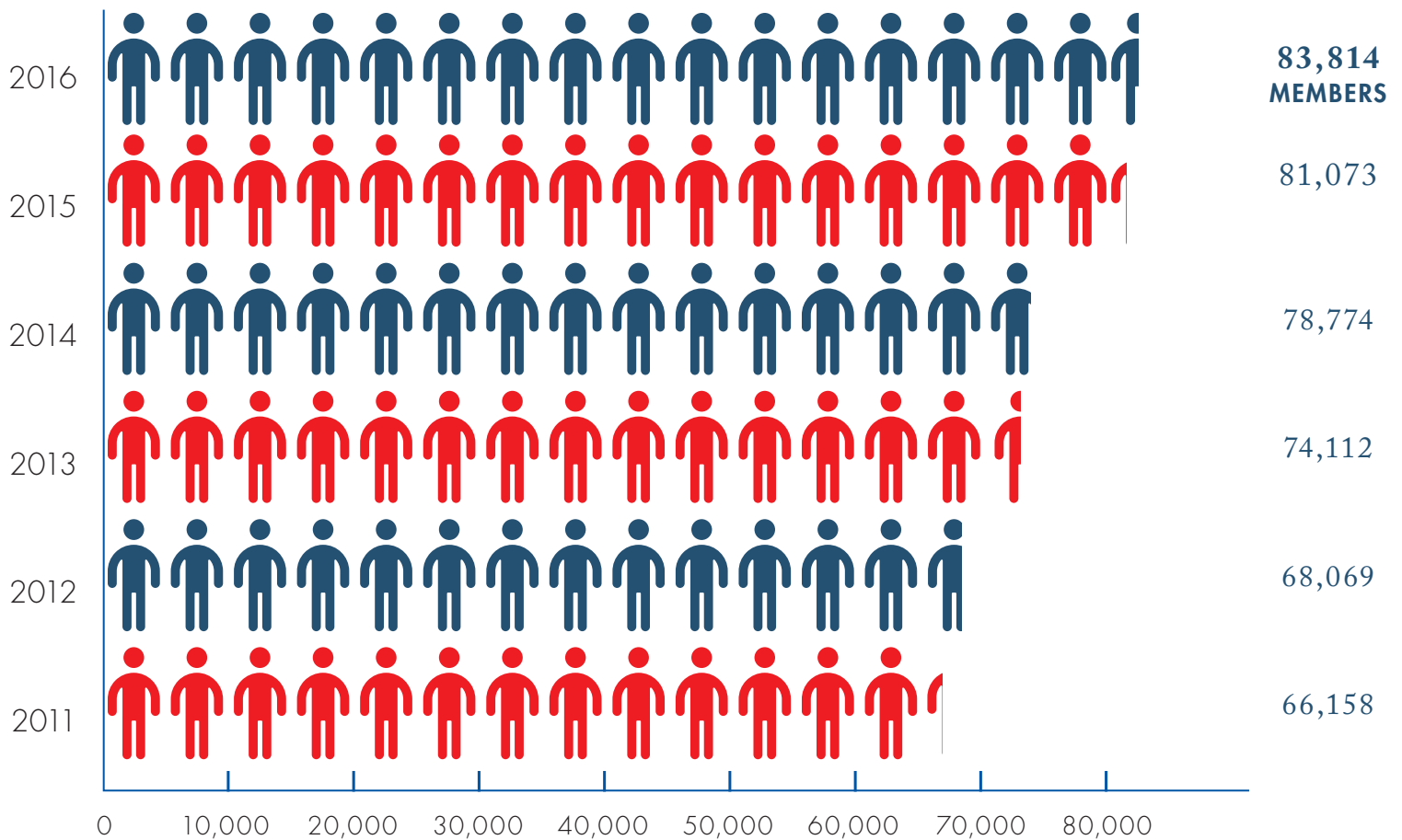
## INCOME STATEMENT

	12/31/16	12/31/15
Interest on Loans	\$24,064,870	\$23,417,704
Interest on Investments	\$1,454,712	\$712,314
Other Income	\$8,549,945	\$7,834,868
<b>Gross Income</b>	<b>\$34,069,527</b>	<b>\$31,964,886</b>
Operating Expenses	\$29,244,945	\$27,905,228
NCUA Share Insurance Adjustment	0	0
Dividends Paid to Members	\$3,075,874	\$3,101,562
<b>Net Income (Loss)</b>	<b>\$1,748,708</b>	<b>\$958,096</b>

focused  
on members

# membership growth

 = 5,000





# audit committee report

The Audit Committee expanded to five members this year. All are appointed by the Board of Directors. The Committee assists the Board in ensuring that member's funds and interests are protected by providing general oversight of internal audit functions.

To fulfill its duties and responsibilities, the Audit Committee, developed the 2016 Audit Plan using a risk-based approach for internal audits and met monthly to review and discuss findings with the Director of Internal Audit and the President/CEO. The Committee also contracted for an external audit, met with and reviewed examiner reports, attended monthly board meetings and participated in the annual strategic planning session.

Based on these activities, the Audit Committee finds that the credit union is operating in a safe and sound manner, consistent with the membership's best interest. The Audit Committee appreciates the dedicated efforts of the Internal Audit Department, the cooperation and professionalism of management and the President/CEO, and the support of the Board of Directors.

Tunisia Sadruddin  
Chair - Associate Director



**Tunisia Sadruddin**  
Chair - Associate Director  
Term Expires 2017



**Michael Clardy**  
Associate Director  
Term Expires 2019



**Matthew Mattox**  
Associate Director  
Term Expires 2017



**Louise Molinar**  
Associate Director  
Term Expires 2017



**Charles Redding**  
Associate Director  
Term Expires 2018

FREE FUNDS TRANSFERS FREE MASTERCARD DEBIT CARD

UNBEATABLE BENEFITS

FINANCIAL DIRECT DEPOSIT

SECURITY  
GROWTH  
TRUSTED



Secure  
MOBILE

STATEMENT



MOBILE APPS

ACCESS LINE OF CREDIT

MOBILE REMOTE DEPOSIT

MOBIMONEY



ACCOUNT  
FREE PURCHASE REWARDS  
RATES HOME BANKING

ONLINE

TEXT MESSAGE BANKING

REAL ESTATE

BANKING



EMAIL ALERTS FREE BILL PAY Mobile Banking

LEADERSHIP

PERFORMANCE TRUST

LOANS



COMMUNITY



FAMILY SOLUTIONS

INVOLVEMENT



BELONG

SMART

CONVENIENCE

MEMBERSHIP



# president's report



**Richard Howdeshell**  
President/CEO

Since 1940 Fort Worth Community Credit Union has provided financial services to our member/owners. That's over 76 years of continuous, dedicated service. As reflected in our Mission Statement, FTWCCU wants "to be the best choice for friendly, competitive and secure financial services," and over 200 friendly, professional staff members work hard every day to ensure that we carry out that mission. Our loan and savings rates are always competitive. FTWCCU is secure because we are federally insured by the NCUSIF and we work hard to prevent fraud and protect our member's privacy. While there are many options from which to obtain financial services, we appreciate that our members choose FTWCCU "to be the best choice."

Growth is a positive indication of success, and that continued in 2016. Key indicators include:

Loan Growth – Loans increased \$10.5M to reach over \$627M

Deposit Growth – Deposits increased over \$21M to exceed \$774M

Asset Growth – Assets grew \$23M to over \$861M

Membership Growth – 3,000 new members (net) brought membership to 83,814

Another key factor is the capital/asset ratio, which stood at a very healthy 9.14% at the end of 2016.

Several improvements to services were initiated in 2016. Lending decisions were centralized so that a limited number of employees handle that function. The result is that loan decisions are provided faster and more consistently. Recognizing that our online loan and account opening capabilities needed improvement, we initiated the implementation of MeridianLink software.

When complete, this service will provide members with a much improved online and mobile experience. Three ATMs were upgraded to accept deposits. Mobile banking was improved with the addition of Apple Pay, Android Pay, Samsung Pay and MobiMoney, which helped our mobile app earn 4.7 out of 5 stars from users. E-statements have been improved so that the format is the same as printed statements, and we implemented same-day ACH transactions. Our first FTWCCU owned branch facility was built in 2000 at 2327 W Pleasant Ridge Rd in Arlington and we've begun the process to

update and remodel that office.

Thank you for continuing to support your Credit Union. Our goal is to be your "best choice" for financial services. Please let us know how we're doing by sharing your comments and suggestions. I encourage you to use the "We'd Like To Know" brochure located on the website at [www.FTWCCU.org](http://www.FTWCCU.org).

Richard Howdeshell  
President/CEO

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## 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



# list of services

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High Interest Savings & Investment Accounts

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Auto & Personal Loans

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Mortgage, Home Equity Line of Credit & Home Improvement Loans

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Platinum MasterCard & VISA Credit Cards (with chip embedded security)

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24 Hour Home Banking at [www.ftwccu.org](http://www.ftwccu.org)

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24 Hour Audio Response Service (817) 835-5050

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Mobile/Text Message Banking

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Mobile Remote Deposit for iPhone and Android

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FREE FTWCCU App for iPhone and Android

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FREE ATM Transactions at nearly 30,000 CO-OP Network ATMs

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FREE Online Bill Pay and Presentment

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MasterCard Debit Card

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FTWCCU's MobiMoney App

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Samsung Pay, Android Pay & Apple Pay for FTWCCU's Credit and Debit Cards

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Overdraft Protection

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Payroll Deduction/Direct Deposit

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Deposit Insurance up to \$250,000 by NCUA

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Wire Transfers

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Safe Deposit Boxes

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Cashier's Checks and VISA Gift Cards

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Drive-Thru Services

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Fort Worth Community Investments

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TEXT MESSAGE BANKING

MOBILE

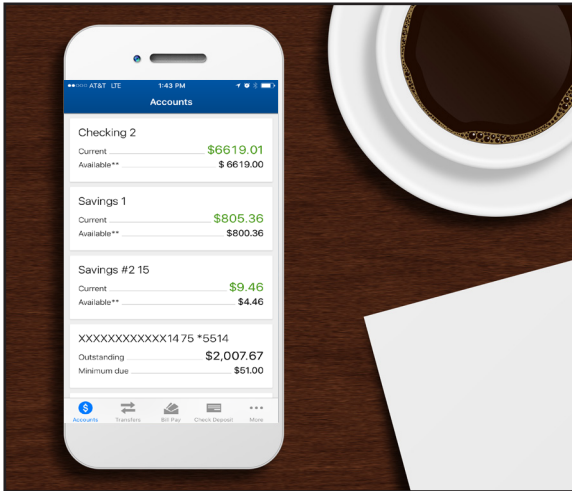
ANDROID PAY  
PURCHASE REWARDS  
EMAIL ALERTS

APPLE PAY

FUNDS TRANSFER

MOBIMONEY

BANKING



FINANCEWORKS  
SAMSUNG PAY



MOBILE REMOTE DEPOSIT

HOME BANKING



# locations

## 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

## Meadowbrook

6454 Brentwood Stair Rd  
Fort Worth, TX 76112

## 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

## North Tarrant

3501 N Tarrant Parkway  
Fort Worth, TX 76177

