



FORT WORTH COMMUNITY CREDIT UNION

# 2015 | ANNUAL REPORT







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## 2016 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



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# minutes from the 2015 annual meeting

## **April 28, 2015**

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:**

Chairman Herb Sims, Vice-Chairman Leighton Waters, Secretary-Treasurer Henry Christiansen, Marcella Banks, Bennie Cruz, Janice Graczyk, Neal Oliver, Stan Spivey, Mike Talbot and Tom Tijerina

### **Audit Committee Present:**

Tunisia Sadruddin/Chair

### **Staff:**

Richard Howdeshell, President/CEO and several others

Mr. Sims welcomed everyone to the annual meeting and 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 22, 2014. A motion and second were made. The vote, all yes. Mr. Sims stated that his printed report was included in the Annual Report. Mr. Sims introduced the Board of Directors and the Audit Committee.

Mr. Sims introduced Secretary-Treasurer Henry Christiansen to present the treasurer's report. Mr. Christiansen reported that he would be presenting the financial results for 2014. He reported that total assets nearly reached \$816 million, dividends returned to members was over \$3.4 million, total net income was over \$1 million and that capital reached a little over \$76 million. He reported that equity is required by federal regulators to keep the Credit Union strong and to manage through various economic conditions. He reported that the federal regulators require all credit unions to have a given level of capital equity as a percentage of total assets. The capital to asset ratio increased slightly from 9.16% yearend 2013 to 9.32% by yearend 2014. In summary, the Credit Union continues to meet regulatory requirements, is positioned to progress for the financial benefit of all members, and the strength and continuity of the Credit Union is assured.

Mr. Sims introduced Richard Howdeshell, President/CEO. Mr. Howdeshell reported that 75 years ago on July 10, 1940, seven original members signed the organization certificate and deposited \$55 to begin Fort Worth Federal Employees Federal Credit Union. He reported that the Credit Union has grown to nearly 80,000 members and that the \$55 deposit has grown to over \$737 million by the end of 2014. He reported that over the years, some of the early records were lost and that he



assumes there were many \$25 to \$100 loans made and that the loans outstanding today have grown to more than \$660 million. He reported that in 1970 the Credit Union's name was changed to Fort Worth Federal Credit Union and in 2001 it was changed to Fort Worth Community Credit Union. In the beginning only a regular share account was available and the Credit Union was run by volunteers. Today it is a full service financial institution with 180 employees in 12 offices. He reported that the biggest change over the years has been the use of technology, going from using pencils to computers. He reported that the most recent improvement is the replacement of the credit and debit cards with EMV chips to make transactions more secure. In summary, he thanked all the members who have used the Credit Union over the past 75 years, helping to make Fort Worth Community financially strong and that he is looking forward to the Credit Union serving members for another 75 years.

Mr. Sims introduced Ms. Sadruddin, Chair of the Audit Committee. Ms. Sadruddin reported that Michael Clardy, Charles Redding and Nicole Fontayne-Bardwell are members of the Audit Committee who are not in attendance. She 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. She reported that the Audit Committee report is included in the Annual Report

and based on the oversight functions; 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 requirements. 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.

Mr. Sims stated that there was no unfinished business. He announced that there were no petitions for the Board and that the Nominating Committee had nominated Henry Christiansen, Stan Spivey and Leighton Waters and that they were elected by general consent to serve another term on the Board of Directors. Mr. Sims thanked everyone for attending.

The meeting was adjourned at 3:09 p.m.

Herb Sims, 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 ongoing and unprecedented low interest rate environment, 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. We recently 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 almost over 80,000 members has meant that we have had to make some decisions that weren't popular. For instance, last year we made the tough decision to scale down the annual meeting because only a small percentage of the total membership attended the expensively subsidized dinner. Having all members essentially pay for a large scale event that only about 2% a small number of the members attended was just no longer justifiable. We also consolidated two offices that were located within a few miles of each other because we couldn't justify the expense of running separate facilities so close together. Operating efficiently is important to our success and we appreciate the way our members have accepted these changes.

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 2016



**Neal Oliver**

Director  
Term Expires 2016



**Herbert Sims**

Director  
Term Expires 2017



**Stan Spivey**

Director  
Term Expires 2018



**Tomas Tijerina, Jr.**

Director  
Term Expires 2016



**J. Mike Talbot**

Director Emeritus



# treasurer's report

## STATEMENTS OF FINANCIAL CONDITION

	12/31/15	12/31/14
Loans	\$619,304,166	\$672,168,110
Cash	\$7,183,409	\$6,225,364
Investments	\$165,813,052	\$92,464,223
Other Assets	\$46,051,626	\$44,943,273
<b>Total</b>	<b>\$838,352,253</b>	<b>\$815,800,970</b>
Liabilities	\$8,583,890	\$7,706,557
Deposits	\$752,743,219	\$732,027,364
Undivided Earnings	\$68,762,650	\$67,804,553
Reserves	\$8,262,494	\$8,262,494
<b>Total</b>	<b>\$838,352,253</b>	<b>\$815,800,970</b>

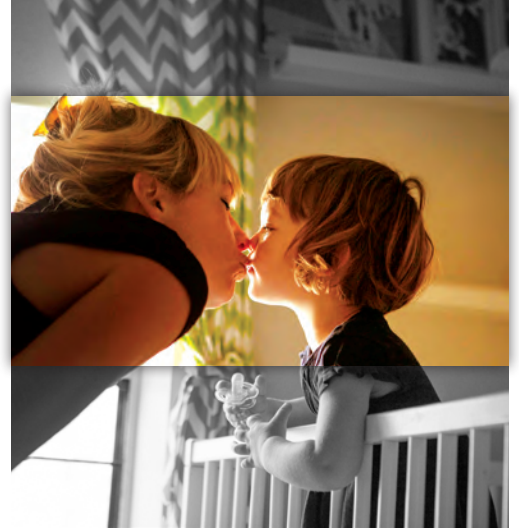
## INCOME STATEMENT

	12/31/15	12/31/14
Interest on Loans	\$23,417,704	\$25,144,007
Interest on Investments	\$712,314	\$255,904
Other Income	\$7,834,868	\$7,900,677
<b>Gross Income</b>	<b>\$31,964,886</b>	<b>\$33,300,588</b>
Operating Expenses	\$27,905,228	\$28,871,692
NCUA Share Insurance Adjustment	0	0
Dividends Paid to Members	\$3,101,562	\$3,418,712
<b>Net Income (Loss)</b>	<b>\$958,096</b>	<b>\$1,010,184</b>

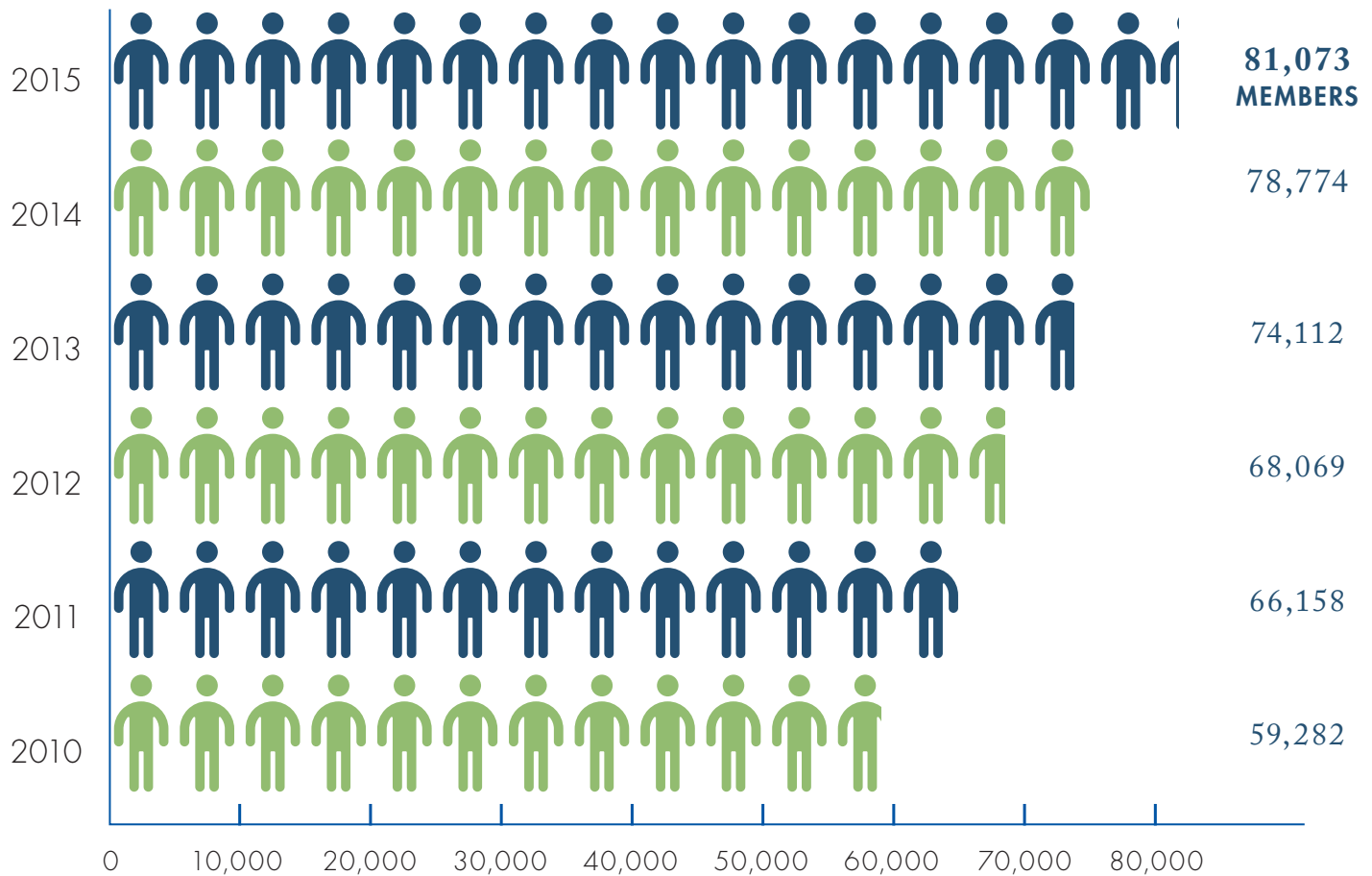
focused  
on members



# membership growth



 = 5,000



# audit committee

## report

The Audit Committee consists of three members 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 2015 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.

Michael Clardy  
Chairman

## audit committee



**Michael Clardy**  
Chairman,  
Term Expires 2016

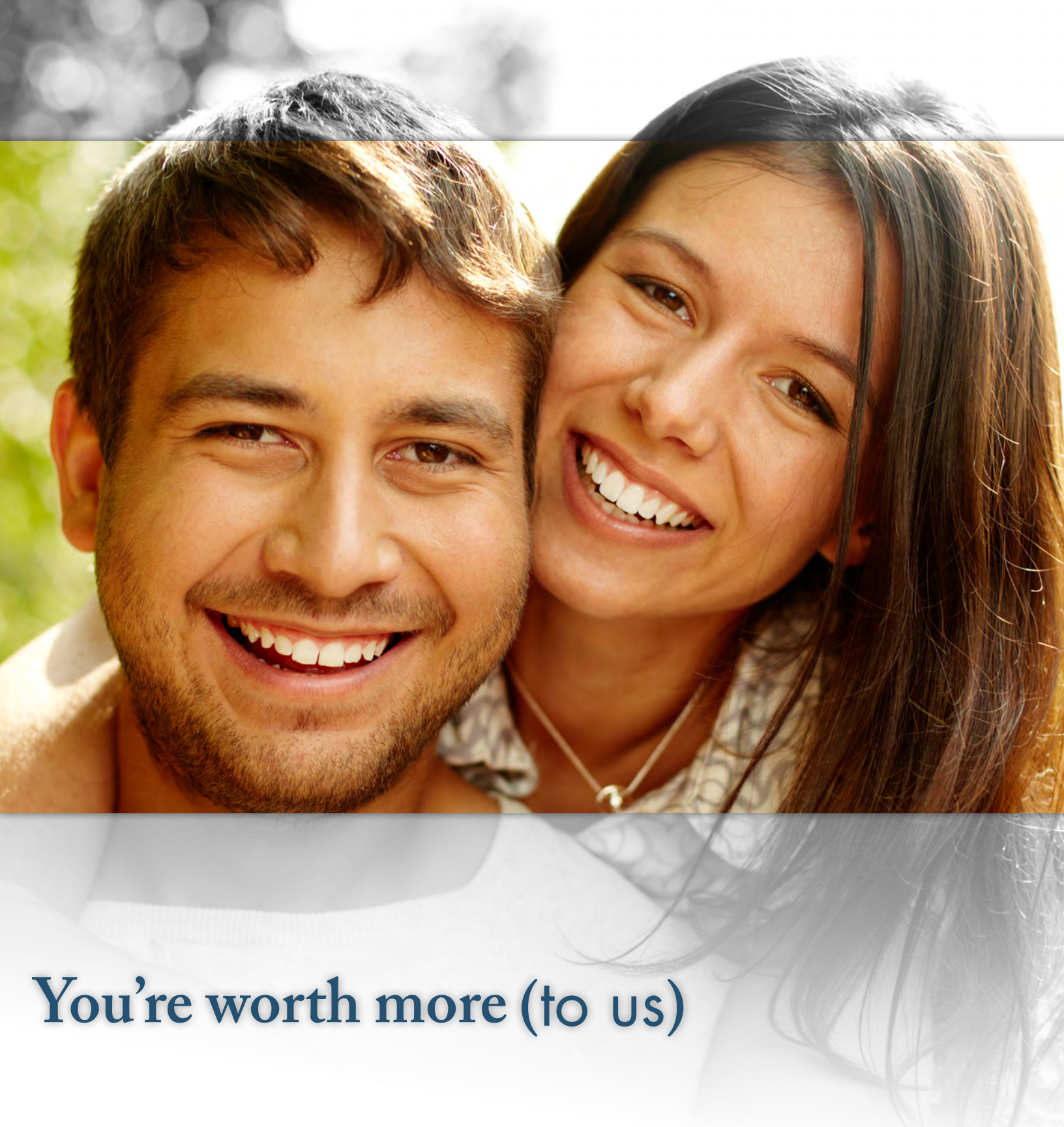


**Tunisia Sadrudin**  
Member  
Term Expires 2017



**Charles Redding**  
Member  
Term Expires 2016





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# president's report



**Richard Howdeshell**  
President/CEO

2015 was, in a word, challenging. On Monday, May 11th employees who arrived to start the day were greeted with lots of water. A water leak that began after closing on Saturday afternoon had flooded the north half of both floors of our Headquarters Office. Power was off and water was standing inches deep in a large part of the building. Fortunately we have a backup generator that provided enough power to keep our computer system up and running. That allowed all of the other FTWCCU offices to continue to operate as usual. The restoration project took many months and quite a few insurance dollars. However, the results were very good and we hope you are pleased with the remodeled office. Earlier in the year, we had begun the construction of two new offices. A full-service branch office at 3501 N. Tarrant Parkway in north Fort Worth was in process. Also, a small, self-service office in the new FAA Headquarters building was underway. Needless to say, the staff had a busy year working to complete these planned and unplanned projects.

FTWCCU continued to grow in 2015. Assets grew by 2.8% to \$838 million as deposits increased to almost \$753 million. Membership grew to 81,073, a 2.9% increase. Because of the very low interest rate environment, FTWCCU financed fewer loans referred by auto dealers. As a result, loans outstanding declined by 7% to \$617 million. At year-end, our capital-to-asset ratio, an indicator of financial stability, stood at a healthy 9.2%.

In order to improve security and prevent fraud, FTWCCU reissued all debit and credit cards with EMV chip cards. These types of cards have been used for several years in other countries and make it more difficult to commit fraud with stolen card information. In addition, we introduced another new service to aid in the prevention of fraud. MobiMoney is a smart phone app that allows members to turn their debit card off when it



is not being used. The app also includes other useful features, such as account balances, transactions and alerts. Apple Pay was another enhancement added to our list of services. Members with an iPhone6 or higher can use the Wallet app and sign up for this new method of paying for purchases. A special code, rather than the card number, is used to complete a purchase transaction. We continually look for opportunities to add new services, or to improve the services already offered.

FTWCCU is committed to providing high quality member service. I encourage you to use the "We'd Like To Know" brochure located on the website or in a Credit Union office. Let us know how we're doing, or use it to make suggestions and comments.

Thank you for using your Credit Union!

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, & 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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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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# 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

