

FORT WORTH COMMUNITY CREDIT UNION

2017 ANNUAL REPORT





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Call To Order

Ascertainment That
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Reading and
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Adjournment



You're worth more (to us).

minutes from the 2017 annual meeting

April 25, 2017

The Annual Meeting of Fort Worth Community Credit Union was held in the Credit Union's Headquarters in Bedford, Texas. Vice - Chair Marcella Banks called the meeting to order at 3:05 p.m.

Board Present:

Vice-Chair Marcella Banks,
Secretary-Treasurer Henry
Christiansen, Janice Graczyk, Neal
Oliver and Tom Tijerina

Audit Committee Present:

Michael Clardy, Louise Molinar

Staff:

Richard Howdeshell, President/CEO
and several others

Ms. Banks introduced herself and stated that Mr. Waters, Chair of the Board of Directors had a family emergency and couldn't attend today. She 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, 2016. A motion and second were made. The vote, all yes. Ms. Banks stated that the report was included in the Annual Report. Ms. Banks introduced the Board of Directors.

Ms. Banks introduced Secretary-Treasurer Henry Christiansen to present the treasurer's report. Mr. Christiansen stated that he would be presenting the financial results for 2016. He reported that total assets were up \$23 million reaching \$861 million from 2015, dividends returned to members was over \$3 million, total net income was \$1.7 million and that capital reached a little over \$79 million by year-end. He stated that all credit unions are a co-operative type organization and that capital belongs to the credit union members. He reported that capital includes undivided earning plus reserves and that capital is required by federal and state regulators, to keep credit unions financially strong, in order to operate through various external economic conditions. He mentioned that regulators require all credit unions to have a given level of capital, as a percentage of total assets. As assets have grown each year, net income, which adds to capital has increased proportionally to achieve regulatory requirements and that the capital to assets ratio reached 9.14% by year-end. In conclusion, Mr. Christiansen reported that the Credit Union continues to meet its regulatory requirements and maximized the highest financial and security benefits for members.

Mr. Banks introduced Mike Clardy of the Audit Committee. Mr. Clardy reported that Tunisia Sadruddin, Chair of the Audit Committee could not attend today. He introduced Louise Molinar who was at the meeting and stated that Matthew Mattox and Charles

Redding of the Audit Committee were not in attendance. He reported that the Audit Committee increased to five members this year and that all were 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. He reported that to fulfill its duties and responsibilities, the Audit Committee developed the 2016 Audit Plan using a risk-based approach for internal audits, and meets monthly to review and discuss findings with the Director Internal Audit and the President/CEO. The Committee also contracted for an external audit, met with examiners and reviewed reports, attended monthly board meetings and participated in the annual strategic planning session. Mr. Clardy stated that 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 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.

Ms. Banks introduced Richard Howdeshell, President/CEO. He reported that the Credit Union had a good year during 2016 with growth in loans, deposits, assets, membership and that net income almost doubled from the previous year.

He reported that several improvements were made to services including lending and that the Credit Union is currently in the process of implementing an improved system for opening accounts and applying for loans online. He reported that mobile banking was improved with the addition of Apple Pay, Android Pay, Samsung Pay and MobiMoney. The e-statements were improved and same-day ACH transactions were implemented. Mr. Howdeshell concluded that FTWCCU's goal is to be the best choice for its members. He 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.

Ms. Banks stated that there was no unfinished business and asked if there was any new business. She announced that there were no petitions for the Board and that the Nominating Committee had nominated Herb Sims, Bennie Cruz and Marcella Banks and that they were elected by general consent to serve another term on the Board of Directors. Ms. Banks thanked everyone for attending.

The meeting was adjourned at 3:16 p.m.

report from

the chair



Marcella Banks

Chair

Term Expires 2020

It is great to report to our members that Fort Worth Community Credit Union has completed another successful operating year. We remain financially and operationally sound. Many people contribute to our success: our members, our Management, our employees, our Board of Directors, and our Associate Directors. Our number one goal is to offer our members a safe and secure place to manage their financial affairs. We are audited by State and Federal regulators as well as an independent CPA firm to ensure that we comply with all regulations and operating practices for financial institutions.

We strive to give our members choices; e.g., loans structured to your needs; saving options; and where and how you want to handle your financial business. That could be in person, online, over the phone, or several mobile options. We are ever changing and expanding ways members can use us. We want to do it your way when possible. As an example, how easy is it to deposit a check your way today? It is your choice: mail in a paper deposit; drop it in a night depository at a branch; use the drive-thru at a branch; go into a branch and talk with a person or use the technology in the branch; or use your phone and take a picture of your check. Make a couple of clicks, and the check is on its way to the Credit Union. We plan to keep up with all the technological changes to allow you to make choices that fit your lifestyle.

We also continue to look for: new products; how to provide better services; offer best rates possible; and keep our fees to a minimum (and then only if necessary). We review "Cheers" and "Jeers" from our members each month during the Board meeting. The number of "Cheers" is amazing. We do receive a few "Jeers", and Management and the Board take these to heart to improve our services. Please continue to get your feedback to us.

We don't just want to meet your expectations, we want to exceed your expectations. Members are our stakeholders. You elect our Board of Directors. The Directors as well as our Associate Directors volunteer our time to fulfill the expectations of our members and maintain financial safety and soundness. Our Mission Statement states it all: "To Be The Best Choice for Friendly, Competitive, and Secure Financial Services." Thanks to you, our members for choosing Fort Worth Credit Community Credit Union as your financial institution.

Marcella Banks
Chair

board of directors



Tomas Tijerina, Jr.

Vice-Chair

Term Expires 2019



Henry Christiansen

Secretary-Treasurer

Term Expires 2018



Janice Graczyk

Director

Term Expires 2019



Neal Oliver

Director

Term Expires 2019



Tunisia Sadrudin

Director

Term Expires 2018



Herbert Sims

Director

Term Expires 2020



Stan Spivey

Director

Term Expires 2018



W. Leighton Waters

Director

Term Expires 2018

treasurer's report

STATEMENTS OF FINANCIAL CONDITION

	12/31/17	12/31/16
Loans	\$596,225,213	\$630,020,097
Cash	\$6,254,795	\$10,756,175
Investments	\$250,812,765	\$173,960,397
Other Assets	\$48,917,915	\$46,455,171
Total	\$902,210,688	\$861,191,840
Liabilities	\$10,596,588	\$8,195,465
Deposits	\$811,171,026	\$774,222,523
Undivided Earnings	\$72,180,580	\$70,511,358
Reserves	\$8,262,494	\$8,262,494
Total	\$902,210,688	\$861,191,840

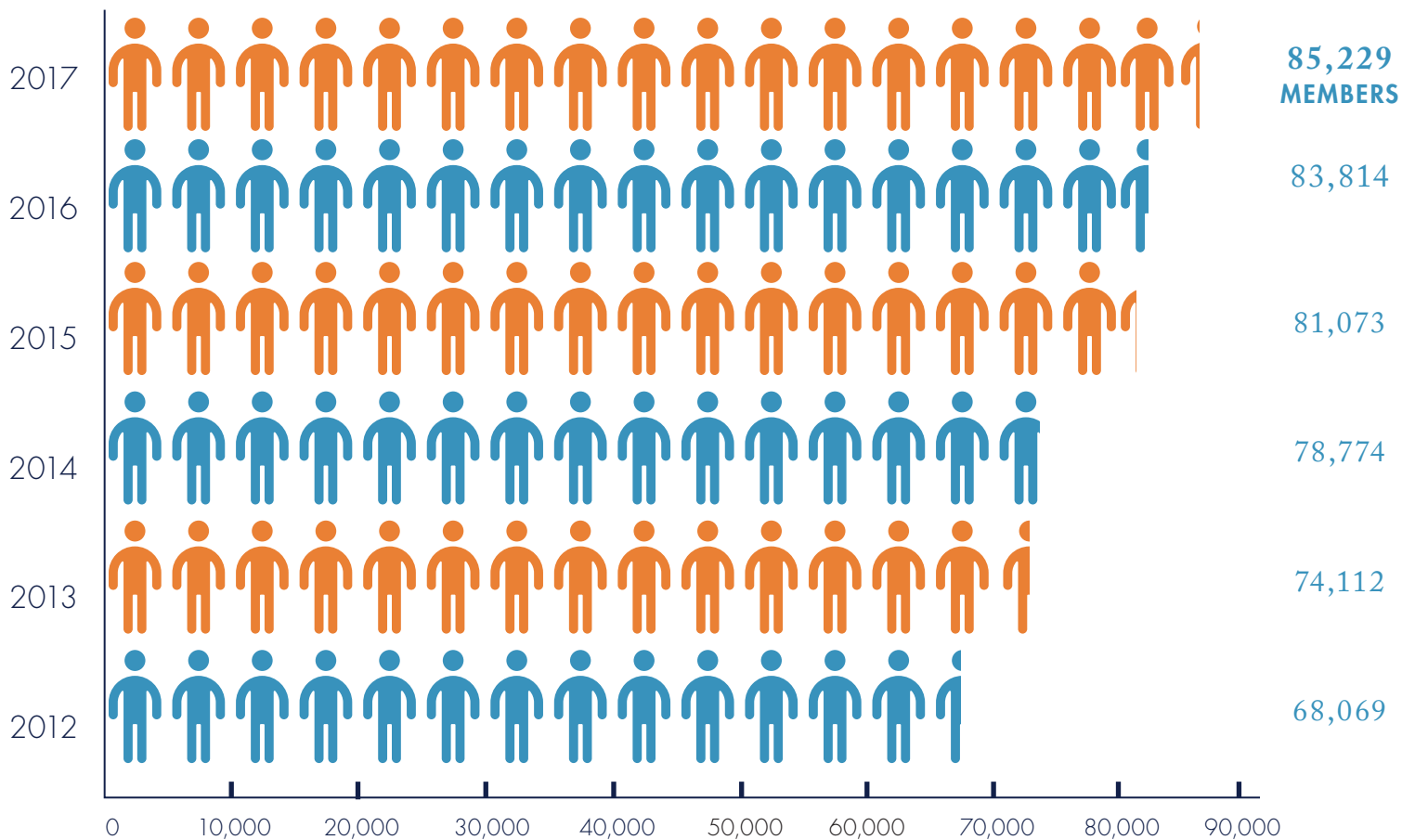
INCOME STATEMENT

	12/31/17	12/31/16
Interest on Loans	\$24,989,009	\$24,064,870
Interest on Investments	\$2,581,217	\$1,454,712
Other Income	\$9,319,820	\$8,549,945
Gross Income	\$36,890,046	\$34,069,527
Operating Expenses	\$31,439,109	\$29,244,945
Dividends Paid to Members	\$3,781,715	\$3,075,874
Net Income (Loss)	\$1,669,222	\$1,748,708

focused
on members

membership growth

 = 5,000



audit committee

report

The Audit Committee consists of five 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 2017 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.

Charles Redding
Chair – Associate Director



Charles Redding
Chair - Associate Director
Term Expires 2018



Michael Clardy
Associate Director
Term Expires 2019



Matthew Mattox
Associate Director
Term Expires 2020



Louise Molinar
Associate Director
Term Expires 2020

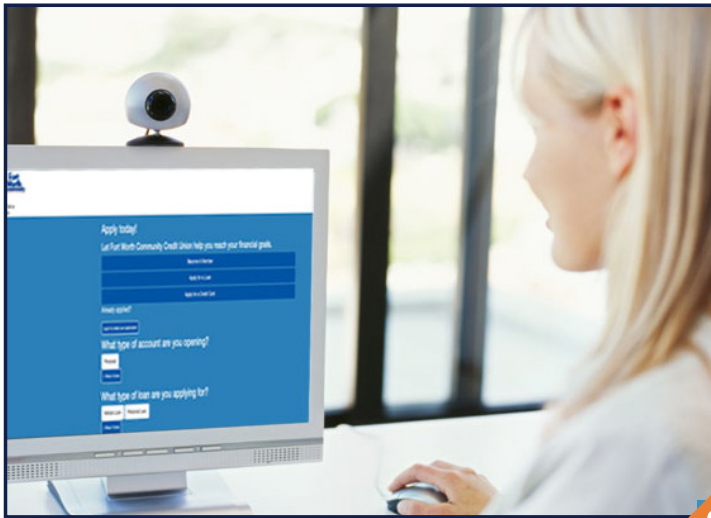


Marian Ross
Associate Director
Term Expires 2018

ONLINE BANKING

REAL ESTATE
TRUST STATEMENT

PERFORMANCE



SECURITY
CHECKING
COMMUNITY



MOBILE APPS
SOLUTIONS
INVOLVEMENT

MEMBERSHIP

president's report



Richard Howdeshell
President/CEO

In July 2017, Fort Worth Community Credit Union completed 77 years of service to its members. From the original 7 who signed the charter, the Credit Union has grown to over 85,000 members. And from beginning deposits of \$55, FTWCCU now has over \$811 million in deposits. The Credit Union continued to serve its member's needs in 2017 as loans outstanding stood at \$595 million while total assets increased to \$902 million. In the early years the Credit Union was operated by volunteers, but now has over 200 professional employees providing service to members. FTWCCU's success is a result of following traditional credit union philosophy of "People Helping People" and carrying out its mission "to be the best choice for friendly, competitive and secure financial services." And it's also the reason the Credit Union exists.

The services offered to members, as well as the manner in which they are offered, are constantly being reviewed in order to make improvements. The first Credit Union owned facility was constructed in 1999 on W. Pleasant Road in Arlington. After years of use, the South Arlington Office was remodeled during 2017. Member feedback on the new look has been very positive. Property in Flower Mound has been identified that will allow for the relocation of the Flower Mound Office in order to provide better service to members in that area. The aging IBM computer used for the Credit Union's Fiserv XP2 member accounting system was replaced with an IBM LPAR computer that will allow for continued growth and consistent operations. The credit card program offered by FTWCCU for many years includes an excellent low interest rate card. Planning began in 2017 in order to enhance our card program by offering a Rewards Card. Details are being finalized and the new MC Platinum Rewards Card will be available in the very near future.

One part of our “mission” is to provide “secure financial services.” And one of the ways that is accomplished is by operating FTWCCU in a safe and sound manner. Each year the regulatory agencies conduct examinations and provide feedback and required improvements. The reports produced by both the Texas Credit Union Department and the National Credit Union Administration were very positive in 2017. In addition, an audit is conducted annually by a certified public accounting firm using generally accepted auditing standards. FTWCCU’s audit report results for 2017 were excellent.

Thank you for your continued support of your Credit Union. I encourage you to provide comments and suggestions by using the “We’d Like To Know” brochure located on the website at www.ftwccu.org.

Richard Howdeshell
President/CEO

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

High Interest Savings & Investment Accounts

Auto & Personal Loans

Mortgage, Home Equity Line of Credit & Home Improvement Loans

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

24 Hour Home Banking at www.ftwccu.org

24 Hour Audio Response Service (817) 835-5050

Mobile/Text Message Banking

Mobile Remote Deposit for iPhone and Android

FREE FTWCCU App for iPhone and Android

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

FREE Online Bill Pay

MasterCard Debit Card

FTWCCU's MobiMoney App

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

Overdraft Protection

Payroll Deduction/Direct Deposit

Deposit Insurance up to \$250,000 by NCUA

Wire Transfers

Safe Deposit Boxes

Cashier's Checks and VISA Gift Cards

Drive-Thru Services

Fort Worth Community Investments

MOBILE BANKING

EMAIL ALERTS
PURCHASE REWARDS
FUNDS TRANSFER



SAMSUNG PAY
MOBIMONEY

HOME BANKING
APPLE PAY



GOOGLE PAY

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

