

LET'S CONNECT.



2022 ANNUAL REPORT

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## PRESIDENT'S MESSAGE

### 2022: A Year of Meaningful Connections

As we reflect on a year of meaningful connections, our focus remained the same – You! AmeriCU remained committed to providing even more value to our members through enhanced products and services, innovative technologies, and first-class service.

Credit unions were formed on the principle of "people helping people." Each year, AmeriCU continues to grow and evolve, but this philosophy remains unchanged. It defines our roots, is at the core of who we are, is engrained in our everyday actions, guides our decisions, and remains at the heart of our vision and mission.

In 2022, we spent time engaging with our members and reflecting upon the value that we provide in your lives. And here is what you told us:

"In an increasingly disconnected world real connections matter, now more than ever. Whether it's connecting you to the right people to help you succeed, solutions to achieve your goals, or new technology to make banking even easier, AmeriCU has everything you need to connect you where you are with where you want to be. In person, online, or anywhere in between, AmeriCU is here creating meaningful connections that make you feel like you belong."



RONALD BELLE
President & Chief
Executive Officer

From this, a new brand developed: "AmeriCU & You. Let's Connect." A brand is more than a slogan. It's a service promise to our members, our teammates, and the communities we serve. At AmeriCU, we truly care about the overall wellbeing of our members and are here to help them achieve success. We recognize the meaningful connections we create every day truly makes a difference in the lives of others, forms memorable experiences, and fosters relationships built on trust. With our new brand also came a refreshed AmeriCU logo. A modern, updated look symbolic of forward-thinking and new banking capabilities, while staying true to our core values and identity.



In July we launched a live chat feature and chatbot we call SAM, short for Serving AmeriCU Members. Members can interact with SAM 24/7 for assistance and can connect directly with a live AmeriCU representative during business hours by chat, phone, or video, right from our website.

We continue to invest in our physical delivery network with the recent remodel of our Liverpool Financial Center. The modern, welcoming, open design is the first of its kind and will serve as the model for planned upgrades to other Financial Centers. ATM Kiosks were replaced in all nineteen locations with Interactive Teller Machines (ITMs). ITMs have all the functionality of an ATM and more! Members can now access all of their AmeriCU accounts, make deposits and loan payments, transfer funds between accounts, and withdraw cash in multiple denominations. Plus, ITMs provide the added convenience of offering full-service, live teller assistance at the push of a button. Additional ITM capabilities will be introduced in 2023.



New product developments included enhanced servicing and a new online experience for mortgage loans, redesigned credit cards and a new card rewards program where cardholders can earn even greater points on their purchases and easily redeem online or near real-time at checkout. We also gave cardholders the ability to turn their card on and off, file disputes and set up travel notifications all within our mobile app. In October, the credit union enhanced our Member Relationship Management software, providing our teammates access to real-time data, resulting in an enhanced member experience and expedited service.

In October of 2021, New York State passed the Excelsior Linked Deposit Program for credit unions to assist small business, minority-owned

businesses, or businesses in economically distressed areas with reduced-rate business loans. We are proud that AmeriCU was the first credit union in New York State to provide a Linked Deposit loan to a local business owner.

Small businesses are the backbone of our local economy. Which is why AmeriCU continues to grow and expand business banking capabilities, technology, and has introduced a new Small Business Relationship Manager position with plans to add this new role across central and northern New York.

As a full-service financial institution, AmeriCU offers members a range of financial solutions through AmeriCU Investments and AmeriCU Insurance Services. Whether you're just starting to save and invest, or nearing retirement, advice from our financial professionals can help you plan and pursue your financial goals. AmeriCU Insurance Services offers members protection options including personal property and vehicle insurance to life insurance, medicare and commercial insurance. Our team of licensed, knowledgeable agents work with members to answer any questions you have and connect you with our agency partners to get the coverage you need. In 2022, we focused on growing relationships with our partners to offer even more services to members.

These advancements are exciting and are reflective of where we are headed as a credit union, working diligently to bring our members best-in-class products, services, and technologies. Providing first-class service to our members is only possible because of the nearly 400 AmeriCU teammates who make us who we are. Our strategy of being the Employer of Choice focuses on a culture of engagement and continuous talent development. The credit union was again recognized by Forbes

as one of the Best-in-State Credit Unions in New York State. This year, we rated in the top two of 300 credit unions in the state. Achieving this honor demonstrates the commitment and dedication of all our teammates. Providing excellent service, not only to our members but to the communities we serve, speaks directly to AmeriCU's mission and vision. And for the sixth time, AmeriCU was proudly recognized as a Best Company to Work for in New York State.

AmeriCU understands the importance of giving back financially and through volunteerism. Charity and philanthropy play a vital role in our vision to be the most admired organization in the communities we serve. In 2022, AmeriCU proudly supported close to 150 community organizations and provided \$12,000 in scholarships to local students. AmeriCU teammates are always encouraged to spend time in the community and build connections that make a difference. A newly added Personal Day of Meaning provided each teammate eight paid hours to volunteer at a charity of their choice. AmeriCU teammates volunteered over 2,300 hours in total, more than three times the number of volunteer hours in 2021.

As we have each year since 2012, AmeriCU's Salute to the Troops Tribute Concert celebrated its tenth year as part of Fort Drum's Family and Morale, Welfare and Recreation's (FMWR) annual Mountainfest event. The concert was free and open to the public, with over 16,000 in attendance to celebrate our troops, their families and the north country community. AmeriCU remains proud to support the military community across the country through specialized product offerings, USO sponsorships, and providing free financial literacy to those retired and on active duty.

Turbulent economic times further highlight the importance of offering free financial wellness programs, equipping members with the knowledge and assistance to form and maintain a strong

financial foundation. AmeriCU delivered onsite seminars to more than 2,000 local students and 1,300 local business partner employees in addition to self-guided, 24/7 online tools.

Each year brings new opportunities as well as challenges for all of us and 2023 will be no different. We stand ready to help our members navigate their unique financial needs and futures. At AmeriCU we are proud to provide the financial tools and in-person service to help our members succeed, and the right solutions to live life, dream big, and achieve financial success.

Your credit union remains financially strong. AmeriCU currently serves over 157,000 members across nine counties and beyond, with \$2.7 billion in assets. As a member-owned financial cooperative, greater member engagement enables us to grow and offer competitive rates, product enhancements and advanced technology.

By keeping our vision and mission at the forefront, along with annual strategic planning, AmeriCU will continuously evolve forward with a modern approach to banking and innovation, building on our solid foundation while staying true to our roots. We look forward to creating more meaningful connections with our members, our teammates, and our communities in 2023 and further enhancing your experience. Thank you for another successful year. Thank you for choosing AmeriCU!

Ronald Belle

PRESIDENT & CHIEF EXECUTIVE OFFICER

John 100 levenson

John Stevenson
CHAIRMAN OF THE BOARD

# MITIATIVES & MILESTONES

- A new brand and logo were developed: "AmeriCU & You. Let's Connect."
- Launched Live Chat feature and chatbot we call SAM, short for Serving AmeriCU Members.
- Remodel of our Liverpool Financial Center. The modern, welcoming, open design is the first of its kind and will serve as the model for planned upgrades to other Financial Centers.
- ATM Kiosks were replaced in all nineteen locations with Interactive Teller Machines (ITMs). ITMs have all the functionality of an ATM and more!
- Product developments included enhanced servicing for mortgage loans, redesigned credit cards and a new card rewards program where cardholders can earn even greater points on their purchases and easily redeem online or near real-time at checkout.

- Enhanced Member Relationship Management software provides our teammates access to real-time data, resulting in an enhanced member experience and expedited service.
- The first credit union in New York to have a business member approved for the Excelsior Linked Deposit Program.
- The credit union was again recognized by Forbes as one of the Best-in-State Credit Unions, rated in the top two of 300 credit unions in New York State.
- A newly added Personal Day of Meaning provided each teammate eight paid hours to volunteer at a charity of their choice.
- AmeriCU proudly supported close to 150 community organizations and volunteered more than 2,300 hours.

## WHAT MEMBERS ARE SAYING

No matter which Financial Center they choose, our members have some of the nicest things to say about banking with AmeriCU!

Outstanding customer service and wonderful staff! Once you stop in and speak to the staff about any of your financial opportunities, AmeriCU will show you that you came to the right place, and you will not have to go anywhere else.

- DAVID, CHITTENANGO

I've been with AmeriCU for 18 years. They have managed all my financial needs and have done it in such a way that puts me and my financial well-being first. I have developed a good working relationship with the staff who go out of their way to help you.

- DIANA, ROME

Welcoming staff and fantastic tellers who are always professional, courteous, and efficient. Lobby is always clean with minimal wait times. Shared branch banking is easy and hassle free. Thank you all so much for your hard work!

- LINDSAY, ONEIDA

Excellent service! I never had a problem that AmeriCU couldn't solve for me, even the ones that seemed unsolvable. They do all my money transfers, handle my mortgage and my car loan. I would recommend them any time for any business, small or large. They take it seriously and do everything possible to help you. Thank you AmeriCU.

- TRAVIS, LIVERPOOL

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"I have been with AmeriCU Credit Union for over 40 years, and I can truly say that the service has always been very professional and friendly. They always go out of their way to meet my needs."

- JAY, CLINTON

"

I have been extremely happy since I switched to AmeriCU. I tell everyone how satisfied I am."

-ROULA, CAZENOVIA

An AmeriCU Member Partner Advisor met with several members of our leadership team to discuss financial barriers and struggles that our staff were facing. The advisor spent about a year, coming in to teach groups of employees how to be financially well. For many individuals, this was their first time focusing on their financial wellness and figuring out how to actually get out of poverty and end the cycle for themselves and their families. I can't say how much this has helped so many people I work with. I have watched them get out of debt, buy their first car, or get their first credit card. I am continuously impressed with AmeriCU's knowledge in this field. Thank you for all that AmeriCU does.

- BUSINESS PARTNER, UTICA

### FINANCIAL WELLNESS AND EDUCATION

AmeriCU is dedicated to helping everyone in our community build a financially successful future. The credit union's financial wellness and education programs provide participants with powerful tools designed to build strong and effective financial habits for all.

#### Education for Young Adults

AmeriCU has a dedicated Community Educator who focuses on delivering financial literacy programs to local schools and colleges. Options include in-person workshops and free online tools provided to educators to incorporate in the classroom. In 2022, AmeriCU's Community Educator presented 124 seminars to 2,038 high school and college students across 25 different schools within the credit union's footprint, both in-person and virtually.

AmeriCU's Community Educator also assisted teachers in preparing financial lessons by utilizing the free classroom learning platform. Teachers across seven different schools used the online resources to incorporate financial literacy into the classroom, reaching 226 students with 827 modules completed.

#### Financial Wellness for Adults

AmeriCU offers financial presentations on a variety of topics at no cost for community groups, not-for-profit organizations, and business partners. Our Membership Development Team hosted an impressive number of financial wellness seminars to 48 business partners' companies, presenting 98 sessions to 1,367 attendees throughout the year.

#### Online Education Accessible To All

In an effort to assist members with making important financial decisions, AmeriCU partnered with EVERFI, an online platform that offers self-paced financial lessons. These free programs equip members with the critical knowledge and skills needed to make positive financial decisions. Throughout the year, 789 members accessed financial wellness sessions made available through our website.

#### Certified Credit Union Financial Counselors

20 Certified Credit Union Financial Counselors are available on staff and at every one of our 19 Financial Center locations to provide free one-on-one meetings to members and yet-to-be members. Certified Financial Counselors help members with budgeting, a personal review of their credit report, and ways to ensure financial health.

## COMMUNITY GIVEBACK

AmeriCU is proud to support the communities we serve through donations, sponsorships, and volunteerism. To us, community means more than just having a financial center in town. It is about making personal connections to make our communities stronger and ensure vital resources are available to all. AmeriCU was a sponsor and supporter of the following local events, support efforts, and charitable organizations in 2022.















#### **COMMUNITY GIVEBACK & ENGAGEMENT**

Access CNY Golf Tournament
American Cancer Society

American Foundation for Suicide Prevention

**American Heart Association GRFW** 

American Heart Association Run/Walks

Auburn Community Hospital's Golf Tournament

American Red Cross
Baldwinsville Big Chill

Beaver Camp

Believe 271 Foundation

Big Frog 104's: Santa for Seniors

Boys & Girls Clubs of Syracuse

Hoops For Hope

Catholic Charities Tales & Ales

Catholic Schools Association of Rome

Cazenovia Children's House

Cazenovia College

Cazenovia High School Athletics

Center for Family Life & Recovery

CenterState CEO

Chamber Alliance of the Mohawk Valley

Charity for Children Golf Tournament

Child Advocacy Center of Oswego County

**Golf Tournament** 

Children's Home of Jefferson County Golf Tour

Children's Miracle Network Hospitals

Church of St. John the Baptist

Clear Path for Veterans

CNY Veterans Day Parade & Expo

Connor's Way 5 Mile

Copper City Collective

**Cortland County Board of Realtors** 

Cortland County Child Advocacy Center

Crouse Health Polo For Preemies

David's Refuge

Donald J. Mitchell Outpatient Clinic

Erin's Angels of CNY

Exceptional Family Resources (EFR)

Feed Our Vets

Floyd Volunteer Fire Department

Folds of Honor Golf Tournament

Food Bank of Central New York

Fort Rickey

Francis House

Greater Cazenovia Area Chamber of Commerce

Greater Utica Chamber of Commerce

HBR of CNY Parade of Homes

Herkimer College

Herkimer Police Benevolent Association

Hillside Summer Camp

Honor Flight Syracuse

**Humane Society of Rome** 

**ICAN** 

Jefferson-Lewis Board of Realtors

Krajisnik Soccer Club Utica

Lady Renegades Cheerleaders

Leadership Greater Syracuse

Leadership Mohawk Valley

**Lewis County Fair** 

Lights on the Lake

**Liverpool Chamber of Commerce Summer** 

**Concert Series** 

Lupus & Allied Diseases Association, Inc.

**Golf Tournament** 

Kelberman Center

Hospice of Palliative Care

The Manufacturers Association of CNY

Make A Wish

Masonic Medical Research Institute

McMahon Ryan Child Advocacy Center

Michelle M. Adey Memorial Fund, Inc.

Mohawk Valley Association of Realtors

Mohawk Valley Jugglers

Mohawk Valley SHRM

Mohawk Valley Latino Festival

New York Credit Union Association

(NYCUA) Golf Tournament

New York Speedway Golf Open

North Country United Way

North Syracuse Fire Department

Notre Dame Schools Annual Golf Scramble

Oneida Healthcare Foundation

Oneida High School Scholarship Fund

Oswego Industries

Protezione Toccolana Di Beneficenza Inc

Refugee & Immigrants Self-Empowerment

Resort Lifestyle Communities-Towne

Center Retirement

Rome Art

Rome Country Club

Rome Health Foundation

Rome Honor America Days

**RFA Athletics** 

Rome Area Chamber of Commerce

Rome Police Benevolent Association

Rome Rescue Mission

Salvation Army of Syracuse

Samaritan Medical Center

Samaritan Center of Syracuse

Spooktacular Stroll

St. Joseph's Health Foundation

Syracuse Stallions Basketball

State University of NY Auxiliary Services
Association

Svracuse Arts & Crafts Festival

Syracuse University Office of Veteran &

Military Affairs

Syracuse Workforce Run

Town of Lee Little League

Tri-Valley Pop Warner

The Baldwin Fund

The Workplace Run

United Way

**Upstate Foundation Golf Tournament** 

**USO** Ample Sample

USO Trunk or Treat

USW District 4 Veterans Council

Utica Jr Comets Youth & Junior Hockey

Utica Downtown Getdown

Utica Fire Department

Utica- Rome Credit Unions Charity Golf

**Tournament** 

Whitestown Police Benevolent Association

YMCA Corporate Cup Challenge

Young Entrepreneurs Academy

Valley Youth Hockey Association

#### ATHLETIC SPONSORSHIPS

SUNY Cortland Athletics
SUNY Morrisville Athletics

Syracuse Crunch Hockey

Syracuse University Athletics

Utica Comets Hockey

Utica University Athletics
Watertown Wolves Hockey

## COMMUNITY ENGAGEMENT

To make a positive impact, AmeriCU teammates remain dedicated to the communities we serve through volunteerism, working collaboratively with nonprofit partners, and giving back to our members. AmeriCU was proud to be able to support the following organizations in our community by reinvesting our time and talent.

#### **AMERICAN RED CROSS**

Due to the high need in our community, teammates donated blood and platelets.

#### **BOYS & GIRLS CLUB, SYRACUSE**

Teammates spent the day cleaning and painting to help transform an art room, making it an inviting and creative space for kids.

#### **CLEAR PATH FOR VETERANS, CHITTENANGO**

Teammates weeded walkways and gardens in preparation for the Red, White, and Blue BBQ.

#### **FOOD BANK OF CENTRAL NEW YORK**

Teammates helped collect, sort, and pack food in an effort to eliminate hunger and provide nutritious meals to those in need for World Hunger Day in September.

#### FLOYD VOLUNTEER FIRE DEPARTMENT

AmeriCU has many teammates volunteer with their local fire department and serve as EMTs. AmeriCU teammates also assisted in Fire Prevention education. They worked with students about life savings skills and demonstrated the gear and tools the Fire Department uses to fight fires.

#### **SAMARITAN CENTER, SYRACUSE**

Teammates served meals for those in need and cleaned up the kitchen.

#### SANTA FOR SENIORS, MOHAWK VALLEY

AmeriCU adopted 15 seniors through the Big Frog 104 Santa for Seniors program.

#### WARM CLOTHING DRIVE

All Financial Centers collected warm clothing items in the month of November.













## M.V.P. ONE TEAM

Mission. Vision. People.



Our employees are proud to stand as one team, focused on our mission, vision, and people and guided by core values to create meaningful connections every day with one another, our members, and the communities we serve. Here are some M.V.P. Moments recognizing the amazing ways our teammates embody these principles to make a difference in our members' lives by listening, engaging, educating, and providing exceptional service.

[Some stories have been modified from their original version for clarity or brevity.]

#### **PATRICK**

A member came to our financial center flustered and in tears because she had been spending the last few months trying to straighten out her mom's account. She was missing statements and had questions about different deposits made. She was wondering if I could help her look into this. She kept apologizing because she felt lost and alone and did not know the best way to tackle this task. I reassured her that I would work to get everything she needed and reach out to her as soon as it was ready. After digging in the account transaction details, receipt imaging, and researching check images - I had the information she was looking for. When I first told her the news, all I heard on the phone was a long sigh and I thought we had been disconnected. But then I heard her sniffling and she said, "you have no idea the amount of relief this gave me. You are a saving grace, thank you so much." To me, this wasn't that big of a task - this is just what I do. I am here to serve and help our members, but to her it was so much more.

#### **CHRISTIANA**

I have been working with a retired Army Soldier for a few months. Over the course of time, we worked on a debt consolidation loan and that made his credit score go up by 80 POINTS! After that he went shopping for a new car where a dealership quoted him at a 7% loan interest rate. He reached out to me to see if AmeriCU was able to help. After completing the loan application, we were able to offer him 4% loan interest rate. He says all the time that AmeriCU makes his life so much easier, and that he is proud to call AmeriCU his credit union!

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#### **SARA**

A member came in with her adult son worrying about how to help him build credit to rent his own apartment. We were able to get him a small personal loan which he recently paid off. After that we helped him open his first credit card. A month later, he came into our Financial Center and was excited to tell me that he was able to rent his own apartment without a co-applicant thanks to the patience and hard work he put into repairing and building his credit.

#### **TRISHA**

I recently received a virtual application for a used vehicle and before calling the member regarding approval I looked at his credit report. I found a few high interest credit cards and a high interest loan. We had a nice long talk during our first appointment and decided to refinance a lot of his debt. He wound up getting a new credit card with us, doing over \$3,000, in balance transfers and a debt consolidation loan with a low interest rate. For the used vehicle we did a full cash out which gave him money to not only pay the DMV sales tax but also help save up for the impending birth of his new baby. He was shocked I looked at the whole picture, not just the small vehicle loan originally requested. In the end this family is saving \$400 in monthly payments and that includes the new loan payment.

#### **MARY**

I personally feel that it is my job to go above and beyond for our members and it makes me feel good when I am able to really help someone. We have quite a few older members that frequent our branch. One of these members specifically comes to mind. Her husband has recently been placed in a nursing home and with her personal physical limitations, coming in and out of the branch is a challenge. I always take the extra time with her so that she is comfortable with her account balances and when she is done, I help her out to her car and help her to get in safely.

### MILITARY APPRECIATION

AmeriCU is proud to serve our area's military members and their families, active duty and retired. As we look back on 2022, the credit union remained true to our military roots and created stronger ties with our military community. The AmeriCU team continues to volunteer their time and talent to support the U.S. Army 10th Mountain Division soldiers and the Fort Drum community through a variety of different partnerships and events.

Each year, AmeriCU donates \$12,000 to the USO's weekly mid-day snack program, Ample Sample, providing soldiers with a tasty treat every Thursday afternoon.

In October, the credit union sponsored the USO's annual Trunk or Treat event. AmeriCU is a proud supporter of the USO's mission to keep America's military service members connected to family, home, and country, throughout their service to the nation.

AmeriCU team members remained dedicated to connecting with our military members and worked throughout the year to provide financial counseling and wellness opportunities to every incoming soldier at Fort Drum. These services remain free and are tailored to meet the unique needs of military service members.

The credit union continued its participation in Onward Opportunity, a program with an area university that prepares soldiers to transition from military life to the civilian world. In this program, AmeriCU helps transitioning soldiers with resumes, mock interviews, and an internship opportunity with the credit union with the potential for future employment.

AmeriCU's Salute to the Troops Tribute Concert celebrated its tenth year as part of Fort Drum Family and Morale, Welfare and Recreation's (FMWR) annual Mountainfest event. The concert is held each year in thanks and support of the U.S. Army 10th Mountain Division, their families, and the Fort Drum community for their valiant service to our country. This year's event featured multi-platinum hit makers Justin Moore and special guest Lauren Alaina, two of country music's brightest stars. The event, which was free and open to the public, was held on August 31.

AmeriCU offers special programs tailored to the military community, and our virtual services are designed to serve our members from, well, anywhere! This allows Military members and their families who relocate frequently the opportunity to continue being an AmeriCU member and deepens our relationship so we can continue to provide them the right products and services to help them succeed.

Every day, America's military members selflessly put their lives on the line to keep us safe and free. We are proud to serve and celebrate our military members, as well as our strong connection to the Fort Drum community. To them, we say thank you for your service and sacrifice.















## 2021-2022 FINANCIALS

#### UNAUDITED CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

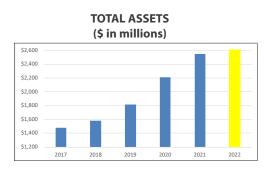
ASSETS	12/31/2022	12/31/2021
Cash and cash equivalents	\$86,033,309	\$197,283,636
Deposits at corporate credit union	17,012,703	812,292
Investments - available for sale	269,425,656	319,069,502
Loans to members, net of allowance for loan losses	2,210,078,610	1,937,239,181
Loans held for sale	1,081,902	-0-
Accrued interest receivable	6,222,806	4,766,918
Property and equipment, net	27,633,307	30,140,108
Operating lease right-of-use assets	11,796,764	-0-
Other assets	67,714,164	53,859,297
TOTAL ASSETS	\$2,696,999,221	\$2,543,170,934
LIABILITIES AND MEMBERS' EQUITY		
LIABILITIES		
Members' share and nonmembers' deposit accounts	\$2,250,930,297	\$2,275,817,557
Borrowed funds	225,186,387	50,000,000
Accounts payable and accrued liabilities	16,177,555	20,823,159

TOTAL LIABILITIES

Operating lease obligations

MEMBERS' EQUITY

**TOTAL LIABILITIES AND MEMBERS' EQUITY** 



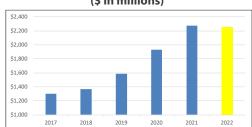
#### TOTAL MEMBERS' SAVINGS (\$ in millions)

11,799,440

192,905,542

2,504,093,679

\$2,696,999,221



-0-

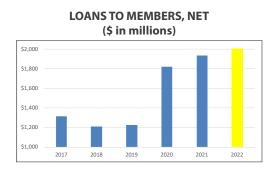
2,346,640,716

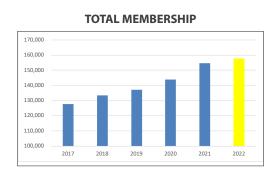
\$2,543,170,934

196,530,218

#### UNAUDITED CONSOLIDATED STATEMENTS OF INCOME

	YEAR ENDED	YEAR ENDED
INCOME	12/31/2022	12/31/2021
Interest on loans	\$94,123,222	\$81,638,186
Investment income	6,312,832	3,113,860
TOTAL INCOME	100,436,054	84,752,046
INTEREST EXPENSE		
Dividends	15,477,667	14,788,777
Borrowed funds	2,529,701	1,135,443
TOTAL INTEREST EXPENSE	18,007,368	15,924,220
NET INTEREST INCOME	82,428,686	68,827,826
Provision for loan losses	9,946,000	6,711,000
NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES	72,482,686	62,116,826
NON-INTEREST INCOME	28,686,866	30,267,019
NON-INTEREST EXPENSE	67,110,866	54,644,118
NET INCOME	\$34,058,686	\$37,739,727





## **BOARD AND MANAGEMENT**

#### **BOARD OF DIRECTORS**



JOHN A. STEVENSON Chairman



NICOLA FABRIZIO Vice Chairman



RYAN KUHNS
Recording Officer



TERRI TULOWIECKI Chief Financial Officer



GEORGE C. BAUER, III
Director



JENNIFER STOWELL
Director



JOSEPH J. TURCZYN
Director

#### SUPERVISORY COMMITTEE



GLENN GASLIN Chairman



ROBERT J. ANGELHOW
Member



LESTER BURT
Member



JACLYN LAWRENCE Member



MIKE SEWALL Member

#### CHIEF LEADERSHIP TEAM



**RONALD BELLE** President & Chief **Executive Officer** 



**ALISSA SYKES TULLOCH** Executive Vice President & Chief Operating Officer



**BRYAN DELEHANTY** Chief Financial Officer



**DYANA HERRIG-O'NEILL** Chief Experience Officer



**JIN GWAK** Chief Digital & Information Officer



**KAREN LAPLANTE** Chief Talent Officer



**MARK LIVESEY** Chief Risk Officer

**SONYA EZELL Executive Assistant** to the President & CEO

**REBECCA GEISLER Executive Assistant** 

#### SENIOR MANAGEMENT TEAM

**STEPHANIE MCGUIRE** 

SVP, Lending

**JOHN ARNOLD** VP, Business Services

**DANIEL BELFIELD** 

VP, Legal and Compliance

**JEFF CANARELLI** 

VP, Real Estate and Facilities Management

**RYNE CORNACCHIA** VP, Risk Management

**JASON LEWIN** VP, Member Technology Delivery

MICHAEL SMITH **VP. Financial Center Services** 

**TIM WITTER** VP, Finance

**TIFFANY ABELE AVP. Talent Solutions** 

**RONALD BARBER** 

AVP, Learning & Organizational Development AVP, Member Technology Operations

**KRISTY D'IMPERIO** 

AVP, Member Contact Center

**STEPHANIE FISHER** 

AVP, Card Services & ATM

**DEB GROGAN** 

AVP, Financial Center Services, Region A

**KELLEY KAIN-SCHIFFINGER** 

AVP, Technology Portfolio

**DANIEL KUNZE** 

AVP. Sales Development

**GIBSON LAWRENCE** 

AVP. Secondary Market & Credit

Administration

MARY LEUTHAUSER

AVP, Mortgage Loan Operations

**CHRISTOPHER METOT** 

AVP, Lending Sales

**CHRISTOPHER MURRAY** 

**KRISTY NOLE** 

AVP, Marketing

**DAVID OCASIO ROSS** 

AVP, Mortgage Sales

**GAIL RIZZO-SPILKA** 

AVP, Membership Development

**SEAN SZUDZIK** 

AVP, Financial Center Services, Region C

**TINA THORNTON** 

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