

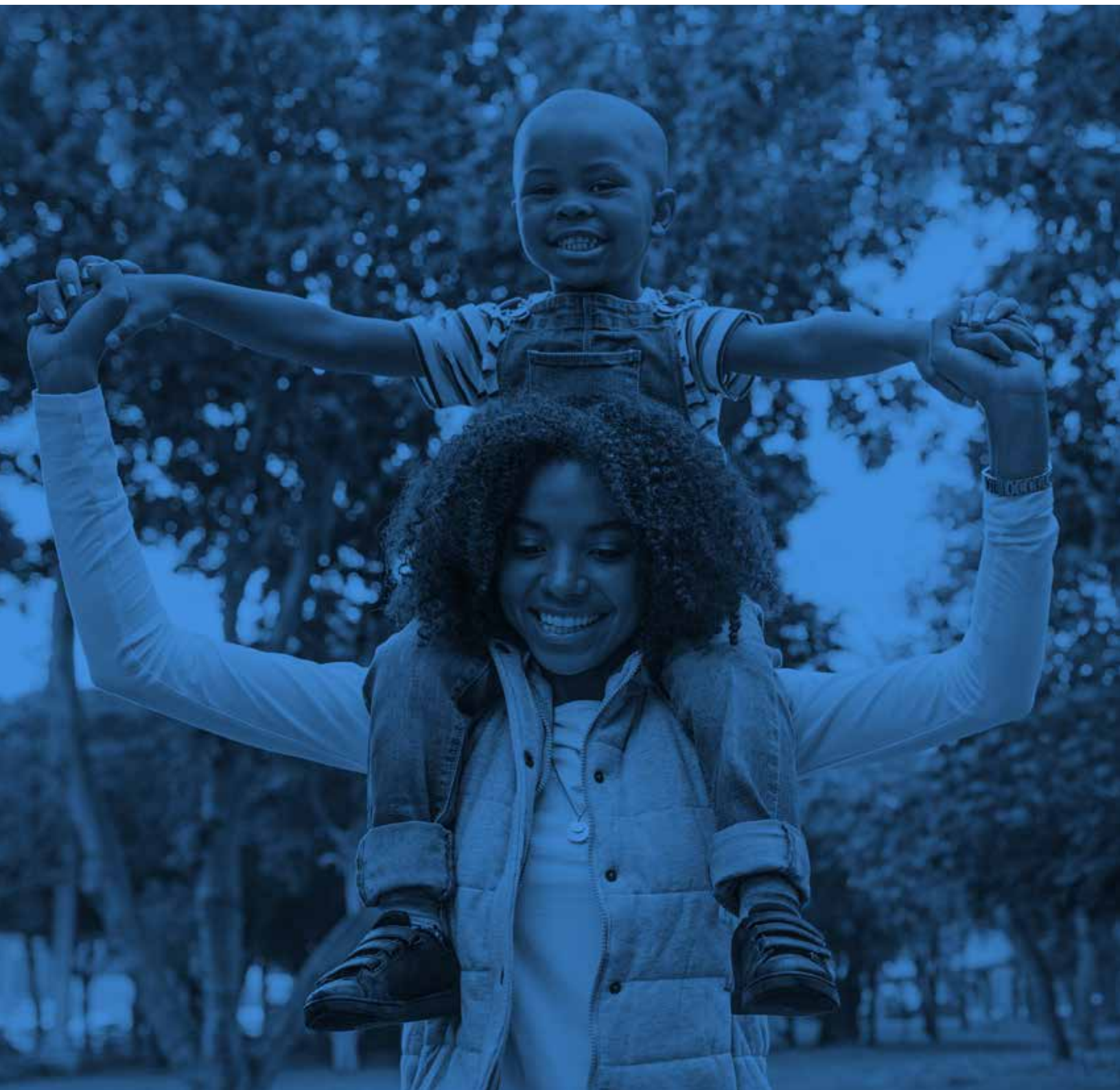
# 2020

# ANNUAL REPORT



FOR EVERY DAY.  
FOR EVERY THING.





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# PRESIDENT'S MESSAGE



## **Ronald Belle, President and CEO of AmeriCU Credit Union**

In May of 2020, AmeriCU's Board of Directors selected Ronald Belle as the new President and CEO of the credit union. Ron has been a member of AmeriCU's Chief Leadership Team since 2017, previously holding the position of Chief Experience Officer where he was responsible for all facets of the member experience, including Operations, Marketing, and Human Resources.

## *A Year Defined By Resilience*

*2020 has been a year unlike any other, we faced unprecedented challenges on a global scale as well as right here in our own community. The pandemic has had a dramatic effect on all our lives and has touched very close to home for many of us. However, through these difficult times we have realized our resilience and strength as a community. This is when the heart of the credit union movement, "people helping people", takes on an even greater meaning.*

*Our goal throughout the pandemic has been to continue to provide exceptional service to our members while ensuring their safety and the safety of our AmeriCU employees. In February and March of 2020, as we saw the virus gaining momentum, AmeriCU quickly developed and executed plans to ensure the safety of our members and staff. We limited lobby access at Financial Centers, minimized in-person meetings, and launched an online appointment scheduling system. We developed procedures to allow many of our support staff to work from home in a secure fashion and put in place additional safety measures*

*to protect our member-facing staff. Throughout the course of this pandemic, we've responded quickly to the infection rates within our area, reopening our lobbies whenever we were able to do so safely. We will continue to execute our comprehensive strategy to help prevent the spread of infection and protect the health of our employees and members with minimal impact to the service we provide.*

*Throughout this, our focus has remained on our members and guiding them through the financial uncertainties that many have faced as a result of the pandemic. We have assisted our business members in applying for and securing Paycheck Protection Program (PPP) loans, provided members with Mortgage and Home Equity Relief, and a Skip a Payment program. With our members' safety in mind, we emphasized transaction methods that require minimal to no contact including Online + Mobile Banking, self-serve kiosks, ATMS, drive-thru services, our Member Service Center and online appointment scheduling.*



This has all been made possible by the steadfast commitment of our AmeriCU team working alongside our members as a trusted financial partner and supporting them through even the most trying times. The dedication of our team has been nothing short of exemplary as evident by our achievement of a member satisfaction score of 9.77 out of 10, exceeding our goal of 9.4. As an organization, we are proud to support our staff through additional safety measures such as supplying masks and hand sanitizer for all of our teammates, adding protective barriers to our teller lines, increasing sanitization measures, and limiting Financial Center capacity when necessary. Our teammates have responded admirably to the challenges of the pandemic not only by serving our members but our community. These initiatives include donating face masks to several local hospitals including Mohawk Valley Health System, Rome Memorial Hospital, Auburn Hospital, Upstate University Hospital, Samaritan Medical Center, and Carthage Hospital. We have delivered food to local healthcare workers at facilities, including The Grand Rehabilitation and Nursing Home, Oneida Hospital, and Oswego Health, as well as, collected and donated food to the Salvation Army in Oswego, Utica, and Syracuse to support those in our community suffering from food insecurity. Charity and philanthropy will continue to play a vital role in our organization beyond the pandemic as we strive to be not only be the credit union of choice but also the organization of choice, admired for our impact in the community and the standards by which we live.

Even amidst the pandemic, we did find time for celebration as we marked our 70th Anniversary on October 15, 2020. We paused to celebrate the rich history of AmeriCU Credit Union and mark this important milestone for our organization in a fun and exciting way, engaging our members, community, and employees in the celebration

as we turned back time to the 1950s. The celebration included 1950s themed decorations and member giveaways at all of our 19 Financial Centers, an employee 50s themed costume contest, anniversary drive-thru envelopes, as well as, a week of social media contests with 50s themed prizes.

With members at the center of all our decisions, we continued to revise our product offerings, finding new and improved ways to meet members' needs. In 2020, we introduced the AmeriCU PaySaver Auto Loan product that provides a low monthly payment option comparable to a lease but with the benefit of ownership of the vehicle. We introduced two new loans to support home renovation projects: the AmeriCU Home Improvement Loan, an unsecured loan for smaller projects and the AmeriCU Home Renovation Loan, a secured loan for larger projects. The introduction of a new line of Dream Mortgage products that allow members to finance their home with little or no down payment, helped AmeriCU rank as one of the top mortgage lenders in the Utica and Syracuse area.

We continued to improve our service to our business members as well by offering electronic payment and secure transmission options. Additionally, the introduction of our Merchant Lending program offered new lending solutions through merchants and other service providers.

This past year, AmeriCU proudly continued its tradition of providing exceptional service to those who have served our country through the armed forces. In the summer, we launched a multi-channel marketing campaign highlighting the benefits of AmeriCU membership for our military members and their families; and reinforcing our dedication to honor, integrity, and service you can bank on. Building upon our military roots established in 1950, we continue to explore new and better ways to serve our military members. As a trusted partner, we recognize

the unique challenges of our military members and offer products tailored to meet their needs.

Despite the challenges of 2020 AmeriCU continues to grow, seeing membership numbers reach 143,914, a 5.02% increase over 2019. We finished the year in a healthy, financially stable position with \$2.2 billion in total assets, a one-year growth of \$399 million or 21.97%. We look toward the coming year with enthusiasm at the opportunities that await to deepen our commitment to our members and further enhance their experience. Under the guidance of a new Chief Experience Officer, Alissa Sykes Tulloch, we plan to execute new member and employee focused initiatives. Alissa joined AmeriCU Credit Union in September with more than 15 years of in-depth experience in the credit union industry. She will be responsible for enhancing AmeriCU's retail and operational processes and member delivery channels.

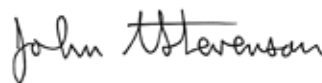
In the fourth quarter of 2020, AmeriCU began one of its most important initiatives, the formation of a strategic plan that will guide the credit union for years to come. This plan resulted in five strategic pillars that will be the focus of our leadership team and provide direction for decision making throughout AmeriCU. Additionally, this intensive evaluation of the credit union resulted in newly defined vision and mission statements. Moving forward, AmeriCU's entire team of employees and leadership will align with a solid vision, "To be the most admired organization in every community we serve". This ambitious goal will be our guiding mantra as we strengthen our relationships with our members, co-workers, and our community. Our mission statement, "to provide our members the right financial services to live life, dream big, and achieve financial success.", will be the life-blood of AmeriCU, clearly conveying the purpose of the service we provide to our members each day.

AmeriCU looks forward to the coming year with excitement and renewed energy. We are grateful to all our members who continue this journey with us as your trusted financial partner. Thank you for another successful year and thank you for choosing AmeriCU!



**Ronald Belle**

President and CEO, AmeriCU Credit Union



**John Stevenson**

Chairman of the Board

## A THANK YOU TO OUR FORMER PRESIDENT AND CEO



The spring of 2020 marked the retirement of AmeriCU's long-time President and Chief Executive Officer, Mark Pfisterer. Mark began his career in 1979 as Controller/Assistant Manager for Administration, when AmeriCU was still known as UpState Federal Credit Union. Within a few years he was promoted to Executive Vice President and by 1987 named President and CEO of AmeriCU. Throughout his career, Mark remained dedicated to the 'people helping people' philosophy of the credit union movement, leading efforts to support local charities, as well as, initiatives benefiting our military members and veterans. His impact extended beyond the credit union, serving on a variety of professional and community boards.

During his 42 years of service to AmeriCU, Mark led the credit union through unprecedented changes in the financial services industry, seven U.S. Presidential administrations, economic ups and downs, technological revolutions, and notable changes in the American workplace. Under his guidance, the credit union continued to grow and thrive while staying true to the member-centric mindset and belief that the only way for the credit union to succeed is for members to succeed.

"Mark did an incredible job leading this organization during his time as CEO. His vision, foresight, and managerial skill allowed AmeriCU to grow from a relatively small organization to a nearly \$2 Billion credit union at the time of his retirement," said John Stevenson, Chairman of AmeriCU's Board of Directors.

As we turn towards the future with new leadership guiding the way, we will continue to build upon the strong foundation that was established by our remarkable leaders over the past 70 years. With an unwavering commitment to our core values, we will continue to grow and explore new and innovative ways to serve our members and our community.



# HELPING OUR MEMBERS THROUGH THE PANDEMIC



When tasked with executing a strategy that ensured the safety of our employees and our members while still providing exceptional service, our team implemented a series of comprehensive operational and safety measures that allowed our focus to remain on guiding our members through this time of financial uncertainty. These measures included:

- Offering special relief options to help our members who may be adversely impacted by an interruption of income or other financial burden, by waiving penalties and fees and reducing interest rates on our personal loans.
- Assisting our business members in applying for and securing Paycheck Protection Program (PPP) loans.
- Providing our members with mortgage and home equity relief options.
- Offering a Skip a Payment program for several of our loan products.
- Emphasizing transaction methods that required minimal to no contact, like our Online + Mobile Banking features, self-serve kiosks, ATMS, drive-thru services, as well as our Member Service Center.
- Increasing and enhancing cleaning and sanitation procedures.
- Utilizing masks, shields and protective barriers between members and employees.
- Practicing all social distancing requirements as recommended by the Centers for Disease Control.

AmeriCU remained dedicated to our membership and to our community as we worked together to overcome the obstacles of our new day-to-day.





## WHAT OUR MEMBERS ARE SAYING



*"AmeriCU employees have consistently given me friendly and competent service. Their "thank you" means the world to me."*

*"AmeriCU is a credit union unlike any other in this area.  
It's so easy to do business at AmeriCU."*



*"Fast, efficient, knowledgeable, professional, easy to converse with. AmeriCU is always willing to go the extra mile - see myself doing business with them for years to come."*

*"Smooth, precise, and professional. Loved it."*



*"We liked how everything could be handled online. Given the current situation, this was very easy. We were glad we did not have to schedule any in-person appointments other than the [mortgage] closing."*

# AMERICU GIVES BACK

To all of us at AmeriCU, community means being part of something bigger than ourselves and giving back whenever and wherever we can. Throughout 2020, we've sponsored several local events, assisted in COVID support efforts, and made over \$86,000 in charitable contributions.

## **Sponsorships and Events**

B'ville Big Chill  
Rome Chamber Congress Breakfast  
Wear Red Day Luncheon  
Turning Stone Home Show  
American Heart Association Rome Indoor Heart Walk  
American Heart Association Utica Heart Run/Walk  
Credit Union Youth Month  
American Heart Association Kids Heart Challenge  
American Heart Association Syracuse Heart Walk  
American Heart Association North Country Walk  
Oneida High School AmeriCU Award  
Rome Relay for Life  
Charity for Children Golf Tournament  
United Way - Step Up Incentive  
Moonlight Movie Series  
Cazenovia School - Independence Run  
Utica-Rome Charity Golf Tournament  
AUSA Victory Bike Ride  
Cortland Golf Bake  
Central New York Chapter Golf Tournament  
Connor's Way 5 Mile  
International Credit Union Day  
American Foundation for Suicide Prevention  
SUNY Cortland Athletics  
Veterans Small Business Week  
Syracuse Buy Local Bash  
Lights on the Lake  
Fulton Speedway  
USO Ample Sample

## **Charitable Contributions**

The American Heart Association  
Children's Miracle Network  
The American Cancer Society  
The Baldwin Fund

## **COVID Support**

*Face masks were donated to the following facilities:*

Mohawk Valley Health System  
Rome Memorial Hospital  
Auburn Hospital  
Upstate University Hospital  
Samaritan Medical Center  
Carthage Hospital

*Food pantry donations were given to the following:*

Rome Alliance for Education  
Utica Salvation Army  
Syracuse Salvation Army  
Oswego Salvation Army  
Watertown Urban Mission

*Provided food for the staff at the following facilities:*

The Grand Rehabilitation and Nursing at Rome  
Oneida Hospital  
Oswego Health

Cookies donated to Girl Scout Cookies for Soldiers.

COVID relief donation to Chittenango Central School.

# HONORING OUR FIRST RESPONDERS

The events of 2020 have shed new light on the vital role of our First Responders. These brave men and women are selflessly devoted to serving our community. At AmeriCU we are privileged to call some of these individuals our teammates. We proudly recognize the following AmeriCU employees for their service as First Responders:



## **Brian Williams**

### *Bankruptcy Specialist*

Floyd Volunteer Fire Department:  
Firefighter, EMT  
Department President  
Lieutenant  
4 years of service



## **Jason Lewin**

### *Manager,*

*Member Technology Infrastructure*  
East Fishkill Fire Department:  
Firefighter, 7 years of service  
Vernon Fire Department:  
1st Assistant Chief, 13 years of service



## **Christopher Wiggins**

### *Systems Administrator I*

Verona Volunteer Fire Department:  
Level 2 (Interior) Firefighter,  
Certified First Responder,  
Facebook Manager  
6 years of service



## **Uli Ethridge**

*Senior Member Relationship Advisor*  
Lafayette Fire Department:  
Fire Police & Scene Support, 8 years of service  
Lafayette Ambulance Department:  
Treasurer, 4 years of service



## **Amy Sutherland**

### *Member Relationship Advisor I*

Stittville Fire Department:  
Firefighter, Assistant Treasurer  
20 years of service



## **Ryne J Cornacchia**

*Assistant Vice President,*  
*Risk Services*  
Willowvale Fire Company:  
Exterior Fireman, EMT  
1 year of service



## **Brian Sweatman**

### *Manager, Business Applications*

Verona Fire Department:  
Assistant Chief, EMT  
25 years of service  
Oneida County Fire Instructor, 2011-2017  
Oneida County Fire Investigator, 2011-2019

# 2020-2019 FINANCIAL RESULTS

## CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION (UNAUDITED)

### ASSETS

	2020	2019
Cash and cash equivalents	\$101,446,649	\$104,852,215
Deposits at corporate credit union	768,959	176,192
Investments - available for sale	197,240,748	389,024,441
Loans to members, net of allowance for loan losses	1,821,390,737	1,225,533,369
Loans held for sale	296,040	1,538,810
Accrued interest receivable	4,288,800	4,808,209
Property and equipment, net	31,961,609	32,564,057
Other assets	55,422,805	55,690,324
<b>TOTAL ASSETS</b>	<b>\$2,212,816,347</b>	<b>\$1,814,187,617</b>

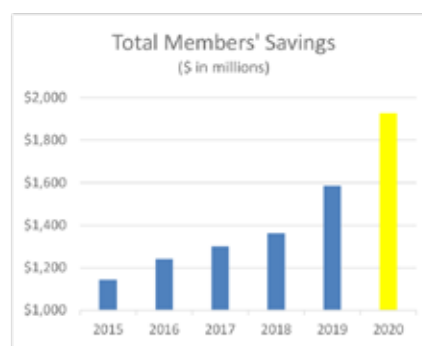
### LIABILITIES AND MEMBERS' EQUITY

#### LIABILITIES

Members' share accounts	\$1,926,301,726	\$1,585,968,326
Borrowed funds	100,000,000	50,000,000
Accounts payable and accrued liabilities	21,843,666	18,031,063
<b>TOTAL LIABILITIES</b>	<b>2,048,145,392</b>	<b>1,653,999,389</b>

#### MEMBERS' EQUITY

Regular reserve	25,722,824	25,722,824
Undivided earnings	137,307,319	131,491,259
Accumulated other comprehensive income	1,640,812	2,974,145
<b>TOTAL MEMBERS' EQUITY</b>	<b>164,670,955</b>	<b>160,188,228</b>
<b>TOTAL LIABILITIES &amp; MEMBERS' EQUITY</b>	<b>\$2,212,816,347</b>	<b>\$1,814,187,617</b>





## CONSOLIDATED STATEMENTS OF INCOME (UNAUDITED)

### INTEREST INCOME

	2020	2019
Loans to members	\$59,315,826	\$52,949,424
Investments & cash equivalents	6,073,811	14,213,733
<b>TOTAL INTEREST INCOME</b>	<b>65,389,637</b>	<b>67,163,157</b>

### INTEREST EXPENSE

Members' share accounts	20,711,217	19,553,093
Borrowed funds	1,614,344	1,560,087
<b>TOTAL INTEREST EXPENSE</b>	<b>22,325,561</b>	<b>21,113,180</b>

### NET INTEREST INCOME

**43,064,076**      **46,049,977**

Provision for loan losses	14,150,000	11,050,863
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### NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES

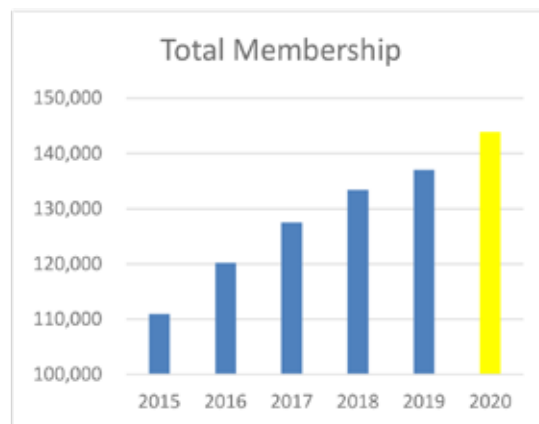
**28,914,076**      **34,999,114**

Non-interest income	26,193,519	24,913,984
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Non-interest expense	49,291,535	52,471,480
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### NET INCOME

**\$5,816,060**      **\$7,441,618**



# FINANCIAL WELLNESS AND EDUCATION

At AmeriCU, we know our members face important financial decisions every day. That's why we offer Financial Wellness programs and resources, free of charge! Not only do we want to provide our members with the right financial services to live life, dream big, and achieve financial success, we also want to provide them with financial peace of mind now more than ever.

While COVID-19 had an impact on AmeriCU's ability to visit schools and businesses in 2020, we were still able to provide an impressive number of financial wellness seminars and resources to both students and adults. Our Membership Development Team presented 88 in-person Financial Wellness seminars\* geared toward adult members and nonmembers of the credit union. Of the 88 in-person seminars, 37 seminars were presented to a total of 610 college students and 51 seminars were presented to 820 employees of AmeriCU Business Partners.

Our Membership Development Team also presented 26 in-person Financial Wellness seminars\* geared toward high school students or younger, engaging a total of 425 students. Students were still able to access DreamBIG Online Learning Modules during COVID-19, and 601 students accessed a total of 4,363 of the learning modules.

## Topics included:

- Benefits of AmeriCU Membership
- Money Basics
- Buying a Home
- Loans & Payments
- Credit Cards
- Paying for College



\*Does not include financial wellness lessons provided by BALANCE, a financial resource partner of AmeriCU, or in-person sessions between members and AmeriCU Member Relationship Advisors.



# AMERICU MVP-1TEAM STARS

At AmeriCU, we are guided by the principles of the Member Value Program (MVP-1Team).

*Improve members' lives. Connect with members. Develop as employees. Live and represent the AmeriCU brand.*

Here are just some of the amazing AmeriCU employees who embody the MVP-1Team spirit by listening, engaging, educating and providing exceptional service to our members and fellow employees.

## **Candace Reeves, Auburn Financial Center Manager**

Candace was able to help a member that fell victim to fraud. The member had deposited a check for a large sum of money and then withdrew nearly 80% of the deposit. Candace recognized this was suspicious activity, so she pulled a copy of the check that was deposited and reached out to the Risk Department. The deposit was out of the ordinary for this member and the Risk Department identified the check as fraudulent. A hold was placed on the member's account. Candace immediately jumped into action contacting the member with additional questions.

The member revealed she had sent the cash via UPS to an individual who claimed to be a lawyer in San Francisco, CA. Candace was able to get the tracking number, along with the name and address that she sent it to, and after several calls to many different UPS locations she was able to have the package intercepted and returned. Candace spoke to the member daily while awaiting the return of the package. The member was very relieved that her account was in good standing and her social security funds remained safe.

## **Tracy Herringshaw, Member Relationship Advisor in Herkimer**

Tracy reached out to a member to wish him a happy birthday. While they were talking, he explained that he was out of work not due to a sickness. She let the member know that we offer loan deferrals if he is facing financial hardship due to COVID-19. The member explained that COVID-19 was not a factor in his unemployment as he had been out of work prior to the pandemic on short-term disability, and he would prefer not to do a loan deferral. Knowing this information, Tracy decided to see if he had disability insurance on his two loans, luckily, he had it on both loans. This resulted in \$500 in payments the member did not have to worry about paying with his short-term disability pay. At the end of the phone call, the member said, "you have really shown me that AmeriCU is there for their members!"

## **Mary Ellen Avery, Senior Member Relationship Advisor in Auburn**

An elderly member called needing help. She had concerns about leaving her house due to COVID-19 and tried using her debit card to order her prescriptions for delivery. Unfortunately, the pharmacy was not accepting debit cards and would only take credit card payments. In the past, Mary Ellen recommended that she apply for a credit card but she did not feel that she





had the need for one. Because of the current circumstances, Mary Ellen advised her that she would greatly benefit from using a credit card at this time. She was able to help the member receive an AmeriCU Credit Card the very same day, allowing her to order her medicine.

#### **Muniba Ferhatovic, Member Relationship Advisor in Commercial Drive**

A member called Muniba stating his wife passed away. She was the primary member on the account and took care of everything. He said he needed a lot of help and felt so lost he didn't know where to begin. Muniba set him up with his own account first to get his direct deposits switched over and then began the process of creating his IRA account so he could transfer his wife's 401K over. He stated he also needed documents notarized and didn't know where to go. Muniba told him she would be able to notarize the documents for him as well. He was so happy! He mentioned how grateful he was for all the help Muniba provided. He also mentioned his auto lease was coming up and he'd like to purchase the vehicle. He asked Muniba if she knew the process for this. She was happy to help him with the process. The member was amazed at how many different things Muniba was able to help him with. He said he couldn't be happier that his wife picked AmeriCU as their primary financial institution. The member was grateful to have Muniba helping him every step of the way!

#### **Rachel Siderine, Financial Center Manager in Oneida**

Rachel assisted a member with a fraudulent transaction on his account. He came to the door just after the Financial Center had closed, but the team felt that his situation warranted making an exception to help him open a new account. He needed to quickly move the funds from his current account to a new account because someone had gotten his account information. She quickly opened the account that evening. The next day, Rachel followed up with him to let him know that he was approved for a credit card. He was excited to accept the offer. Rachel engaged the member in a discussion about other bills and how AmeriCU might be able to provide him with a better car loan option. He decided to refinance his auto loan with us as well. He stated that even though the interest rate was basically the same as his current loan, he was impressed by the level of service that we offer at AmeriCU and found our staff to be more friendly than his previous financial institution.

#### **Rebecca Winchell, Security Member Services Specialist in Oneida**

Rebecca had a member come to the drive thru and while she was doing his transaction, she noticed it was his birthday. She took the time to write "Happy Birthday" (with a smiley face of course) on his envelope and told him to enjoy his day! Later, the Financial Center Manager received a phone call from him letting her know how much he appreciates what we do at AmeriCU and how it's the little things, such as the note, that remind him of why he loves AmeriCU!





# AWARDS AND HONORS

## **Forbes 2020 Best-In-State Credit Unions**

AmeriCU ranked as one of the top credit unions in Forbes' annual list of America's Best Credit Unions In Each State. Forbes partners with market research firm Statista to produce this list each year.

## **Best Companies to Work for in New York State**

AmeriCU was once again named one of the Best Companies to Work for in New York for 2020. Created in 2007, these celebrated annual awards are dedicated to identifying and recognizing the best places of employment in New York, whose practices benefit the State's businesses, economy, and workforce.

## **CUNA Diamond Award**

AmeriCU was recognized by the Credit Union National Association (CUNA) for organizing the 2019 Salute to the Troops Tribute Concert at Mountainfest. AmeriCU won in the Ongoing Event category during the CUNA Marketing & Business Development Council's annual Diamond Awards ceremony in 2020, which recognizes outstanding achievements in the credit union industry.

## **MAC Awards**

The Marketing Association of Credit Unions (MAC) awarded AmeriCU the Bronze Award in two categories during their annual MAC Awards honoring outstanding achievements in credit union marketing. AmeriCU was the recipient of two Bronze Awards for Website Design and Community Engagement.

## **Travelers Personal Insurance S.T.A.R. Agency Award**

AmeriCU Insurance Services (formerly AmeriCU Services LLC), was one of the recipients of the Travelers Personal Insurance S.T.A.R. (Superior Travelers Agent Recognition) agency awards for Central New York. Travelers recognized the agency as a leader in customer dedication and professionalism, as well as, a valued partner.

## **NYCUA 2020 Outstanding Professional**

Mark Pfisterer, former President/CEO of AmeriCU Credit Union, was selected as the New York Credit Union Association's 2020 Outstanding Professional. Each year, the Association's Recognition Awards honor credit unions and individuals for their exceptional contributions to the credit union movement and the members they serve. To be recognized, an individual must demonstrate their passion for credit unions through hardwork, dedication, and success.

## **NYCUA 2020 Outstanding Young Professional**

Kaleb Wilson, Financial Center Manager for AmeriCU's Cortland location, was selected as the New York Credit Union Association's 2020 Outstanding Young Professional. Each year, the Association's Recognition Awards honor credit unions and individuals for their exceptional contributions to the credit union movement and the members they serve. To be recognized as an Outstanding Young Professional, an individual must exemplify the credit union philosophy of 'people helping people'.

# BOARD AND MANAGEMENT TEAM

## Board of Directors



**John A. Stevenson**  
CHAIRMAN



**George C. Bauer, III**  
VICE CHAIRMAN



**Ryan Kuhns**  
RECORDING OFFICER



**Terri Tulowiecki**  
CHIEF FINANCIAL  
OFFICER



**Joseph J. Turczyn**  
DIRECTOR



**Jennifer Stowell**  
DIRECTOR



**Nicola Fabrizio**  
DIRECTOR

## Supervisory Committee



**Glenn Gaslin**  
CHAIRMAN



**Robert J. Angelhow**  
MEMBER



**Lester Burt**  
MEMBER



## Chief Leadership Team



**Ronald Belle**  
PRESIDENT & CHIEF  
EXECUTIVE OFFICER



**Alissa Sykes Tulloch**  
CHIEF EXPERIENCE  
OFFICER



**Channing Harwood, III**  
CHIEF FINANCIAL  
OFFICER



**Mark J. Livesey**  
CHIEF RISK OFFICER



**F. Michael Sisk**  
CHIEF LENDING  
OFFICER



**Jin Gwak**  
CHIEF INFORMATION  
OFFICER

**Sonya Ezell**  
EXECUTIVE ASST TO THE CEO

**Marissa Carollo**  
EXECUTIVE ASSISTANT

## Senior Management Team

**John Arnold**  
AVP, LENDING SALES

**Michael J. Manuele**  
AVP, FINANCIAL  
CENTER SERVICES

**Gail Rizzo-Spilka**  
AVP, MEMBERSHIP DEVELOPMENT

**Jeff Canarelli**  
AVP, FACILITIES AND  
CONSTRUCTION

**Leslie Pasco**  
VP, MARKETING

**Tina Thornton**  
AVP, FINANCIAL  
CENTER SERVICES

**Ryne Cornacchia**  
AVP, RISK SERVICES

**George Sageer**  
AVP, MORTGAGE & HOME  
EQUITY LENDING

**Kelly Trepasso**  
AVP, COMMERCIAL & RESIDENTIAL  
REAL ESTATE CREDIT RISK

**Michele Garcia**  
VP, HUMAN RESOURCES

**Michael Smith**  
AVP, FINANCIAL  
CENTER SERVICES

**Heather Wood**  
AVP, FINANCIAL  
CENTER OPERATIONS

**Dyana Herrig-O'Neill**  
SENIOR VP, MEMBER  
RELATIONS

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## NOTES

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# 2020 ANNUAL REPORT



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