

TRI-TOWN TEACHERS FEDERAL CREDIT UNION

2017

ANNUAL REPORT



Changing Logos-Same Great Services



63rd Annual Meeting

May 1, 2018

TREASURER'S REPORT

REPORT OF THE OPERATIONS OF THE TRI-TOWN TEACHERS FEDERAL CREDIT UNION AS OF DECEMBER 31, 2017

Charter Number 10213

POST-CLOSING STATEMENT OF FINANCIAL CONDITION

ASSETS		LIABILITIES AND EQUITY		STATEMENT OF INCOME	Year To Date
Loans	\$19,491,877.56	Accounts Payable	\$3,606.35	OPERATING INCOME	
Less: Allow for		Notes Payable		Int. on Loans	\$ 949,771.89
Loan Losses	\$78,729.32	Dividends Payable	\$1,043.99	Inc fm Investments	\$ 9,371.10
Net	\$19,413,148.24	Taxes Payable	\$2,743.67	Other Operating Inc.	\$ 127,104.90
Accounts Receivable	(\$593,611.5)	Acc Loss Contingencies		<u>Total Income</u>	<u>\$1,092,044.15</u>
Share Drafts in Suspense	\$5,657.56	Accrued Expenses	\$82,272.05	OPERATING EXPENSES	
Cash	\$167,791.44	Retirement	\$559,666.78	Employee Expense	\$360,158.73
Investments	\$2,062,305.69	<u>Total Liabilities</u>	<u>\$ 649,332.84</u>	Travel & Conference	\$ 7,100.14
Accrued Income	\$29,119.87	Shares	\$12,020,906.24	Associations Dues	\$ 13,160.00
Prepaid Expenses	\$58,718.44	IRA's	\$ 279,487.89	Office Occupancy	\$ 73,270.62
Land	\$134,000.00	S/C Cert.	\$5,094,000.00	Office Operations	\$102,034.33
Building	\$171,499.05	Clubs	\$119,140.47	Education & Prom.	\$ 4,509.85
Furniture & Fixtures	\$54,104.99	Share Drafts	\$1,946,701.14	Outside Services	\$221,839.37
Deferred Compensation	\$559,666.78	Escrow Accounts	\$2,869.68	Prov For Losses	\$ 55,012.03
Security Deposits	\$50.00	Regular Reserves	\$486,273.93	Supv./Exam	\$ 4,683.78
Other Assets	\$0.00	Undivided Earnings	\$1,458,080.81	Misc. Operations	\$ 10,733.85
<u>Total Assets</u>	<u>\$22,056,793.00</u>	<u>Total Equity</u>	<u>\$21,407,460.16</u>	<u>Total</u>	<u>\$856,502.70</u>
		<u>Total Liabilities & Equity</u>	<u>\$22,056,793.00</u>		
Loans made				<u>Inc. (Loss) Before Div.</u>	<u>\$ 235,541.45</u>
a. year to date 264	\$10,064,052.15	Members	2121	Dividends	\$ 91,226.87
b. Since organ. 36,972	\$189,683,937.78	Potential Members	6000	Non-Oper. Gain (Loss)	\$ 29,217.86
Loans Chrg'd off Since Org.	\$1,920,639..72	Recoveries on Ln. Chrg'd		NCUA Stabilization Costs	\$ 0.00
		off Since Organization	\$547,823.88	<u>Net Income</u>	<u>\$173,532.44</u>

SUPERVISORY COMMITTEE REPORT

The Supervisory Committee has maintained its regular monthly meeting schedule for 2016-2017.

Our agendas have included; reviewing loans, accounts and other activities as required.

The committee will address any issues or concerns brought forth in the audit as needed.

We continue to work closely with management to maintain and improve regulatory compliance as well as any other issues as they arise.

The Committee had five members this year: Steve Crews, Joseph Izzo, Mike Krysiuk, Charles Corner and myself. Charles Corner has since resigned as he relocated out of state and David DeMace has replaced him.

Those needing to contact our committee can reach us at tttfcusupercom@gmail.com.

Submitted,

Skip Ploss, Chairman

DID YOU KNOW?

Did you know that any member of your family can join the credit union? Any relative of a member by "Blood, Marriage, or Adoption" can become a member and enjoy the benefits of Credit Union Membership on their own.

PRESIDENT'S REPORT – NELL MULLEN, PRESIDENT.



Welcome to the 63rd annual Meeting of the Tri-Town Teachers Federal Credit Union. This is the 8th year in a row that your Credit Union has shown a profit. This would not have been possible without YOU our members, our staff and board of directors.

This year we had a net income of \$173,532.44, a record. Last year our net income was \$96,729. This is a 79.40% increase over last year. Our Net Worth is 8.82%.

I have been a member of the board for 25 years and each year the subject of expanding our membership has come up. We have had little success in accomplishing this goal. In 2007, we had 2356 members. At the end of 2017, we had 2121. With the loosening of NCUAs requirements for associate membership, we are able to reach out to groups that were not eligible under the previous guidelines. Now in order to join our field of membership, the members of an association must pay dues and have voting rights.

John Coniglio approached David and the Board with a proposal to create a new position to help meet the goal of increasing our membership. The new position title would be Director of Marketing and Member Development. By creating this position, he would be able to get out into the field to meet with potential new groups. He would also be able to go into the schools and meet with students and teacher to educate them about the Credit Union. John stated that he would like to fill this position. David and the Board wholeheartedly approved of his suggestion. This meant that we would need to hire a new Assistant Manager. We were fortunate to find Shaun Mee to fill this position. He started in November and has been a great addition to our staff.

John has been busy reaching out to potential groups that fit the new criteria to join the Credit Union. The Westport Electric Car Club and Colonial Grill are examples. John has also reached out to PAL, PTAs and he has been able to go into the schools to talk to students and staff about the Credit Union and what membership offers.

As members, you can help us increase our membership by letting John know of a group that would be eligible to join. John can be reached at phone 203-227-8511 Office, 203-449-4746, Cell, Email – jconiglio@tritownteachers.org. Our future survival as a Credit Union depends on increasing our membership.

You will notice that we now offer Smart Option Student Loans from Sallie Mae. This is for borrowers attending degree-granting institutions. Check out our website for further details. Speaking of web sites you will notice in the near future you will seem some changes to our web site and there will be a new logo.

Many people besides our staff have helped the Credit Union in 2017.

The Board of Directors consists of Nell Mullen Chair, Joyce Gentilozzi VP, Ruth Cavayero Treasurer, Shelly Hall secretary, Michael Fein director, Peggy Klein director, Bob Westervelt director. I would like to thank them for their support and dedicated efforts to make your Credit Union the success it is today.

The supervisory committee Richard (Skip) Ploss chair, Joe Izzo, Michael Krysuik, Steve Crews and Charles Corner. They have been meeting once a month and have been monitoring our operations, procedures and practices.

Bill Matthews, our web master, with the help of David, John and the staff to maintain our web site.

The Credit Union has been very fortunate to have such a dedicated staff, David Ritch, Manager, John Coniglio, Director of Marketing and Member Development, Shaun Mee, Assistant Manager, Barbara Octavio, Operations, Faith Bader, Member Services and Barbara Shade, P/T Office Clerk; these are the people who put "P" to personal service. They have done wonderful work to make the Credit Union the success that it is today.

Delinquent loans are always a concern. Over the years, we have managed to decrease the number of delinquent loans. We have had to send several loans to the attorney for collection. We offer workout loans for members who are having difficulty meeting their financial obligations.

The Board, Management and Staff continue to monitor operations, competitive loan programs, dividend rates to maintain the financial soundness of your Credit Union while still providing personal service and affordable products.

Up to four \$500 Tri-Town scholarships are offered this year. Applications forms were available on the web site and in the office in January. This year’s winners are listed on page 6 of the annual report.

Our biggest challenge for next year is increasing our membership.

Nell Millen

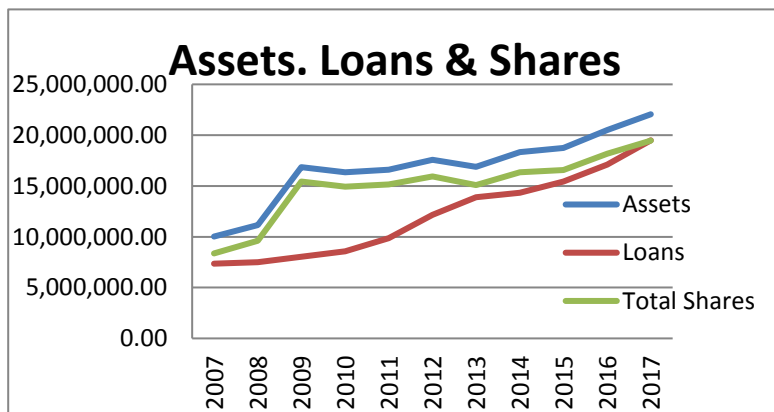
President of Tri-Town Teachers Federal Credit Union Board of Directors

MANAGER’S REPORT – DAVID A. RITCH



Last year in my report, I spoke mainly of growth and how, in comparison to most other credit unions we were doing better. Is it the same for this year? For the most part yes. Let us look at our progress over the last 10 years.

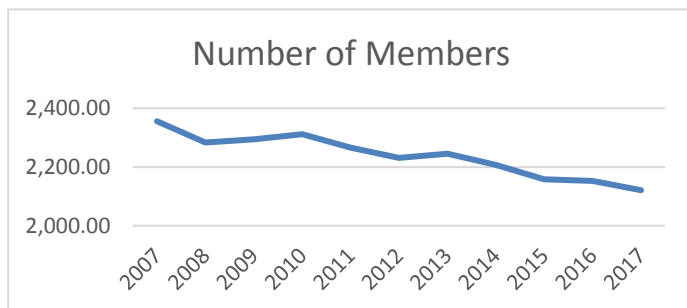
At the end of 2007, our Total Assets were just over \$10,000,000. At the end of 2017, they stood at just over \$22,000,000. That’s a 120% increase in 10 years. Our Total Shares had an increase of 133% in the same period. Total Loans fared even better with a 165% increase. This graph clearly illustrates these events:



One measure of a credit unions success is the Loan to Share Ratio. While most credit unions average in the 50% to 70% range, our ratio at the end of 2017 was 100.15%, among the highest in the nation. Net Income was also very high at the end of 2017; in fact, it was a record level for us. All of our trends look very strong, except one.

This graph paints a very different picture. We have been talking about a declining membership and

this proves it:



This represents a 10.36% drop in the number of members over the past 10 years. In addition, the average age of our membership is increasing. I have only been tracking that figure for the past three years, but in that time the average age of our membership has increased by 1.29%.

These two trends concern me the most. What are we doing about it? The steps we have taken with John’s new position and Shaun as the new Assistant Manager are the beginning. Reversing trends such as this are never easy but we have taken the first step, recognizing that there is a problem and taking the first steps to overcome it.

OUR CREDIT UNION STAFF



David Ritch, Manager and CEO, a credit union member for more than 46 years, has recently celebrated his 35th anniversary with Tri-Town. Starting as a Student Loan Officer, he became Assistant Manager in 1984 and Manager in 1988. During his tenure, we have moved our office twice, upgraded computer systems four times and grown from a small back-office credit union to a full-service Consumer Financial Institution.



Shaun Mee, Assistant Manager, is the newest member of our Credit Union family. He comes to us with over 25 years' experience in banks and credit unions. While working in a financial institution as small as ours comes with new and different challenges, he has rolled up his sleeves and jumped into the fray. We welcome him to what we hope will be a long-term relationship.



John Coniglio, Director of Marketing and Member Development, came to Tri-Town in 2004 as a second career after many years in the telecommunications industry. His experience in business has been helpful in stepping up our marketing efforts and bringing new programs to life such as the VISA Platinum Rewards card, the Electronic delivery of statements, Online services, User-Friendly services and apps. His position is new to both him and the Credit Union and he is looking forward to getting out in the field and working with new groups and new members.



Barbara Octavio, Operations Specialist, joined us in November of 2008 after several years as a Real Estate Agent. Prior to that she had a long term career with General Electric Co. She has taken over the duties of the ATM's, ACH, Share Drafts, Certificates, Check Orders, Credit Card Processing, as well as assisting with Member Services. Some of you may remember Barbara from a few years ago when she worked in our office as a temp for several weeks.



Faith Bader, Senior Member Services Representative, joined us in October of 2006. Faith worked in corporate legal for many years before raising her daughter. As our Member Service Representative she has direct contact with the membership on a daily basis. Like the rest of us she, too, wears different hats during the course of the day while performing other office duties. Faith's most enjoyable time of the day is working directly with the members.

Barb Schade, Part-Time Support Services, joined us in 2012 as a part-time file clerk. Barb now supports our staff in many ways as a member Services Representative during busy times in addition to filing and special projects. Barb has been a member of the Credit Union for many years having worked in the Wilton School System. She also has a small private tutoring service.

The Board of Directors is grateful to our staff for all the work they do to support our members and provide the personal service that we pride ourselves on. They are truly dedicated to service and helping our members reach financial independence!

OUR 2018 SCHOLARSHIP RECIPIENTS

Michelle Gabriele—Michelle is an honor student at Bunnell High School in Stratford and will be attending Sacred Heart University this fall pursuing a career as a Doctor of Physical Therapy.

Larkin Huffman—Larkin is an honor student at Newtown High School planning to embark on a career in early childhood education, deciding between several great universities.

Ioannis Kousidis—Ioannis is an honor student at Newtown High School planning to pursue a degree in Mechanical Engineering and will be attending the University of Connecticut in the fall.

Thomas Schlotter—T.J. has been honored with the All Conference Academic Track Team, as well as awards for volunteerism. He is deciding on several university options, planning a career in Business/Marketing.

Credit Union Services

Account Services

Regular Share Accounts

Vacation Clubs

Coverdell Education Savings Accounts

Special Savings Accounts

Share Draft (checking) Accounts

Individual Retirement Accounts

Term Share Certificates

Holiday Clubs

Roth IRA Accounts

Audio Response System

Web Based Services

Online Account Access

Informational Web Site

Mobile Banking Apps

Online Loan Applications

Online Bill Payment

Remote Check Deposit

Online Check Ordering

Online Statements (All Accounts)

Live Chat

Loan Services

New Auto Loans

Home Mortgages

VISA Platinum Rewards Credit Card

Used Auto Loans

Share Draft Line of Credit

Better-UR-Rate Home Equity Line of Credit

Personal Loans

Insurance Services

Credit Life Insurance

Guaranteed Asset Protection (GAP) Insurance

Discount Auto & Home Owners Insurance & Life Insurance (CUNA Mutual & Liberty Mutual)

Credit Disability Insurance

Group Accident Insurance

Other Services

Loan Counseling

Notary Public Service

Used Automobile Guide

Payroll Deduction

Family Membership

Once a Member, Always a Member

Direct Deposit

VISA Debit Cards (surcharge free)

All Transactions Confidential

Accounts Federally Insured up to at least \$250,000.00 by NCUA

OUR BUSINESS PARTNERS

Enterprise Car Sales – 203-876-6330, Late model, Low Mileage Used Cars, No Haggle Pricing, and Certified Vehicles. Our members have had great experiences with their cars.

TruStage – 800-779-7905 Low cost Auto, Home Owners, and Life Insurance through CUNA Mutual and Liberty Mutual Insurance Companies. Many Members have reduced their insurance bills up to 25% a year.

Owner's Choice Funding – 800-342-4998 Refinance your existing mortgage; buy a new home or a second home. Licensed in Connecticut and five other states. For more information go to their website <http://cuc.mortgagewebcenter.com>. You can even apply online.

Timberlake Associates, LLC. William H. Mathews – Bill Mathews is our webmaster and continues to work with David, John to keep our website up to date, and offering outstanding online services for our members.

BUILDING REPRESENTATIVES**WESTON**

High School	Kara Swezey
	Alfia Pimpinella
Middle School	Kelly M Brown
Interim School	Cheryl Churchill
Hurlbutt	Stephanie Gallo
Administration	Donna Perry

WESTPORT

Stepping Stones	Ellen DeMagistris
TSO	Barbara Kochiss
Staples & PSA	Laura Blair
Teachers Center	Horatio Ballesteros
Bedford Middle	Karen Clark
Coleytown Mid	Karen Kupinse
Long Lots	Regina Keating
Coleytown Elem	Jim Andrews
Kings Highway	Joyce Horne
Greens Farms Elem	Judy Bachman
Saugatuck Elem	Peter Von Euler

FIORE & FIORE, Attorneys at Law

John Fiore

COLONY GRILL, LLC

Ken Martin

Karl Chevrolet

Leo Karl

WESTPORT ELECTRIC CAL CLUB

Leo Cirino

WILTON

Central Office	Sokki Polito
High School	Kathleen Kessler
Middlebrook	Bonnie Strader
Cider Mill	Michael Hossler
Miller	Patricia Terranova
Driscoll	Patricia Terranova
Visiting Nurse & Hospice	Melissa Bell

MUNICIPAL

Fire	Terrance Dunn
Police	Aldo Biagiotti
Recreation	Cynthia Palaia
Highway	Mark Allen
Library	Lynn Perigo
Public Works	Tom McGrath
Town Hall	Nancy Curcio, Joyce Gentilozzi
EMS	Kevin Doherty
Town Hall, HR	Beverly Newell
Senior Center	Susan Pfister

**SUPERVISORY
COMMITTEE**

Richard Ploss, Chair
Steve Crews
Joe Izzo
Michael Krysuik
Charles Corner

STAFF

David A. Ritch, Manager
Shaun Mee, Asst. Manager.
John Coniglio, Member Dev.
Barbara Octavio, Operations
Faith Vogel, Member Services
Barb Schade, P/T Office Clerk

Nominating Committee

Nell Mullen

WESTON VOLUNTEER FIRE DEPT & EMS

Craig Cohen

WESTPORT POLICE ATHLETIC LEAGUE

Ned Batlin

BOARD MEMBERS PAST AND PRESENT

Margaret Bierbaum	Raymond Walsh	Alma Denman
Michael Chappa	Juliette Gatzweiler	Hans Johnson
Jay Van Zandt	Gordon Hall	Florence Walker
Barbara Albright	Samuel Judell	Muriel Burke
E. G. Lee Wall	Virginia Betts	Kendall Reynolds
Gail Gravit	Robert Ittner	Gary Kincaid
Robert Shook	Louise Mariani	Joseph Robidoux
Ray Wanke	Richard Holms	Ed Duffy Jr.
Maureen Boylan	David Harrison	Gijsbert Beekhuizen
Linnea Gugel	Peter Concilio	Donald Digennaro
Eileen Bengston	Richard T. Russell	Nell Mullen
Anthony Pinzone	Susan Dilloway	Carol Soloff
Edward Bludnicki	David Heinmiller	Marc Feeley
Dorothy Tinsley	Virginia Merchant	Louise Stein
Wendy Cudmore	Shelley Hall*	Michelle Siegal
Peggy Klein*	Ruth Cavayero*	Michael Fein*
Joyce Gentilozzi*	Robert Westervelt*	

PRESIDENTS PAST AND PRESENT

Margaret Scholtz
William Amundsen
Ella Williams
Edward Pierce
A. Wayne Ross Jr.
Harold Anderson
Gerald Mohyde
Peter Meehan
John T. Williams
Lonny Clark
Donald Miklus
Nell Mullen*
Wendy Cudmore

*presently serving

In addition to the above, there are those individuals who have served on committees, as Building Representatives and in other ways in the past who are far too numerous to mention by name. It is these individuals, with their volunteer service that make the Credit Union Movement unique and have given this Credit Union the resources to thrive as it has over the years. All these individuals must share in the credit for the success of our Credit Union.



Please help us grow our membership. Tell your family about us and encourage them to join!

Watch for exciting new changes coming to Tri-Town Teachers F.C.U. in May! We are dedicated to providing the latest technology to our members.



Remaining on the Forefront of Technology



Logo Change: Bright, Colorful, Eye-catching



New, Responsive website adapts to any device—mobile friendly



Smartphone Apps expanded to support all online activities for mobile banking

Thank you for coming to our Annual Meeting and being loyal members of our Credit Union!