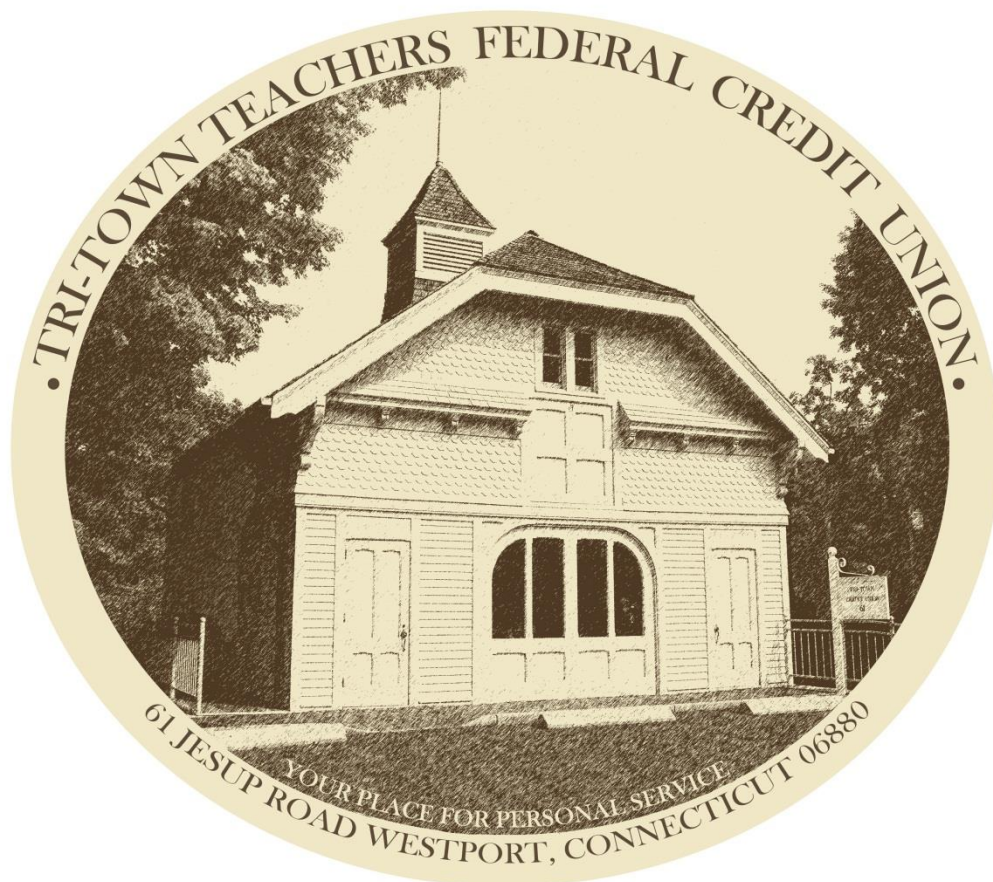


# Tri-Town Teachers Federal Credit Union

## 2016

# ANNUAL REPORT



“The Carriage House”

**62<sup>nd</sup> Annual Meeting**  
**May 2, 2017**

# TREASURER'S REPORT

REPORT OF THE OPERATIONS OF THE TRI-TOWN TEACHERS FEDERAL CREDIT UNION AS OF DECEMBER 31, 2016

Charter Number 10213

## POST-CLOSING STATEMENT OF FINANCIAL CONDITION

| ASSETS                      |                        | LIABILITIES AND EQUITY                |                        | STATEMENT OF INCOME            | Year To Date         |
|-----------------------------|------------------------|---------------------------------------|------------------------|--------------------------------|----------------------|
| Loans                       | \$17,098,862.18        | Accounts Payable                      | \$3,700.00             | OPERATING INCOME               |                      |
| Less: Allow for             |                        | Notes Payable                         |                        | Int. on Loans                  | \$869,849.63         |
| Loan Losses                 | \$95,389.68            | Dividends Payable                     | \$4,540.32             | Inc fm Investments             | \$ 9,020.54          |
| Net                         | \$17,003,472.50        | Taxes Payable                         | \$1,244.41             | Other Operating Inc.           | \$115,315.24         |
| Accounts Receivable         | (\$191,023.22)         | Acc Loss Contingencies                |                        | <u>Total Income</u>            | <u>\$994,185.41</u>  |
| Share Drafts in Suspense    | (\$38,983.07)          | Accrued Expenses                      | \$76,483.22            | OPERATING EXPENSES             |                      |
| Cash                        | \$212,617.14           | Retirement                            | \$480,784.53           | Employee Expense               | \$350,121.73         |
| Investments                 | \$2,580,329.89         | <u>Total Liabilities</u>              | <u>\$ 566,752.48</u>   | Travel & Conference            | \$ 9,733.48          |
| Accrued Income              | \$17,971.31            | Shares                                | \$11,463,641.30        | Associations Dues              | \$ 11,926.00         |
| Prepaid Expenses            | \$59,886.20            | IRA's                                 | \$ 334,884.03          | Office Occupancy               | \$ 71,517.39         |
| Land                        | \$134,000.00           | S/C Cert.                             | \$4,509,024.08         | Office Operations              | \$ 91,042.91         |
| Building                    | \$185,731.65           | Clubs                                 | \$116,662.52           | Education & Prom.              | \$ 6,263.97          |
| Furniture & Fixtures        | \$70,574.82            | Share Drafts                          | \$1,750,766.48         | Outside Services               | \$238,202.44         |
| Deferred Compensation       | \$480,393.69           | Escrow Accounts                       | \$2,467.72             | Prov For Losses                | \$ 62,312.70         |
| Security Deposits           | \$50.00                | Regular Reserves                      | \$486,273.93           | Supv./Exam                     | \$ 3,408.84          |
|                             |                        | Undivided Earnings                    | \$1,284,548.37         | Misc. Operations               | \$ 7,735.10          |
| Other Assets                | \$0.00                 | <u>Total Equity</u>                   | <u>\$19,948,268.43</u> | <u>Total</u>                   | <u>\$852,264.56</u>  |
| <u>Total Assets</u>         | <u>\$20,515,020.91</u> | <u>Total Liabilities &amp; Equity</u> | <u>\$20,515,020.91</u> |                                |                      |
| Loans made                  |                        |                                       |                        | <u>Inc. (Loss) Before Div.</u> | <u>\$ 141,920.85</u> |
| a. year to date    286      | \$9,381,581.61         | Members                               | 2153                   | Dividends                      | \$ 74,026.10         |
| b. Since organ.  36,734     | \$179,599,881.33       | Potential Members                     | 6000                   | Non-Oper. Gain (Loss)          | \$ 28,835.00         |
| Loans Chrg'd off Since Org. | \$1,838,469.24         | Recoveries on Ln. Chrg'd              |                        | NCUA Stabilization Costs       | \$ 0.00              |
|                             |                        | off Since Organization                | \$537,235.79           | <u>Net Income</u>              | <u>\$ 96,729.75</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.

Members of the committee met with the auditors from Robert Anderson & Company to discuss our role in the credit union's regulatory compliance. 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 has five members this year; Steve Crews, Joseph Izzo, Mike Krysiuk, Charles Corner and myself.

Those needing to contact our committee can reach us at [ttfcusupercom@gmail.com](mailto:ttfcusupercom@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.



I would like to welcome you to the 62<sup>nd</sup> annual meeting of the Tri-Town Teachers Federal Credit Union.

- In 2007 our asset level was \$10,000,000.00. In 2016, we have more than \$20,000,000.00 in assets as you can see we have doubled our size.
- In 2008 and 2009 we had large losses but every year since we have had positive income. Our Net Income for 2016 was \$96,729. This was \$63,028 lower than 2015 but it was still a profit.
- Our loan to share ratio is 94%, which is one of the highest in CT.
- We issued \$9,381,581 in loans in 2016. This is a 6.68% increase over the \$8,794,258.82 we did in 2015. 68.40% of our loans are in real estate.
- Our new program of Better-UR-Rate HELOCS has been very popular with \$2,526,000.00 in credit lines issued in a six-month period.
- Our Delinquency ratio continues to fall. Currently our peer average is 1.25% we are at 0.57%. We still offer workout loans for members who have had difficulty meeting their obligations.
- We have added the new EV chip credit and debit cards. An important new feature is if you need to replace a credit or debit card for any reason or you need a new one you can come into the office and we can issue you one on the spot. No waiting for 7-12 days to get your card in the mail. You will be able assign your own pin number at the time you get your card.
- An area of concern for years has been increasing our membership. This is critical for our survival. We have started to add new groups to our membership. In order to do this the board has made changes in our by-laws. This has been made possible by the relaxing of the criteria for membership by NCUA. We have added Westport Electric Car Club, Karl's Chevrolet, Colony Pizza, Weston Volunteer Fire Department and EMS. We will be adding more groups in the coming year. This will be done in a controlled manner.
- This year we are able to offer three \$500 Tri-Town Scholarships. The winners are listed on page five of this Annual Report.
- The board and staff continue to update the Business Plan with the suggestions from our members and current trends with the emphasis on maintaining our financial soundness. We welcome any suggestions or ideas from our members that will improve your credit union. Suggestions can be sent via snail mail, e-mail, live chat, or in person.
  - The credit union would not be successful if it were not for the loyalty of our members, the dedication of our staff and the Board of Directors.
  - The supervisory committee has done a great job of monitoring our operations, practices and procedures.
  - Bill Matthews, our web master, with the help of David Ritch, John Coniglio and the staff have done a wonderful job of maintaining our web site.
  - On behalf of the members of the Credit Union I would like to thank the Board of Directors for their support and dedicated efforts to make your Credit Union the success it is today. The challenge that we face in the coming years is increasing our membership. In order to accomplish this we will be adding another person to the staff at the office. This means that we will be restructuring the staff and their job descriptions. We will keep you posted on our web site and by email blasts.

*Nell Mullen*

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



**MANAGER’S REPORT – DAVID A. RITCH**

2016 was another good year for Tri-Town. Our Total Assets passed the \$20,000,000 mark for the first time in June and remained there for the rest of the year. In fact, Total Assets increased 9.52% over the course of the year. Our Total Shares grew by 9.70% in 2016 and the Total Loans increased by 10.88%. All of these numbers sound very good, they are, but how do we compare with the rest of the credit unions in the country.

Our Federal Regulatory Agency, the National Credit Union Administration (NCUA) collects statistical data on credit unions each year. They recently published year-end data for 2016. They listed several ratios both as a national average and by state. Let us see how we compare:

|                   | National | Connecticut  | Tri-Town |
|-------------------|----------|--------------|----------|
| Asset Growth      | 3.20%    | 2% or less   | 9.52%    |
| Share Growth      | 3.30%    | 2% or less   | 9.70%    |
| Membership Growth | -0.01%   | -0.05% to 0% | -0.002%  |
| Loan Growth       | 4.0%     | 3% or less   | 10.88%   |
| Delinquency       | 0.81%    | .8 - 1.0%    | 0.57%    |
| Loan/Share Ratio  | 64%      | 50% - 60%    | 94.07%   |
| Return on Assets  | 0.35%    | .20% or less | 0.49%    |

These numbers tell use several things. As a whole, Connecticut credit unions are underperforming as compared to the rest of the country. In each of the seven categories, the Connecticut averages are below the national Averages. When we look at our numbers, we see quite a different picture. Our Asset Growth was almost three times the national average and four times the Connecticut averages. It is the same for Share Growth. Membership growth was negative across the board, but ours was only slightly negative. If fact we had a net loss of five members in 2016. Our Loan Growth was again almost three times the national average and close to four times the Connecticut figure. Our Delinquency Ratio is lower than the other averages and our Loan/Share Ratio far outshines the rest. Our Return on Assets was also above the averages.

Our numbers show that we continue to be a strong, successful credit union. We have had seven consecutive years of growth and positive net income. Loan demand remains strong and our deposit rates are among the highest in the area. Our growth ratios are above average and we continue to look into ways to increase our membership.

I am optimistic for this credit union in the years to come. We have a dedicated staff, an active Board of Directors, committed committee members, and, most important, a loyal and faithful membership. With all these parts working together, our future is very bright.

## OUR CREDIT UNION STAFF



David Ritch, a credit union member for more than 45 years, has recently celebrated his 34<sup>th</sup> 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 financial institution.



John Coniglio, Assistant Manager, 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, and Online, User-Friendly services and apps. His most recent accomplishments are the conversion of our ATM program to a new network of surcharge-free ATM's and our new mobile apps for smartphones. In addition, he is stewarded the project to upgrade our credit and debit cards to "chip cards". He is also our Loan Officer and is eager to help our members with their financial needs.



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 Vogel 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 is our newest employee. She joined us in 2012 as a part-time file clerk. 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.

## OUR 2016 SCHOLARSHIP RECIPIENTS

**Gabriella Petrone** – Gabriella is a senior at Fairfield Warde High School and will be attending Muhlenberg College to study English and Studio Art.

**Eoin Matthews** – Eoin is a senior at Regis High School in New York City and will be attending Columbia University to study English and Art History.

**Karl Zoubek** – Karl is a senior at King School in Stamford and will be attending the University of Richmond with a concentration in Economics, Business and Political Science.

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

Direct Deposit  
VISA Debit Cards (surcharge free)  
All Transactions Confidential

## 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 and John to keep our website up to date and offering outstanding online services for our members.

## WHO'S WHO IN THE CU

### BUILDING REPRESENTATIVES

#### WESTON

High School  
Middle School  
Interim School  
Hurlbutt  
Administration

Kara Swezey  
Alfia Pimpinella  
Kelly M Brown  
Cheryl Churchill  
Stephanie Gallo  
Donna Perry

#### WILTON

Central Office  
High School  
Middlebrook  
Cider Mill  
Miller  
Driscoll

Sokki Polito  
Kathleen Kessler  
Bonnie Strader  
Michael Hossler  
Dianne Thulin  
Dianne Thulin

#### SUPERVISORY COMMITTEE

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

Visiting Nurse & Hospice  
Melissa Bell

**BUILDING REPRESENTATIVES, Continued**

**WESTPORT**

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

**MUNICIPAL**

|               |                                |
|---------------|--------------------------------|
| Fire          | Paul Wholforth                 |
| Police        | Aldo Biagiotti                 |
| Recreation    | Sheila Kavey                   |
| 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                  |

**STAFF**

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

**FIORE & FIORE, Attorneys at Law**

John Fiore

**COLONY GRILL, LLC**

Ken Martin

**KARL CHEVROLET**

Leo Karl

**WESTPORT ELECTRIC CAR CLUB**

Leo Cirino

**WESTON VOLUNTEER FIRE DEPARTMENT AND EMS**

Craig Cohen

**WESTPORT POLICE ATHLETIC LEAGUE**

Ned Batlin

**BOARD MEMBERS PAST AND PRESENT**

|                   |                      |
|-------------------|----------------------|
| Margaret Bierbaum | Raymond Walsh        |
| Michael Chappa    | Juliette Gatzweiller |
| Jay Van Zandt     | Gordon Hall          |
| Barbara Albright  | Samuel Judell        |
| E. G. Lee Wall    | Virginia Betts       |
| Gail Gravit       | Robert Ittner        |
| Robert Shook      | Louise Mariani       |
| Ray Wanke         | Richard Holms        |
| Maureen Boylan    | David Harrison       |
| Linnea Gugel      | Peter Concilio       |
| Eileen Bengston   | Richard T. Russell   |
| Anthony Pinzone   | Susan Dilloway       |
| Edward Bludnicki  | David Heinmiller     |
| Dorothy Tinsley   | Virginia Merchant    |
| Wendy Cudmore     | Shelley Hall*        |
| Peggy Klein*      | Ruth Cavayero*       |
| Joyce Gentilozzi* | Robert Westervelt*   |

**PRESIDENTS PAST AND PRESENT**

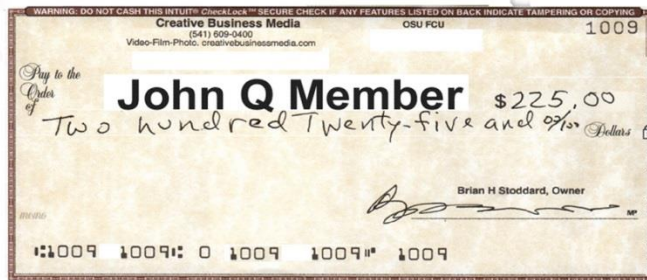
Margaret Scholtz  
William Amundsen  
Ella Williams  
Edward Pierce  
A. Wayne Ross Jr.  
Harold Anderson  
Gerald Mohyde  
Peter Meehan  
John T. Williams  
Lonny Clark  
Donald Miklus  
Nell Mullen\*  
Wendy Cudmore

\*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 makes the Credit Union Movement unique and has 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.



**SNAP !  
CLICK !  
DEPOSIT**



## **REMOTE CHECK DEPOSITING IS HERE**

## **APPLE / ANDROID MOBILE APPS are ACTIVE NOW!!!**

Our mobile app is now in the Apple and Android App-stores. You can search the App-store or iTunes for TTTFCU (all caps) or <https://play.google.com/store> to get the android app. In order to use the app you will have to register your mobile device using an authorization code (provided) and device ID. You can register online or via email. Please follow the directions when you download the app. The new mobile app lets you bank remotely--view your accounts, transfer funds, deposit checks remotely, pay your bills, check for holds and pledges on your account, contact us via email or get directions to our office from anywhere. You can also manage your Tri-Town debit and credit cards, turning them on or off from your smart phone. Use our e-alerts to keep you up to the minute on your card and other account activity to prevent fraud. Virtually anything that you can do from a computer, using our FLEXTELLER online system, can be done from a smartphone or tablet. In order to use these apps you must have access to your accounts remotely through FLEXTELLER. To sign up, call our office at 203-227-8511. All services are free to our members. Big bank services from your local Credit Union, your place for personal service!