

# 2019 Annual Report



**CommunityResource**  
Federal Credit Union

*The friendly place to bank.*

# **AGENDA OF THE ANNUAL BUSINESS MEETING**

**SEPTEMBER 22, 2020**

## **VIRTUAL MEETING**

Call to order

Appoint Recording Secretary

Thomas Ellis

Reading and Acceptance of the Minutes of  
the March 2019 Meeting

Thomas Ellis

Report of the Chairman

Thomas Ellis

Report of the Treasurer

Brian Keegan

Report of the President/CEO

Terry Langlois

Report of the Supervisory Committee

Elizabeth Kindlon

Report of the Nominating Committee

Thomas Ellis

Election of Directors

Thomas Ellis

New Business

Thomas Ellis

Adjourn

# Chairman's Report

Good evening. Welcome to Community Resource Federal Credit Union's eighty fourth annual meeting. My name is Tom Ellis, and I am Chairman of the Board.

For those of you who are familiar with this event, you know that the previous year is the focus of the meeting. This year it'll be a little different.

To start at the beginning - 2019, I want to tell you that your Credit Union accomplished a true trifecta last year. It won three state wide awards, in its asset size, for engagement with our members and with the community (after all community is part of our name and our mission to serve).

The first of these is the Dora Maxwell Social Responsibility Award. It's given for external activities involving projects in the community, such as, raising funds for charity, educational activities, or other community projects.

The second is the Desjardins Financial Education Award. It's given for supporting the financial education of members and non-members, including, face-to-face teaching as well as other financial education.

The final one is the Louise Herring Member Service Award. This is given for developing programs and services that benefit members. It was received for demonstrating our commitment to the application of "People-Helping-People" philosophy.

For a credit union of our size to win all three awards in one year, on a state wide basis, is outstanding. I don't recall it being done by any other credit union. The staff of the credit union deserves our praise and thanks. I know I speak for the Board in voicing my congratulations for such a great accomplishment. We met the challenge to be a better resource for our members and the community.

I often end my report with the statement that "the future, as usual, is unpredictable". Boy, did that come true in 2020! No one could have foreseen that Covid19 would change almost all aspects of "life as we know it" overnight.

I usually also state that: "The Credit Union, inspired by its past success, looks forward to the future, confident in its ability to meet the challenges that lay ahead."

Your Credit Union met the challenges of Covid19. The management and the staff followed all the necessary safety protocols in order to provide a safe environment for everyone. Not content with stopping there, a series of programs were started to benefit those members hardest hit financially by the virus.

Programs such as:

- Skipping payments on consumer and home equity loans for a select period of time.
- Obtaining a CRISIS Loan with special dollar limits and interest rates.
- Waiving overdraft fees.
- Waiving early withdrawal penalties on time deposits.
- Increasing credit card limits when requested.

This success in meeting these challengers is due to our dedicated staff and volunteers. They are the cornerstone that allows this Credit Union to flourish. Without their efforts and commitment, these difficult challenges could not have been overcome. The Board of Directors thank you one and all.

Last but not least, we thank our members, without whose support, none of our accomplishments would be possible.

The vision stays the same: to grow the Credit Union by safely providing even better products and services for our members in the future.

*Tom Ellis*  
Board Chairman

## Treasurer's Report

The financial condition of Community Resource FCU continues to be strong with solid performances from our Latham, North Greenbush, and North Albany branches. Our total Membership was 6,954 at the end of 2019 and last year we granted 1,316 loans totaling \$24,971,450. Net loans for the year-end (2019) were \$76,724,895. Since its creation in 1935, our Credit Union has made 95,841 loans totaling over half a billion dollars (\$522,575,177)!

Total operating expenses for 2019 were \$3,403,901. Assets increased by \$7,059,262, for a new high of \$93,334,694, while net income was \$383,996. Our end of year investments totaled \$4,919,911.

The management, staff and volunteers have my sincere thanks for their dedication and hard work. They made 2019 another successful year and we look forward to many more. I would also like to welcome all our new employees who have joined our team during the past year. Thank you all very much.

Respectively submitted,

Brian Keegan  
Treasurer



## President/CEO's Report

In preparation for our annual meeting, I would normally be thinking about ideas for my speech during February and writing it in March. This year, I found myself closely monitoring the spread of COVID-19 instead. Unfortunately, we went from Governor Cuomo telling New Yorkers on March 2nd to relax; to having schools closed on March 16th; and then 100% of non-essential businesses being told to have staff work from home starting March 20th, forcing many businesses to shut down totally. This goes to show just how quickly people's lives can be turned upside down.

A common theme in my annual speeches has been the positive difference we seek to make in the financial lives of our members and what we do to help others. The items Tom Ellis noted in his report are clear examples of how we continue to maintain our commitment to these ideals, even during a pandemic.

Although access to our lobbies was restricted for a little over two months, our staff has been available to meet the needs of our members throughout this pandemic. At the same time, our staff has endured the same challenges as everyone else; with the exception of job loss.

Some of these challenges included:

- Working from home;
- School age kids learning from home;
- Trying to obtain high demand items at the grocery store;
- Not being able to visit loved ones because of risk factors or because it would require traveling to a state on the quarantine list;
- Restrictions on social and religious gatherings; and
- Having to endure a COVID test because their doctor decides it is better to be safe than sorry.

I want to commend our staff for their teamwork and commitment throughout this pandemic. Despite all the personal challenges, our staff has remained 100% committed to serving the needs of our members. A new member provided this feedback recently "I am so impressed with Community Resource FCU! I am a newer member and the customer service is excellent! Thank you so much!"

During this pandemic, we have had to make many changes and exceptions to doing business as usual; making sure the actions we take now, are not regretted in the future. The Board of Directors has supported us 100% of the way. I would like to thank them for their continued support and commitment.

Finally, I want to thank our members for allowing us the privilege of serving them and their families' financial needs.

**Terry Langlois**

President/CEO

# Supervisory Report

The Supervisory Committee is charged with safeguarding members' assets and ensuring that the Credit Union operates in a safe and sound manner. It serves as a watchdog - the eyes and ears that look for any threats that could negatively impact the financial health and well-being of the Credit Union.

As members, you interact with the "frontline" people - the financial service reps and associates who do transactions, provide account information and guidance, issue loans and so much more. But, behind the scenes there is a group of people, the "back office", who are dealing with regulatory requirements, internal controls, reporting requirements, policies and procedures, secure technology and more that you might not realize. It is all of the staff working together as a whole and led by management who produce a well-run, financially sound Credit Union dedicated to excellent service to our members

This is evident by the outstanding reports that we receive from audits and exams. The Committee hires the experts at Wojeski and Company, CPAs to conduct the required comprehensive annual audit along with quarterly audits that review specific areas of the Credit Union's operations. As in the recent past, the report of this year's audit found everything to be in balance, reported accurately, and with no exceptions. During the year, our regulatory agency, the National Credit Union Administration (NCUA) conducted their periodic examination that also produced excellent results and no corrective actions. We commend the Management and Staff for their outstanding performance that results in these excellent reports and we thank them for their dedication to providing quality, caring service to you, our members.

The Supervisory Committee is here for you. If any member has an unresolved question or concern about their account that they have first addressed with staff and/or management, they should write to the Committee at the address below.

My thanks to the volunteer members of the Committee for their service to the Credit Union. We especially want to recognize Dan Abatto for his many years of service as a member and former Chairman of the Committee. We also thank MaryEllen Quinn for her work and time. As they leave the Committee, we welcome Maria McGinniss as a new member. Thanks also to the volunteers on the Board of Directors for their time and commitment to the Credit Union.

Elizabeth U. Kindlon  
Supervisory Committee  
PO Box 947  
Guilderland, NY 12084-0947

Committee Members  
Elizabeth U. Kindlon, Chairman  
Joseph Kryzak  
Maria McGinniss

**Community Resource FCU**  
**Consolidated Income Statement**  
**December 31, 2019**

**INCOME**

Income from Loans	4,094,180
Investment Income	183,423
Debit Card Interchange Income	182,165
Elan Interchange Income	86,778
Other Fee Income	299,937
Misc. Operating Income	168,093

**TOTAL INCOME** 5,014,576

**DIVIDENDS & INTEREST EXPENSE**

Dividend Expense	(1,123,155)
Interest Expense	(17,322)

**TOTAL DIVIDENDS & INTEREST EXPENSE** (1,140,477)

**MARGIN** 3,874,099

**OPERATING EXPENSES**

Compensation	(1,459,299)
Employee Benefits	(406,808)
Travel and Conference	(20,820)
Office Occupancy	(255,953)
Office Operations	(256,252)
Marketing Expense	(81,574)
Loan Servicing	(202,409)
Professional & Outside Services	(431,142)
Provision for Losses	(203,500)
NCUSIF and NCUA Supervisory Expenses	(23,246)
Cash Over and Short	220
Other Operating Expenses	(63,118)

**TOTAL OPERATING EXPENSES** (3,403,901)

**NET OPERATING INCOME** 470,198

Gain (Loss) on Investments	0
Gain (Loss) On Disposition of Assets	(21,275)
Non-Operating Income	(9,927)
Other Temporary Impairment	(55,000)

**TOTAL NON OPERATING INCOME/EXPENSE** (86,202)

**NET INCOME** 383,996

**Community Resource FCU**  
**Consolidated Balance Sheet**  
**December 31, 2019**

**Assets**

**LOANS**

Vehicle Loans	19,518,619
Boat / RV	15,474,701
Power Sport	5,801,873
Personal Loans	4,134,840
Share Secured Loans	274,248
Education & GSL Loans	180,408
Lines of Credit	559,640
Loans to Businesses	753,558
CU Student Loans	2,308,803
Owners Choice Loans	5,107,309
Home Equity Loans	22,610,896

<b>Total Loans</b>	76,724,895
FASB 91	538,723
Allowance for Loan Loss	(419,383)

<b>NET LOANS</b>	76,844,234
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**OTHER ASSETS**

Investments	4,919,911
Cash and Cash Equivalents	7,239,514
Accounts Receivable	118,328
Accrued Income from Investments	7,916
Accrued Income from Loans	235,979
NCUSIF	753,423
Prepaid & Deferred Expenses	109,942
Land & Building	2,791,785
Furniture & Fixtures	217,154
Collateral in Process of Liquidation	96,508
All Other Assets	0

<b>TOTAL ASSETS</b>	93,334,694
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Community Resource FCU  
Consolidated Balance Sheet  
December 31, 2019

Liabilities, Shares & Equity

LIABILITIES

Accounts Payable	86,398
Accrued Expenses	391,722
All Other Liabilities	1,042,256
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TOTAL LIABILITIES 1,520,377

SHARES

Regular & Other Savings	13,954,058
IRA Shares	1,450,704
Money Market Shares	15,204,323
Share Drafts	8,515,751
Share Certificates	35,796,701
IRA Certificates	5,742,378
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TOTAL SHARES 80,663,915

EQUITY

Regular Reserves	743,232
Undivided Earnings	10,398,802
Unrealized Gain (Loss)	8,367
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TOTAL EQUITY 11,150,402

TOTAL LIABILITIES, SHARES  
AND EQUITY 93,334,694

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## Credit Union Awards

Community Resource Federal Credit Union received first-place honors at the state level for the three credit union awards: Dora Maxwell Social Responsibility Community Outreach Award, Louise Herring for Philosophy in Action Award, and the Desjardins Youth Financial Education Award programs.

Specifically, the awards recognize:



The Dora Maxwell Social Responsibility Community Service Award is given to a credit union or chapter/multiple credit union group for its social responsibility projects within the community. The award is given for participation in external activities within our community including support for CU4Kids, Interfaith Partnership for the Homeless and the Capital Roots Garden Bowl.



The Louise Herring Philosophy in Action Member Service Award is given to a credit union for its practical application of credit union philosophy within the actual operation of the credit union. It is awarded for internal programs and services that benefit membership. The credit union was awarded this for internal credit union efforts which include the CRFCU Community Heroes Program – a program designed to give back to military personnel, law enforcement, firefighters and first responders through loan discounts and savings bonuses along with financial education through Military Saves Week.



The Desjardins Financial Education Award recognizes leadership within the credit union movement on behalf of financial literacy for all ages. In the Desjardins Youth Financial Education category, Community Resource was recognized for its amazing efforts with its program to teach money recognition and financial responsibility using math skills to visually impaired youth and young adults, skills which are often overlooked.

Community Resource was also awarded the America Saves Designation of Savings Excellence. This award, given by America Saves, is made annually to those financial institutions that go above and beyond to actively encourage members to save, increase savings, save automatically and build wealth. Financial institutions play a most pivotal role in motivating and providing the safe and appropriate opportunity to save. Actions taken by Community Resource during America Saves Week and beyond provide a positive example of what financial institutions can do to support their members in building emergency savings and a measure of financial stability.

Community Resource Federal Credit Union along with the other 11 awardees made a significant difference in combating the current savings crisis. All told these financial institutions had 124,938 members deposit \$363,847,981.49 into new and existing savings accounts during a one-week time frame. All of these institutions also promoted automatic savings and the need to save for emergencies and unexpected expenses using creative messaging through social media and communications to employees.



# Credit Union Highlights

At Community Resource FCU, we continue to improve lives through better personal finance.

We are always building on the history of innovation which began with our roots in National Grid, formerly Niagara Mohawk, whose Albany employees founded us in 1935. Our legacy as a friendly and caring financial partner is important especially as we continue to earn the trust of new members.

From our mobile app to online applications we continue to evolve to make a difference in our members' lives. Our commitment to excellence is driven by being the best partner to help our members navigate the complexities of personal finance. In 2019 we implemented new technology to make banking even easier.

**E-receipts:** We can provide an E-Receipt for any transaction, deposits, withdrawals, transfers, and loan payments. Once you request E-Receipts, we send you an email with a password-protected file of your receipt. You can then file it electronically, or print it if the need arises. You can still request a paper receipt at the time of your transaction.

**Temp to Perm debit cards:** Community Resource FCU can print your debit card within minutes right at the bank. Don't wait for a card to be sent in the mail! The card is given at account opening and is available for personal and business accounts. You can also get your card replaced just by stopping in the bank.

**Digital Wallet:** A digital wallet is a wallet you can access from your smartphone. It allows you to store your debit or credit card information on your smartphone, make payments, and even manage your cards. Plus, all these services are free!

**eDoc Digital Signing:** A document can be sent to you as an attachment in an email or there will be a link to a document warehouse (website) from which you can download to your PC for printing, saving you a trip to the branch.

So much has changed in the last couple of years for CRFCU and for your support and encouragement of this progress, we are grateful.

## Community Support

Community Resource FCU supports financial education and giving back through volunteering, sponsorships and support to local businesses and nonprofits.

In 2019, those efforts included:

Over 100 hours of community financial education including groups of seniors, veterans, students and the underserved.

Over \$15K in donations and sponsorships including over 1 ton of clothing and personal items for the less fortunate.



Significant contributions to our military and First Responders through our Community Heroes Program, Military Saves Week, Veterans Ball and Community Heroes Night with the Valley Cats.

We remain committed to our communities and continue to support many groups and organizations through our sponsorship budget.

Some of the organizations and events that we sponsor are:

- Garden Bowl - Capital Roots
- Go Red for Women - American Heart Association
- Back to School program - Albany Police Athletic League
- Walk for Wishes - Make A Wish Foundation
- Take Steps Walk - Crohn's and Colitis foundation
- Literacy Run - Literacy Volunteers of Rensselaer County
- Champion of the Year - Best Buddies
- Miracle Jeans Day - CU 4 Kids, Albany Medical Center
- Jingle Bell Run - Arthritis Foundation

Donations are supported by our Charity Committee through candy sales, movie ticket sales and raffle basket fundraisers.





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Latham, NY 12110  
518-783-2211

631 Bloomingrove Dr.  
Rensselaer, NY 12144  
518-283-2211

[www.communityresourcefcu.com](http://www.communityresourcefcu.com)

